



# VIP Residential IP Intercom Installation Guide

# Table of Contents

|          |   |           |
|----------|---|-----------|
| <b>1</b> | <b>Pre-Installation</b>   | <b>3</b>  |
| 1.1      | Installation Requirements & Notes                                 | 3         |
| 1.2      | Components  | 4         |
| <b>2</b> | <b>Installation</b>   | <b>8</b>  |
| 2.1      | 1 Indoor Monitor Door Station (No Network Functionality)          | 8         |
| 2.2      | 1 Indoor Monitor to 1 Door Station via a Network Switch           | 9         |
| 2.3      | 2 Indoor Monitors to 1 Door Station via a Network Switch          | 11        |
| 2.4      | 2 Indoor Monitors to 2 Door Stations via a Network Switch         | 14        |
| <b>3</b> | <b>Additional Configuration</b>                                   | <b>19</b> |
| 3.1      | How to change the Indoor Monitor's IP Address                     | 19        |
| 3.2      | How to set up an Indoor Monitor as an Extension Monitor           | 19        |
| 3.3      | How to change the Door Station's IP Address                       | 20        |
| 3.4      | Setting the Time and Date   | 23        |
| 3.5      | Wiring an Electric Door Strike to the Door Station                | 24        |
| 3.6      | Adjust Electric Door Strike Timing                                | 25        |
| 3.7      | Learning in Swipe Cards   | 25        |
| 3.8      | Deleting Swipe Cards  | 26        |
| 3.9      | Indoor Monitor Volume Configuration                               | 26        |
| 3.10     | Door Station Volume Configuration                                 | 26        |
| 3.11     | P2P Configuration (QR Code)                                       | 27        |
| 3.12     | Advanced Configuration for Remote Access (optional)               | 29        |
| 3.13     | Changing Door Station Network Ports (optional)                    | 29        |
| 3.14     | Finding out your network range, and available IP addresses via PC | 30        |
| 3.15     | Using the INTIPMONPOE (Sold Separately)                           | 31        |
| 3.16     | Using a PoE Switch to Power the Intercom System (Sold Separately) | 31        |
| 3.17     | Adding IP Cameras to an Indoor Monitor                            | 32        |
| 3.18     | Adding Your Door Station to a VIP Vision NVR                      | 33        |
| <b>4</b> | <b>How to Use Your Intercom System</b>                            | <b>34</b> |
| 4.1      | Making and Answering Calls  | 34        |
| 4.2      | Taking Videos / Snapshots from the Indoor Monitor                 | 34        |
| 4.3      | Viewing Your Videos/Snapshots from the Indoor Monitor             | 34        |
| 4.4      | Calling Between Indoor Monitors                                   | 35        |
| 4.5      | Create Favourites   | 35        |
| <b>5</b> | <b>Updating Intercom Firmware</b>                                 | <b>36</b> |
| <b>6</b> | <b>Troubleshooting</b>  | <b>38</b> |
| <b>7</b> | <b>Limited Warranty</b>   | <b>39</b> |

# 1 Pre-Installation

## 1.1 Installation Requirements & Notes

A maximum of 6 Indoor Stations and 6 Door Stations can be connected.

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 default username **admin** and password **admin**.

The Door Station's default IP address is **192.168.1.110**

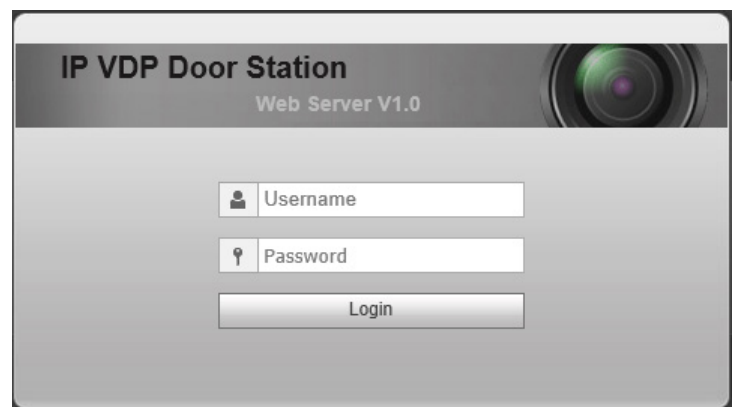
The Indoor Monitors default IP address is **192.168.1.109**

Please note that only the Door Station has a web interface; the Indoor Monitor does not.




### 1.1.1 Door Station Web Interface Login

To access the door station's Web Interface, you will need a Windows computer (in the same IP address range) that can connect to the Internet.

1. Open Internet Explorer and input the Door Station IP Address in to the address bar.  
e.g. **http://192.168.1.110**  
*(Refer to Section 3.1 for how to change the door station's IP address.)*
2. Log in with the default username **admin**, password also **admin**.








## 1.2 Components

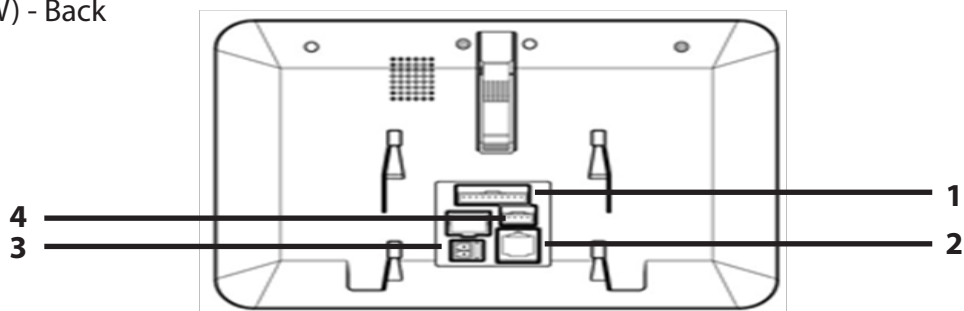
|  |  |
|--|--|
|  A white rectangular indoor monitor with a large black screen. On the right side, there are several touch-sensitive icons: SOS, Menu, Call, Monitor, and Unlock. The VIP logo is visible at the bottom center of the device. | <p><b>VIP Residential IP Intercom Indoor Monitor</b><br/><i>Product ID — INTIPMONBLW (white), INTIPMONBL (black)</i></p> <ul style="list-style-type: none"><li>• Advanced H.264 Video Compression Technology for High Quality Images</li><li>• 800 x 480 pixels resolution</li><li>• 7" Touch Screen</li><li>• Built in 4GB MicroSD Card (non-removable)</li></ul> |
|  A square, metallic door station with a large black camera lens on the left, a speaker grille on the right, and a small display area at the bottom. The VIP logo is at the top center.                                      | <p><b>VIP Residential IP Intercom Door Station</b><br/><i>Product ID — INTIPRDSVW</i></p> <ul style="list-style-type: none"><li>• 1MP Camera</li><li>• IP54 Rated</li><li>• Loudspeaker</li><li>• Door Release Output</li></ul>  |
|  A rectangular, weather-resistant door station with a circular camera lens at the top, an NFC card reader in the middle, and a door release button at the bottom. The VIP logo is at the top left.                         | <p><b>VIP Residential IP Intercom Door Station</b><br/><i>Product ID — INTIPRDSBW (white), INTIPRDSB (black)</i></p> <ul style="list-style-type: none"><li>• 1MP Camera</li><li>• Built-in NFC Card Reader</li><li>• Weather Resistant Front Panel (Sheltered Installation recommended)</li><li>• Loudspeaker</li><li>• Door Release Output</li></ul>              |

INTIPMONBL(W) - Front



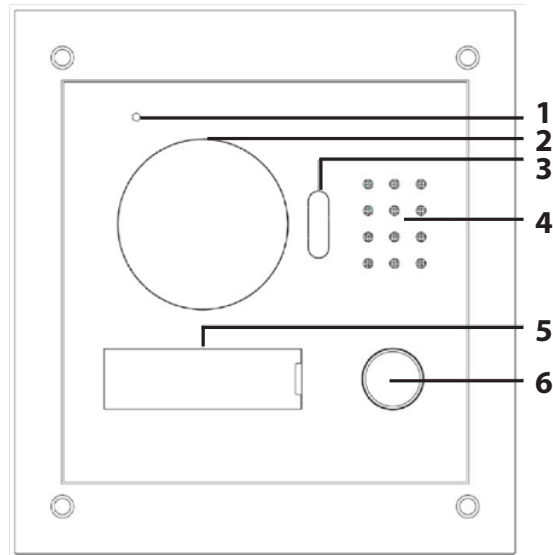
|   |  |
|---|--|
| 1   | When lit, the LED indicates that there is a missed call, or a message has been left. |
| 2   | When lit, the LED Indicates that the Indoor Monitor is powered on                    |
|    | Press to view the Door Station's camera  |
|    | Press to view the Door Station's camera  |
|   | Press to answer the call, once finished, press to hang-up the call.                  |
|  | Press to return to the main menu   |
|  | Not Used   |

INTIPMONBL(W) - Back



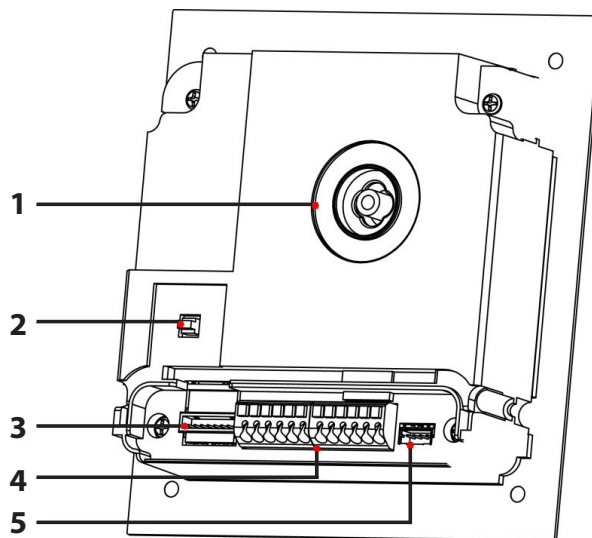
|   |              |   |
|---|--------------|---|
| 1 | Alarm Inputs | Insert a small screwdriver, and gently move the camera to the desired position. |
| 2 | RJ-45 Port   | To connect a Cat5 cable.  |
| 3 | Power Input  | To connect 12V DC.  |
| 4 | Debug Port   | Not used.   |

INTIPRDSVW - Front



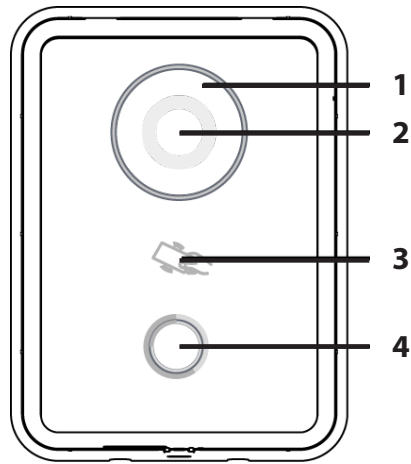
|   |                    |
|---|--------------------|
| 1 | Microphone         |
| 2 | Camera             |
| 3 | Compensation Light |
| 4 | Speaker            |
| 5 | Name Plate         |
| 6 | Call Button        |

INTIPRDSVW - Back



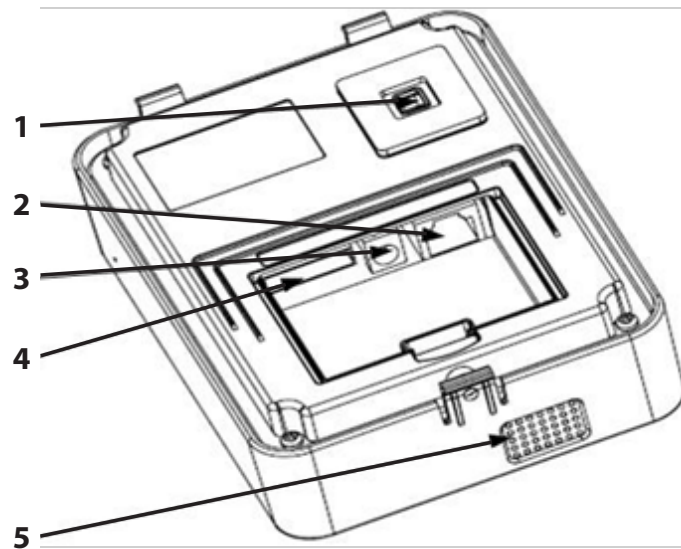
|   |                   |  |
|---|-------------------|--|
| 1 | Camera Adjustment | Insert a small screwdriver, and gently move the camera to the desired position                   |
| 2 | Tamper Switch     | This must be fully pressed down once installed. If the switch is released, the alarm will sound. |
| 3 | RJ-45 Port        | To connect a Cat5 cable, with the included adaptor   |
| 4 | Debug Port        | Not used.  |
| 5 | Input Connectors  | Connections for 12V DC, and Door Strike wiring   |

INTIPRDSB(W) - Front



|          |                    |
|----------|--------------------|
| <b>1</b> | Compensation Light |
| <b>2</b> | Camera             |
| <b>3</b> | NFC Card Reader    |
| <b>4</b> | Call Button        |

INTIPRDSB(W) - Back



|          |                 |  |
|----------|-----------------|--|
| <b>1</b> | Tamper Switch   | This must be fully pressed down once installed. If the switch is released, the alarm will sound. |
| <b>2</b> | RJ-45 Port      | To connect a Cat5 cable.   |
| <b>3</b> | Power Input     | 12V DC Input   |
| <b>4</b> | Connection Port | Door Station wiring is to be connected to these ports, with the included breakout cable          |
| <b>5</b> | Speaker         | Speaker  |

## 2 Installation

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.

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.

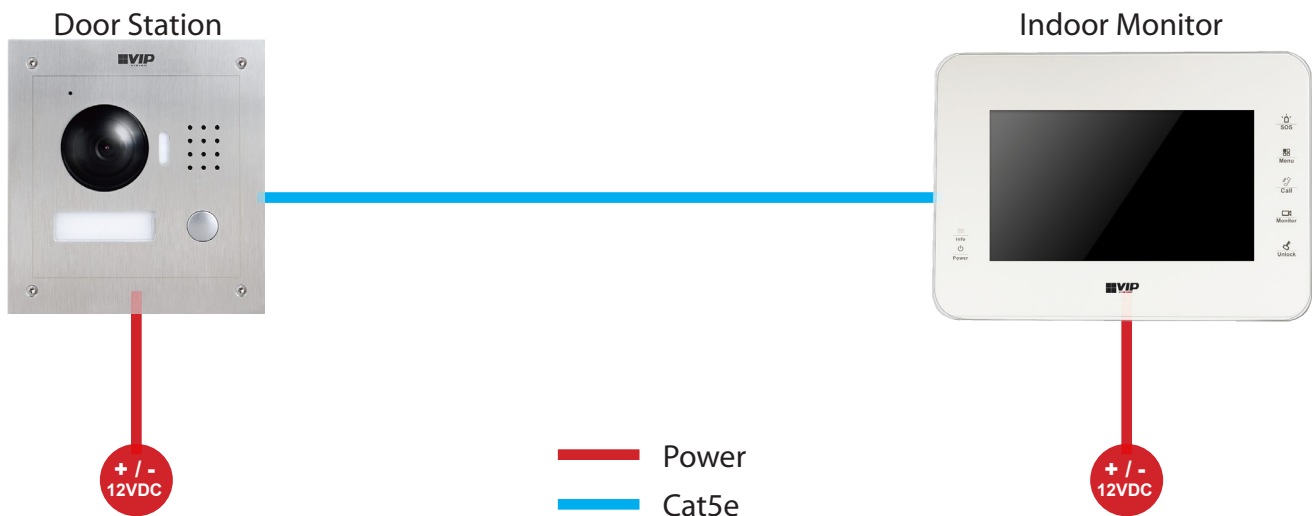
The IP intercom requires a Cat5 cable to be run between the Indoor Monitor, and Door Station. If you wish to connect to the system remotely your Monitor and Door Station must be connected to your modem or network switch (sold separately). 12V DC power must be provided to each Door Station and Indoor Monitor.

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.

### 2.1 1 Indoor Monitor Door Station (No Network Functionality)

This configuration requires a length of Cat5 cable running between the Indoor Monitor, and Door Station.

12VDC power must be provided to both the Door Station, and Indoor Monitor



1. Install each unit at their respective location and connect the devices together with a Cat5 cable.
2. Power both the Indoor Monitor and Door station with 12VDC.
3. You have now successfully connected your VIP Residential IP Intercom.

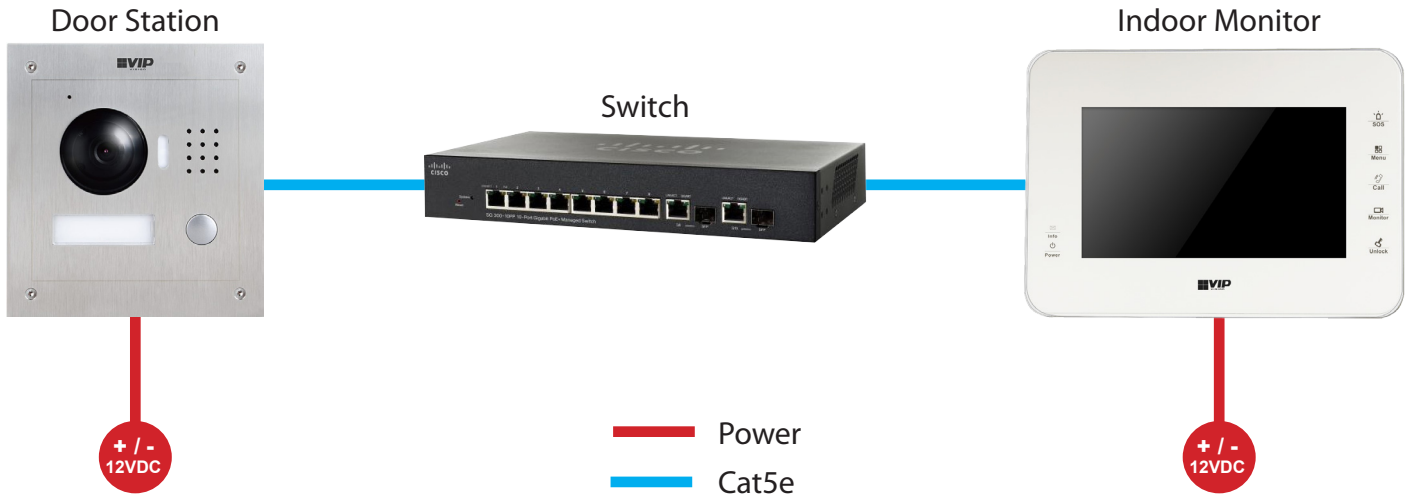


## 2.2 1 Indoor Monitor to 1 Door Station via a Network Switch

This configuration allows you to connect your Indoor Monitor and Door Station together, and provide them with network access.

Cat5 cable will need to be run between the Indoor Monitor, Door Station, and Network Switch (sold separately). 12V DC power must be provided to both the Door Station, and Indoor Monitor.

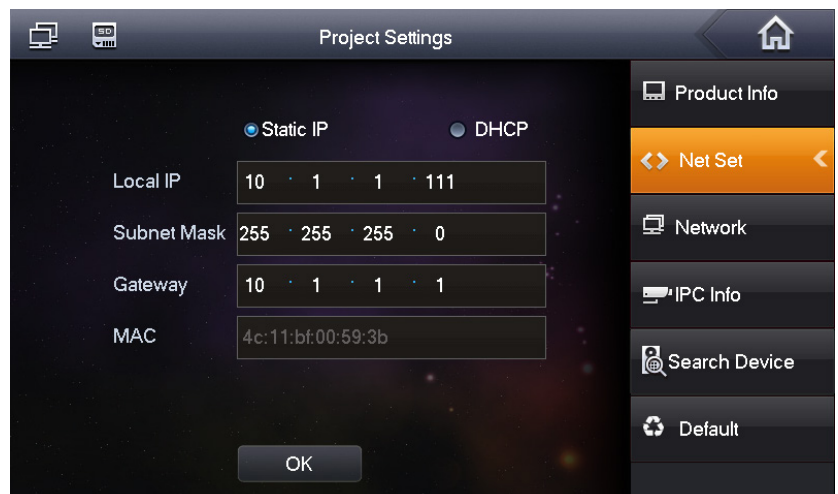
A Cat5 cable will need to be connected from the Network Switch to your existing computer network.



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

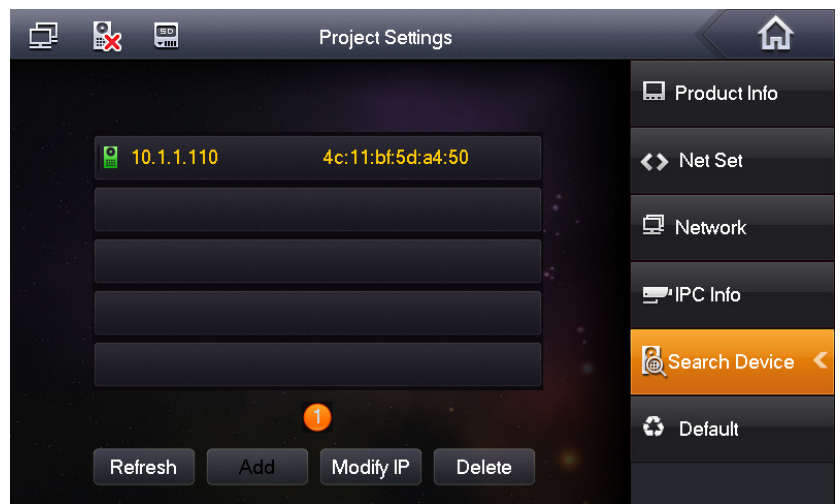
| Device                | IP Adresses | Subnet Mask   | Gateway  | Room Number |
|-----------------------|-------------|---------------|----------|-------------|
| Door Station          | 10.1.1.110  | 155.155.155.0 | 10.1.1.1 |             |
| Master Indoor Monitor | 10.1.1.111  | 255.255.255.0 | 10.1.1.1 | 9901        |

1. Install each unit at their respective location and both the Indoor Monitor and Door Station with a Cat5 cable, to the Network Switch.
2. Connect a Cat5 cable from the Network Switch, to your existing computer network.
3. Connect a 12VDC power supply to both the Door Station, and Indoor Monitor.
4. Once the Indoor Monitor has powered on, go to "Settings" > "Project Settings" > then enter password **888888**. Settings" > then enter the 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**.

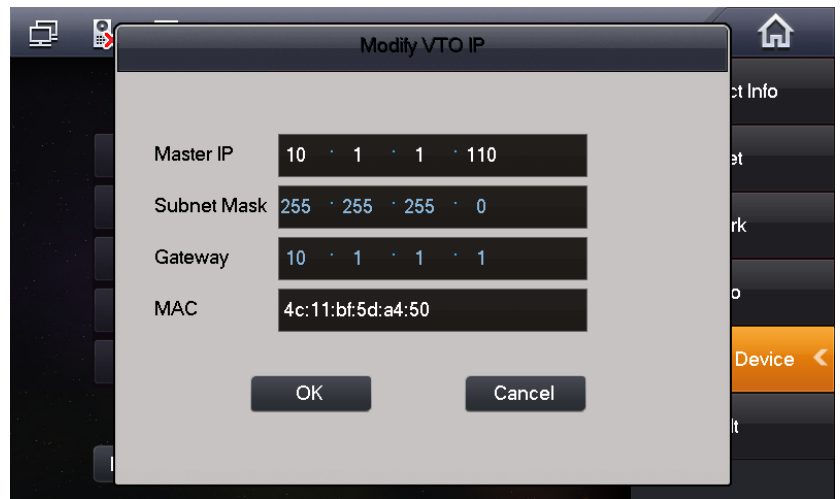


6. On the Indoor Monitor go to "Settings" > "Project Settings" > then enter the password **888888**.

7. Select "Search Device". You will see the Door Station's IP address listed.

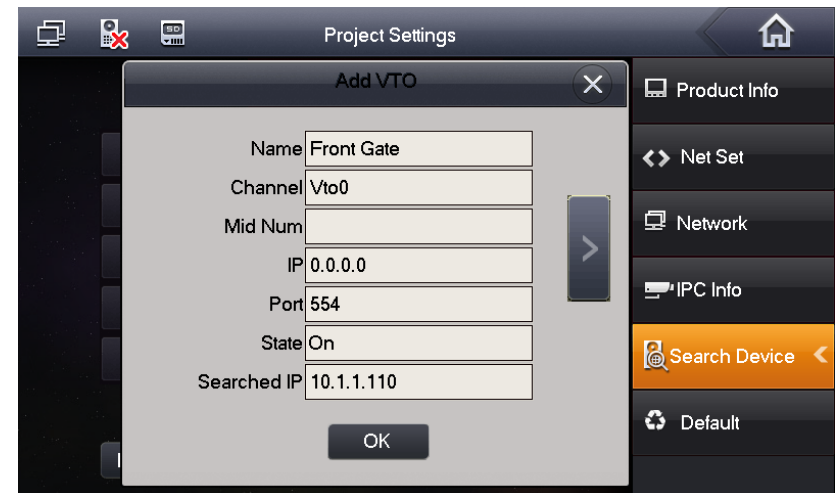


8. Select the Door Station, then select "Modify IP" and change the IP address, subnet mask and default gateway of this Door Station from **192.168.1.110** to the new IP address **10.1.1.110** Press "OK" to save.



9. Once you have set the Door Stations IP address, select the Door Station, then the "Add" button.

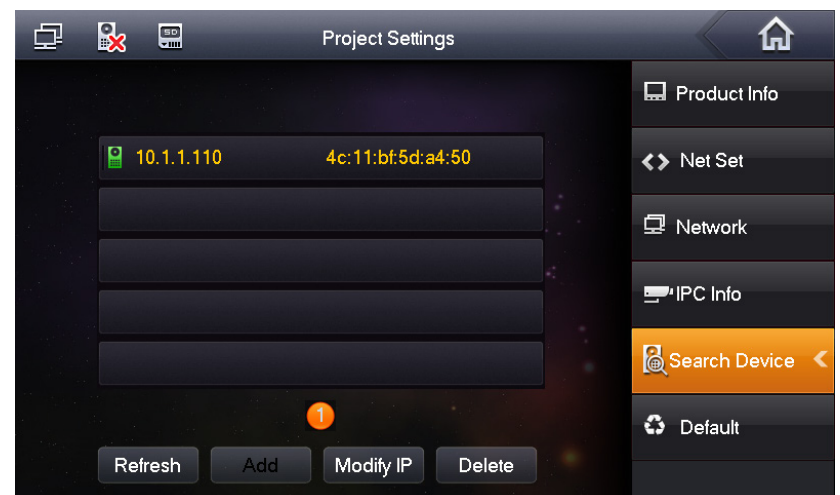
10. Enter a name for the Door Station for example "Front Gate". Press the "OK" button.



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

12. Turn off power to both the Door Station and Indoor Monitor, after 10 seconds, turn the power back on.

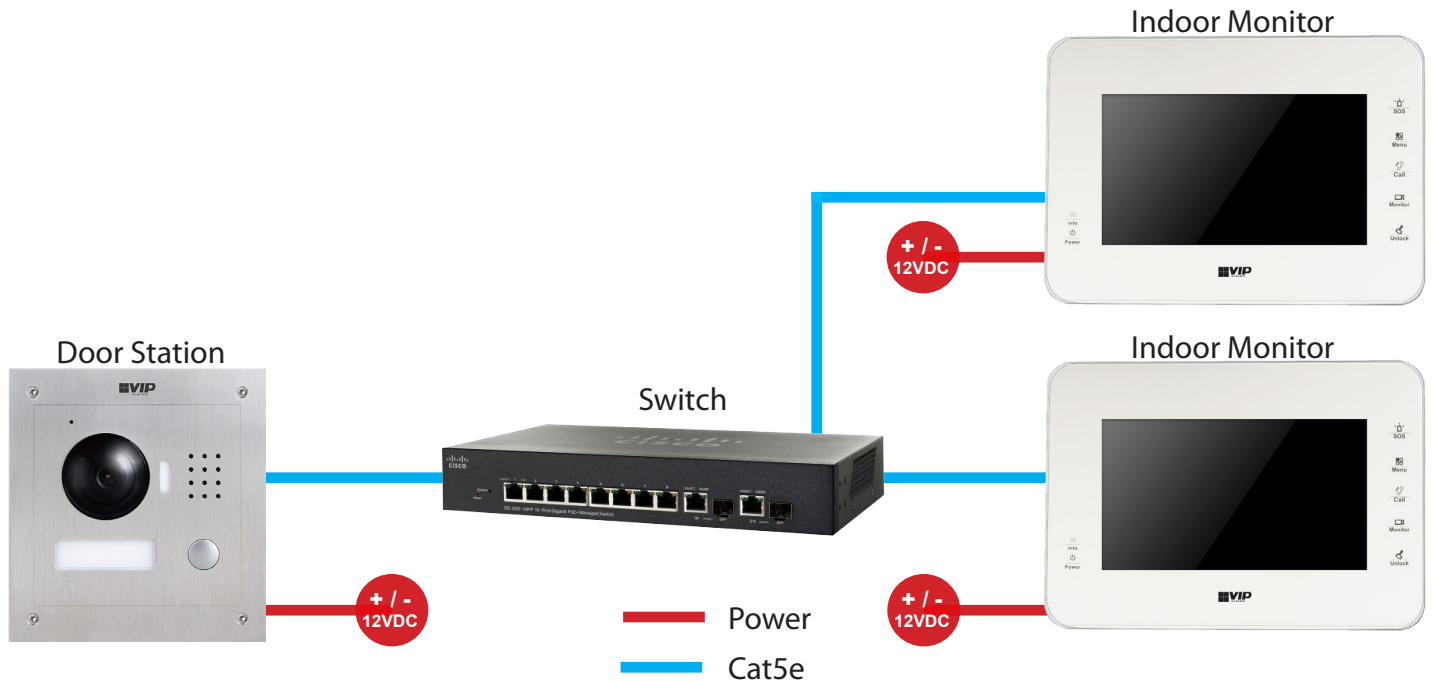
13. You have now successfully connected your VIP Residential IP Intercom.



## 2.3 2 Indoor Monitors to 1 Door Station via a Network Switch

This configuration allows you to connect your Indoor Monitor and Door Station together, and provide them with network access.

Cat5 cable will need to be run between the Indoor Monitors, Door Station, and Network Switch. 12V DC power must be provided to both the Door Station, and Indoor Monitors. A Cat5 cable will need to be connected from the Network Switch to your existing computer network.

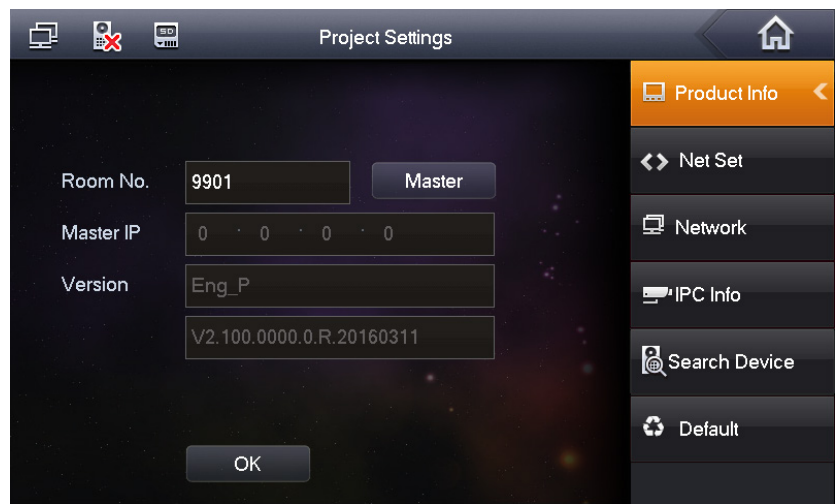


In this example, we will be changing each devices IP address.

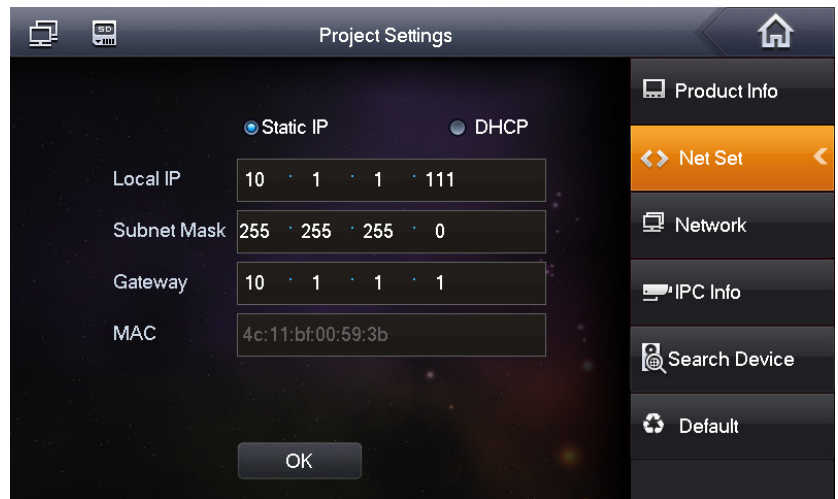
| Device                   | IP Adresses | Subnet Mask   | Gateway  | Room Number |
|--------------------------|-------------|---------------|----------|-------------|
| Door Station             | 10.1.1.110  | 155.155.155.0 | 10.1.1.1 |             |
| Master Indoor Monitor    | 10.1.1.111  | 255.255.255.0 | 10.1.1.1 | 9901        |
| Extension Indoor Monitor | 10.1.1.112  | 255.255.255.0 | 10.1.1.1 | 9901-1      |

1. Install each unit at their respective location and connect the Indoor Monitors and Door Station with a Cat5 cable, to the Network Switch.
2. Connect a Cat5 cable from the Network Switch, to your existing computer network.
3. Connect the 12V DC power supply to both the Door Station, and Indoor Monitor.
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.

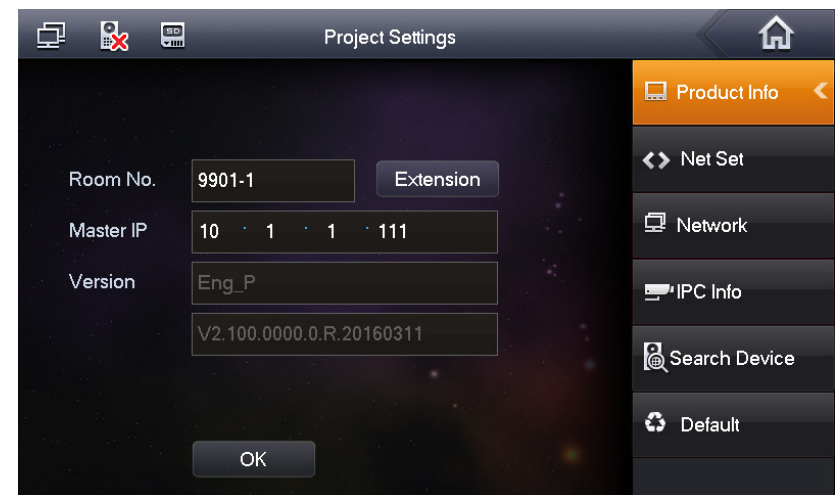


6. Select "Net Set" and change the local IP address of this Indoor Monitor from **192.168.1.109** to **10.1.1.111** and press "OK" to save.

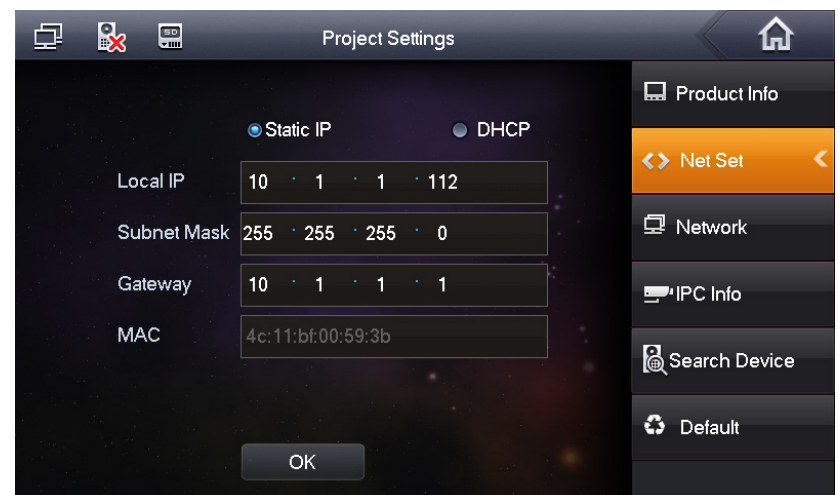


7. The other Indoor Monitor we will setup as an "Extension" Indoor Monitor. On the "Extension" Indoor Monitor go to "Settings" > "Project Settings" > then enter the password **888888**.

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.

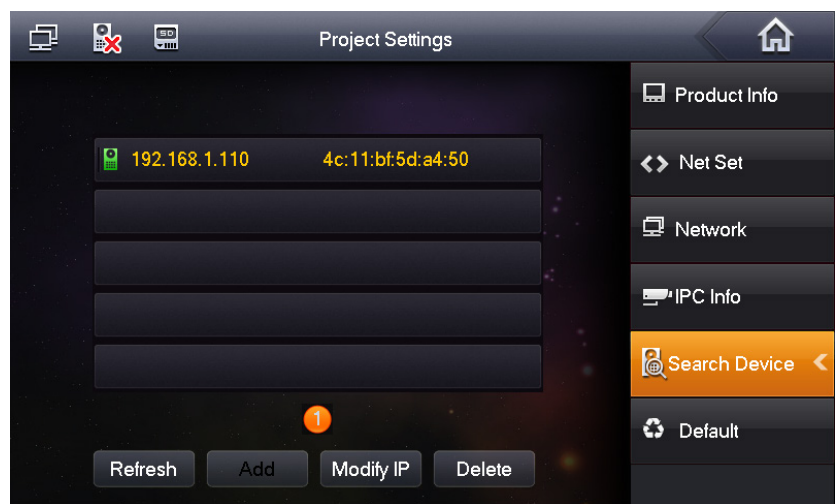


9. Select "Net Set" and change the local IP address of this Indoor Monitor from **192.168.1.109** to **10.1.1.112** and press "OK" to save.

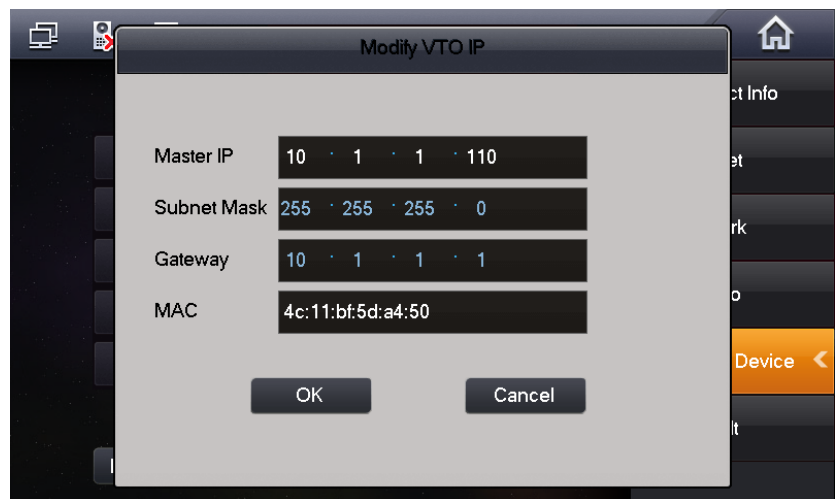


10. On the "Master" Indoor Monitor, go to "Settings" > "Project Settings" > then enter the password **888888**.

11. Select "Search Device". You will see the Door Station's IP address listed.



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.



13. Once you have set the Door Stations IP address, select the Door Station, then select "Add"

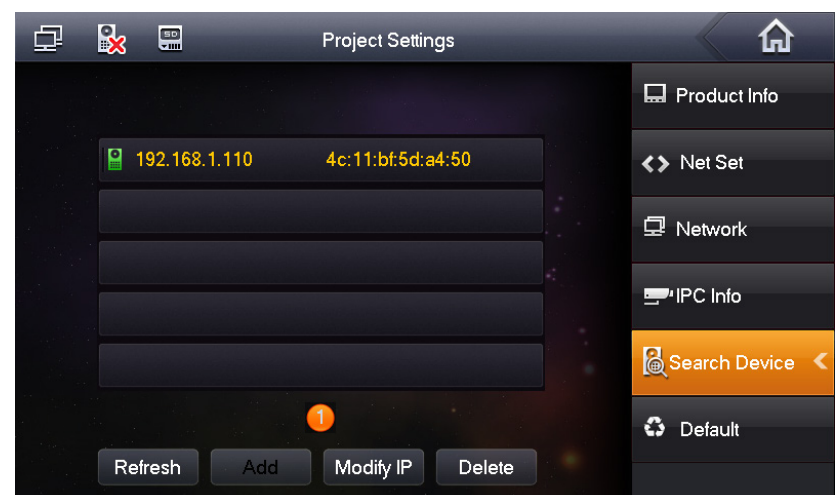
14. Enter a name for the Door Station for example "Front Gate". Press the "OK" button.



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

16. Turn off power to the Door Station and Indoor Monitors, after 10 seconds, turn the power back on.

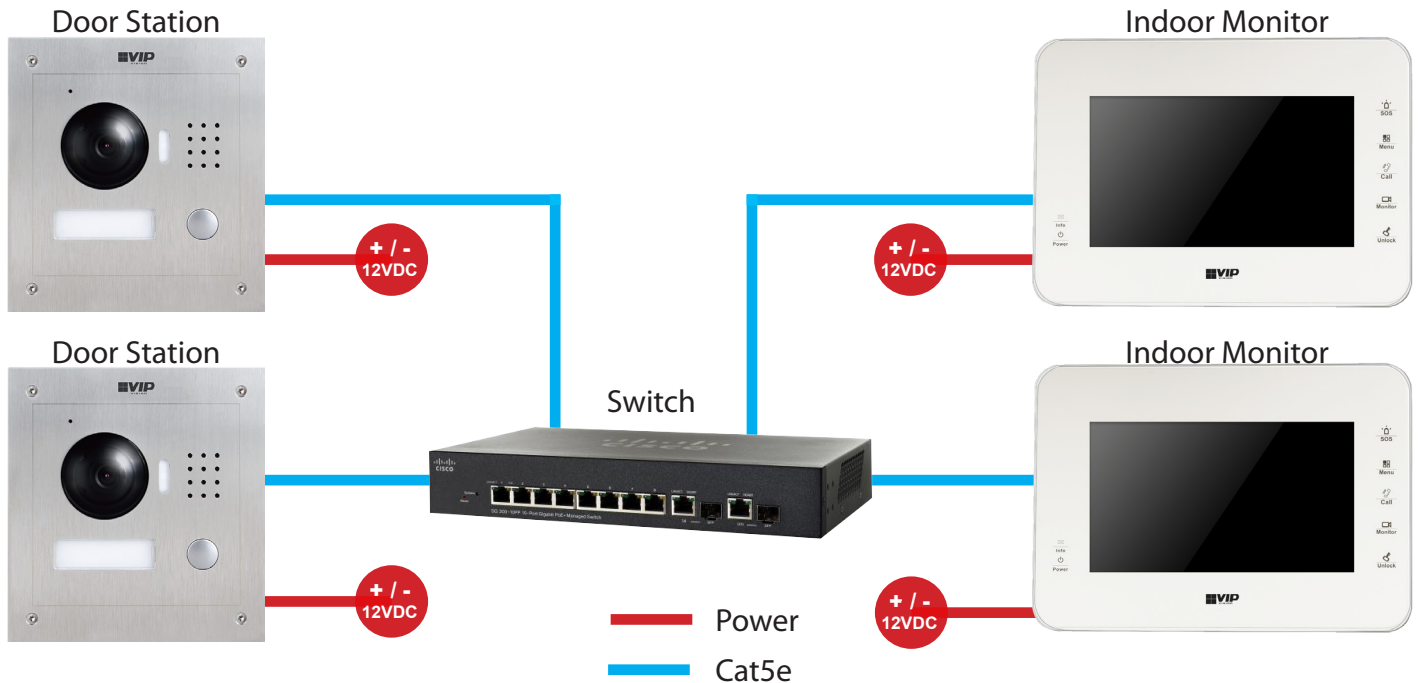
17. You have now successfully connected your VIP Residential IP Intercom.



## 2.4 2 Indoor Monitors to 2 Door Stations via a Network Switch

This configuration allows you to connect your Indoor Monitors and Door Stations together, and provide them with network access.

Cat5 cable will need to be run between the Indoor Monitors, Door Stations, and Network Switch. 12V DC power must be provided to both the Door Stations, and Indoor Monitors. A Cat5 cable will need to be connected from the Network Switch to your existing computer network.

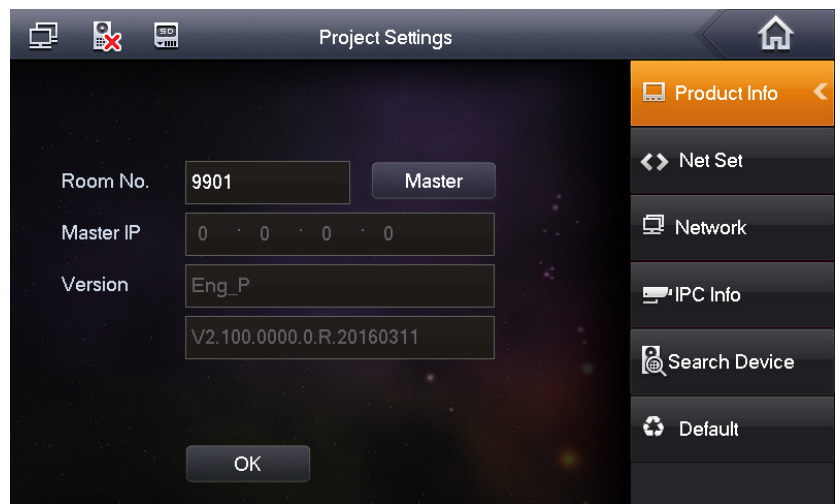


In this example, we will be changing each devices IP address.

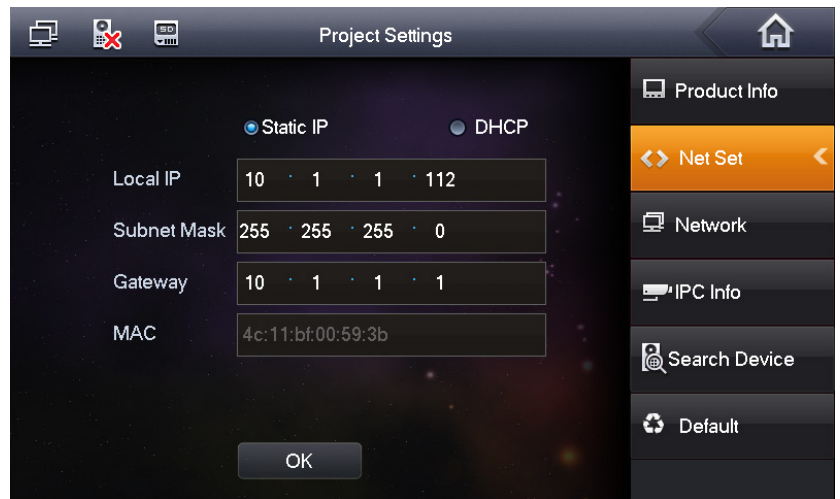
| Device                   | IP Addresses (Example) | Room Number |
|--------------------------|------------------------|-------------|
| Door Station 1           | 10.1.1.110             |             |
| Door Station 2           | 10.1.1.111             |             |
| Master Indoor Monitor    | 10.1.1.112             | 9901        |
| Extension Indoor Monitor | 10.1.1.113             | 9901-1      |

1. Install each unit at their respective location and connect the Indoor Monitors and Door Stations with a Cat5 cable, to the Network Switch.
2. Connect a Cat5 cable from the Network Switch, to your existing computer network.
3. Connect the 12V DC power supply to both the Door Station, and Indoor Monitor.
1. 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.

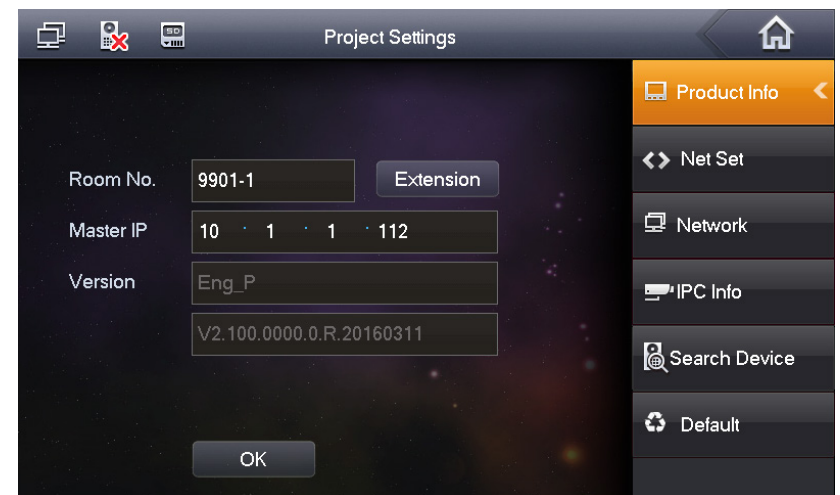


6. Select "Net Set" and change the local IP address of this Indoor Monitor from 192.168.1.109 to 10.1.1.112. Press "OK" to save.

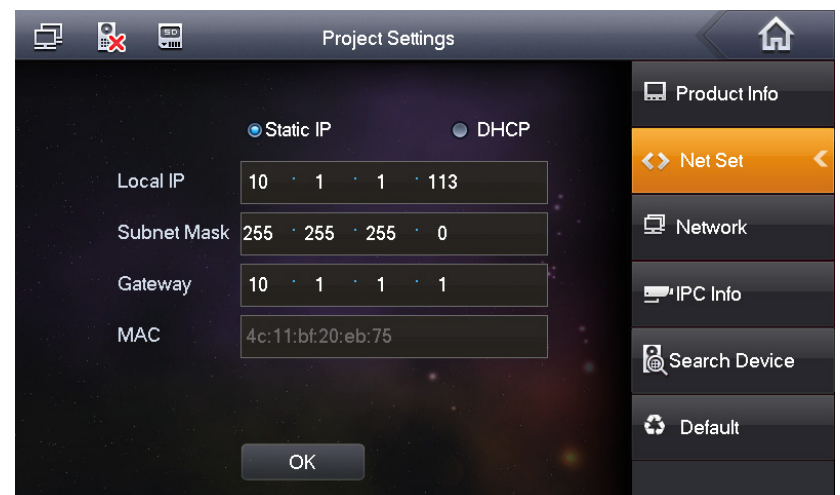


7. The other Indoor Monitor will be configured as an "Extension" Indoor Monitor. On the "Extension" Indoor Monitor go to "Settings" > "Project Settings" > then enter the password 888888.

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 10.1.1.112. Press "OK" to save.



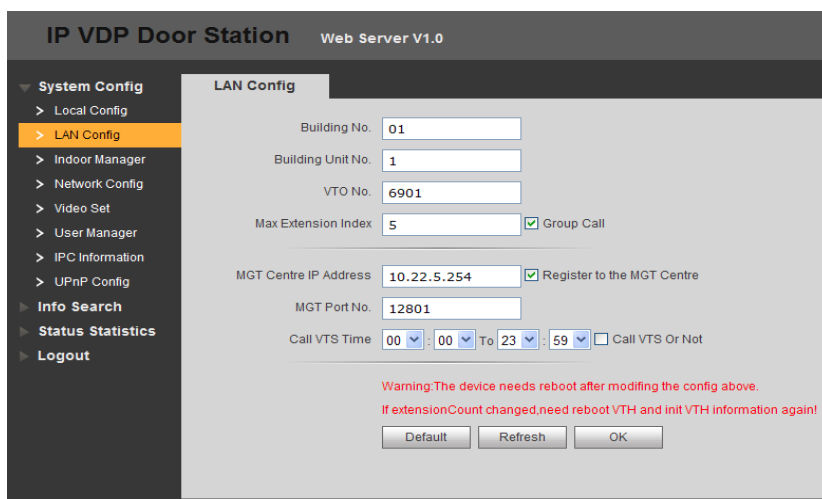
9. Select "Net Set" and change the local IP address of this Indoor Monitor from 192.168.1.109 to 10.1.1.113. Press "OK" to save.



10. Log in to the Door Station's Web Interface. (Refer to Section 1.1.1 for how to log in.)

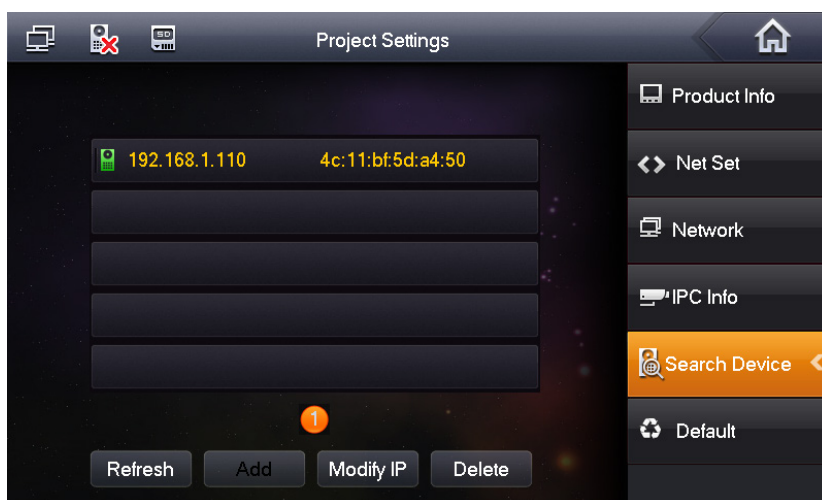
11. Once logged in, go to "System Config" > "Local Config".

12. 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.

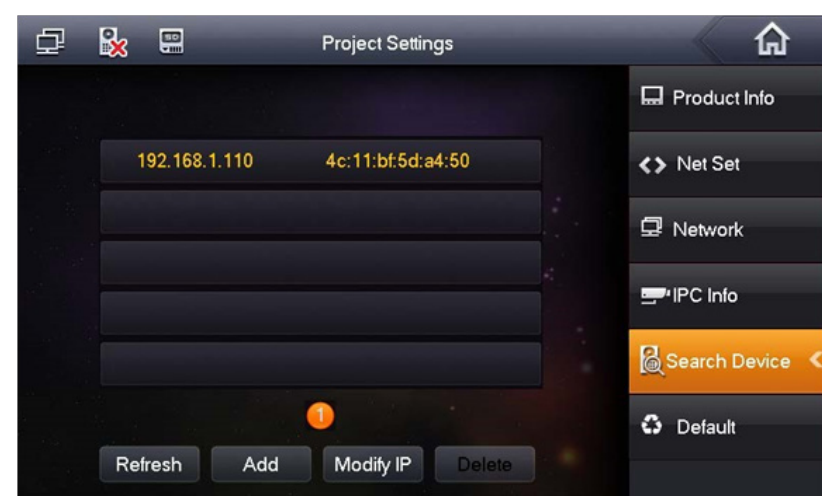


13. On the "Master" Indoor Monitor, go to "Settings" > "Project Settings" > then enter the password 888888.

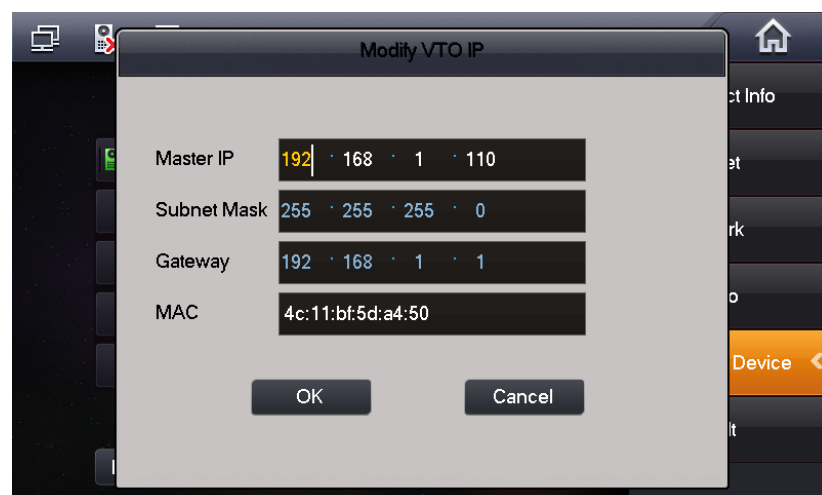
14. Select "Search Device". You will see the Door Station's IP address listed.



15. 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.



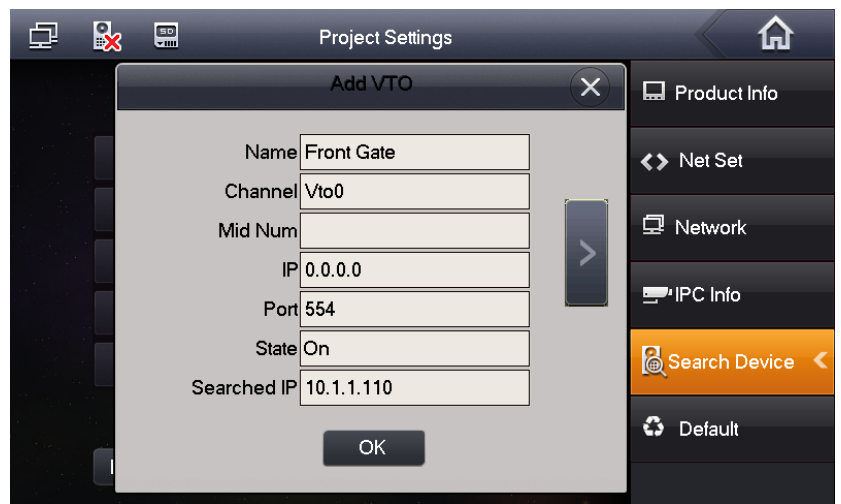
16. Select the Door Station, then select "Modify IP" and change the IP address, subnet mask and default gateway of this Door Station from 192.168.1.110 to the new IP address 10.1.1.110. Press "OK" to save.



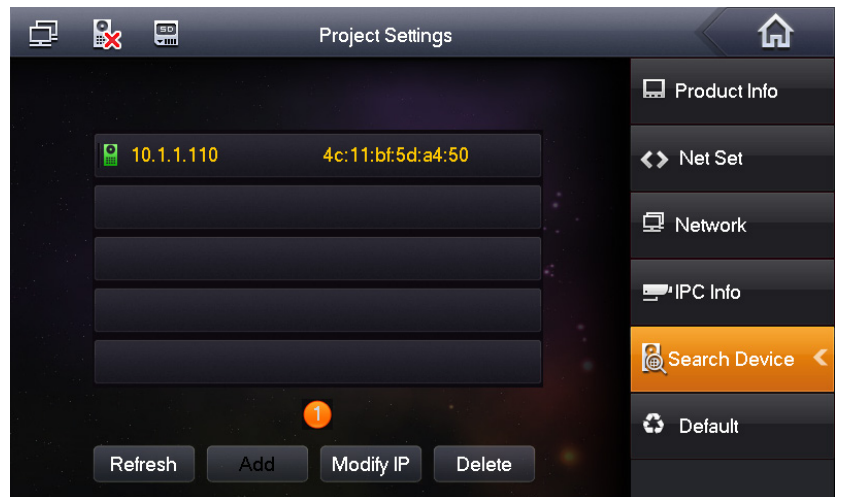


17. Once you have set the Door Station's IP address, select the Door Station, then the "Add" button.

18. Enter a name for the Door Station, for example "Front Gate". "Channel" must be "Vto0". Press the "OK" button.



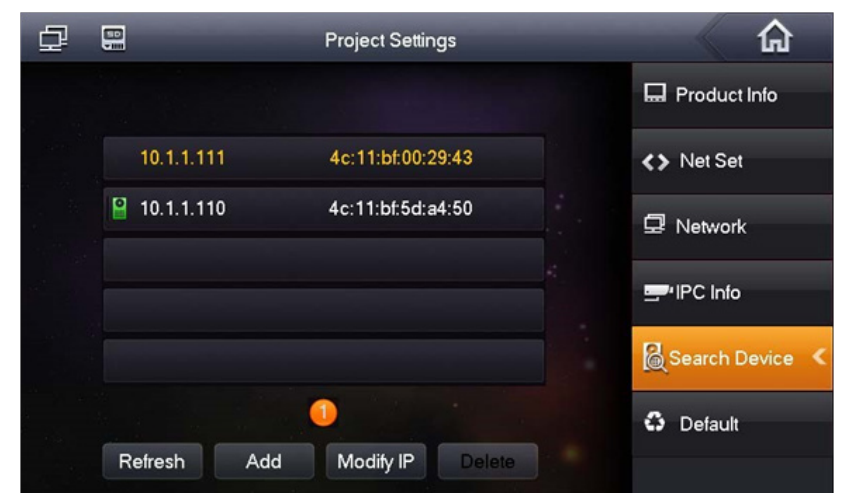
19. A green icon will now appear next to the IP address indicating the Door Station is connected.



20. Connect your additional Door Station.

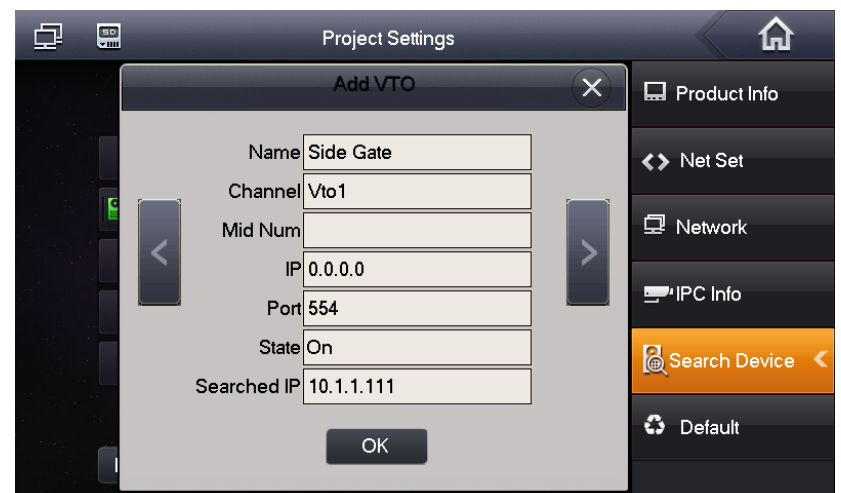
21. Select the Door Station, then select "Modify IP" and change the IP address, subnet mask and default gateway of this Door Station from **192.168.1.110** to the new IP address **10.1.1.111**. Press "OK" to save.

22. Once you have set the Door Stations IP address, select the Door Station, then the "Add" button.



23. Press the right arrow, enter a name for the Door Station. "Channel" must be "Vto1".

24. Select "State" and turn it to "On". Press the "OK" button.



25. On the Master Indoor Monitor go to "Settings" > "Project Settings" > then enter the password 888888.

26. Select "Network".

27. You will see the IP address of the first Door Station that is added. Ensure "Enable Status" is set to "ON".

28. Press the right arrow to view the second Door Station. Ensure "Enable Status" is set to "ON".

29. On the Extension Indoor Monitor go to "Settings" > "Project Settings" > then enter the password 888888.

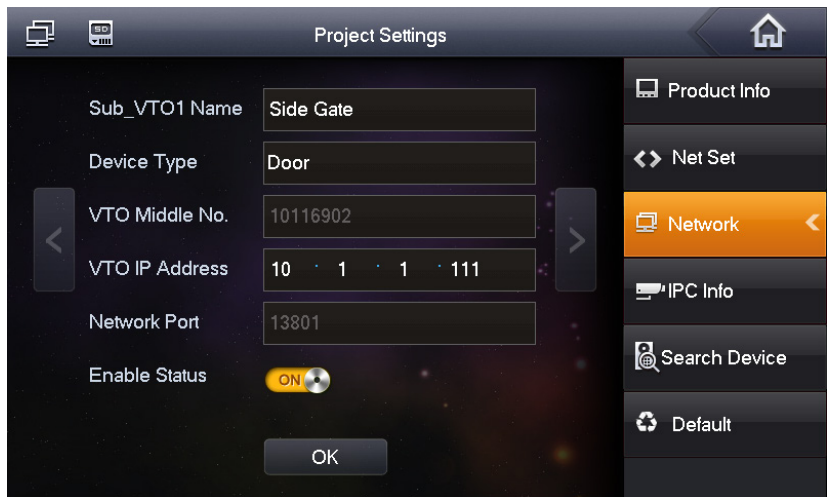
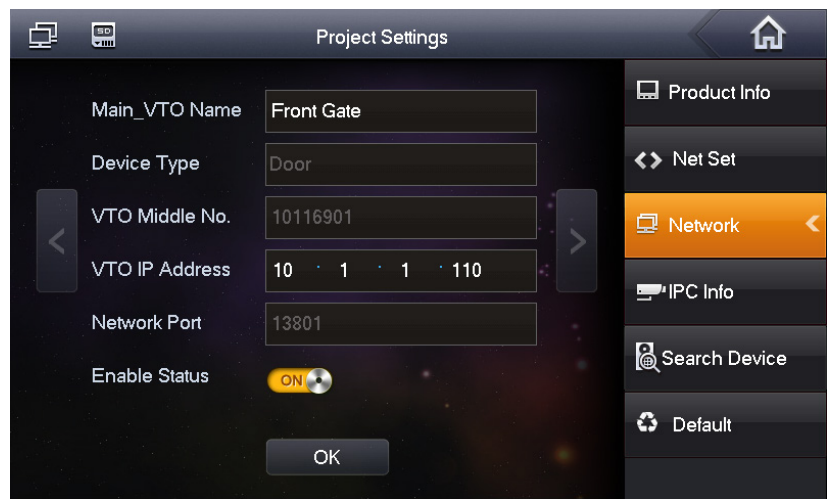
30. Select "Network".

31. You will see the IP Address of the first Door Station that is added. Ensure "Enable Status" is set to "ON".

32. Press the right arrow to view the second Door Station. Ensure "Enable Status" is set to "ON".

33. Turn off power to all Door Station and Indoor Monitor's, after 10 seconds, turn the power back on.

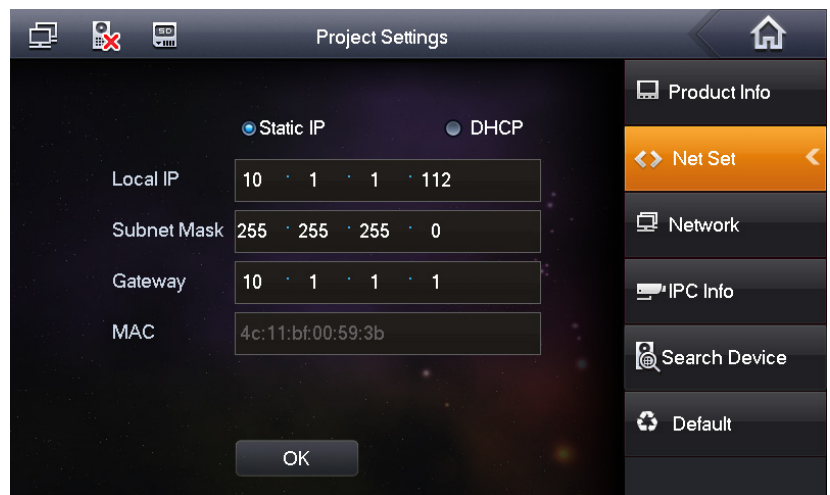
34. You have now successfully connected your VIP Residential IP Intercom.



# 3 Additional Configuration

## 3.1 How to change the Indoor Monitor's IP Address

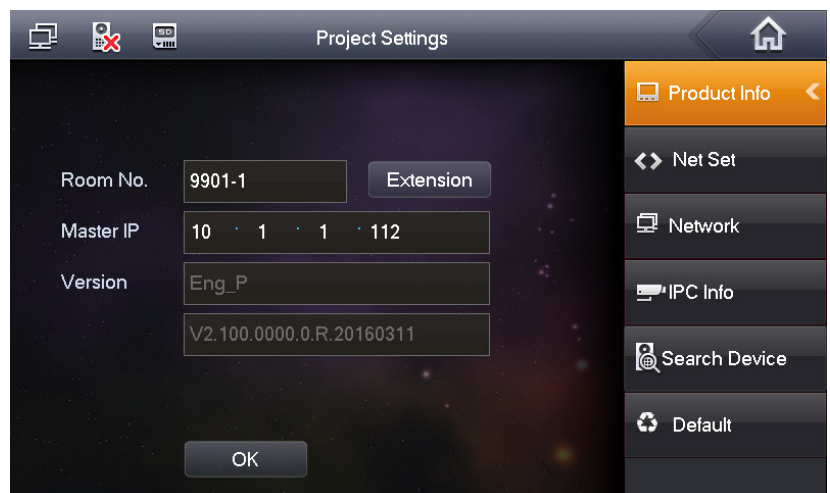
1. Power on the Indoor Monitor.
2. On the Indoor Monitor go to "Settings" > "Project Settings" > then enter the password **888888**
3. Select "Net Set" and change the IP address, Subnet Mask and Gateway of the Indoor Monitor, to the details you have chosen. Press "OK" to save.



## 3.2 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 IP address of the Master monitor.

1. Change the Indoor Monitors IP Address (see Section 3.1), to match your network range.
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. **10.1.1.112**. Press "OK" to save.

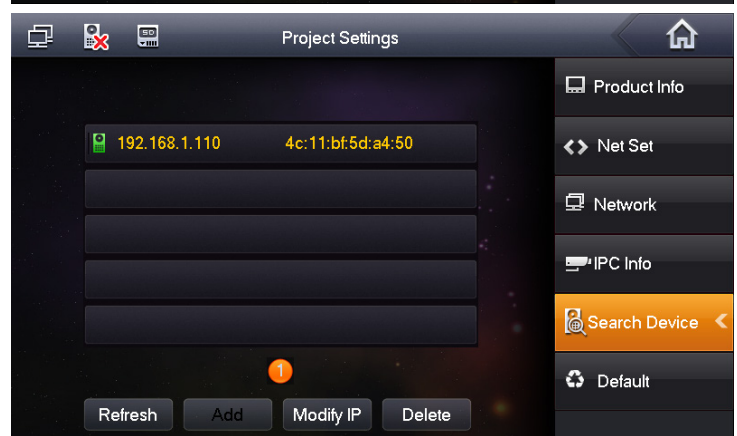
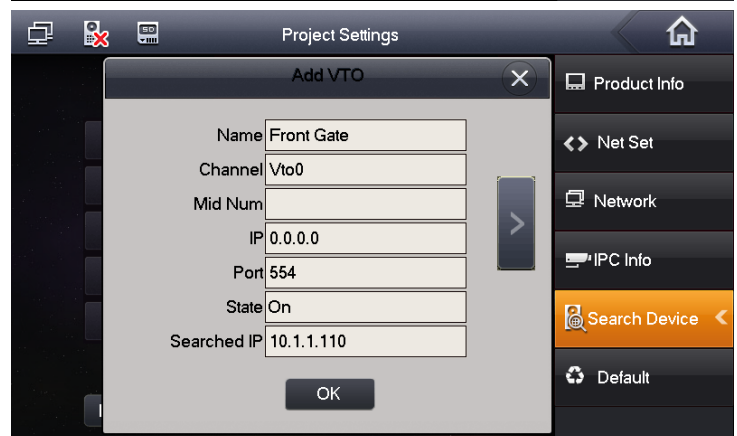
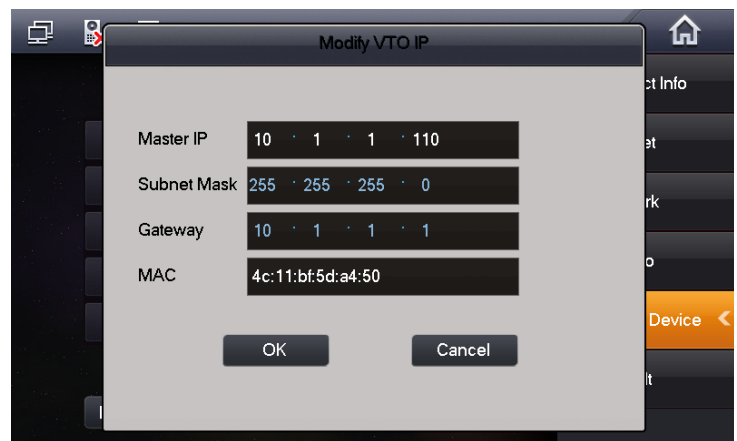
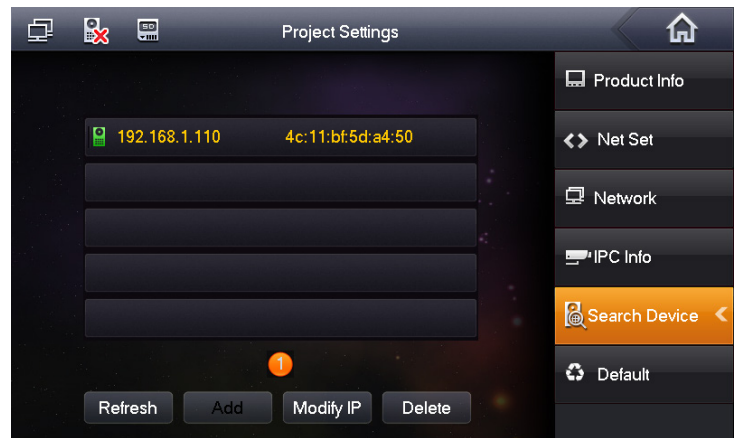


## 3.3 How to change the Door Station's IP Address

### 3.3.1 Method 1 - Setup from the Indoor Monitor

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

1. Power on the Indoor Monitor.
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, Subnet Mask and Gateway, 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.



### 3.3.2 Method 2 - Using Internet Explorer

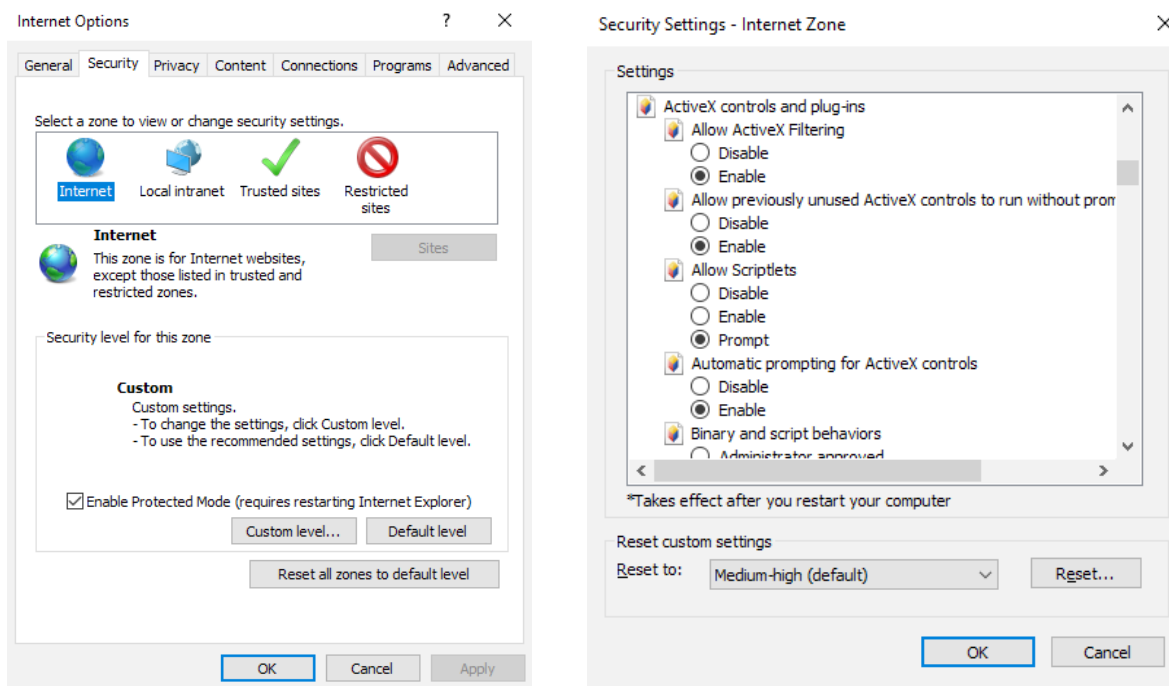
If you have multiple Door Stations, connect and configure one Door Station at a time, otherwise you may encounter IP address conflicts.

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**.

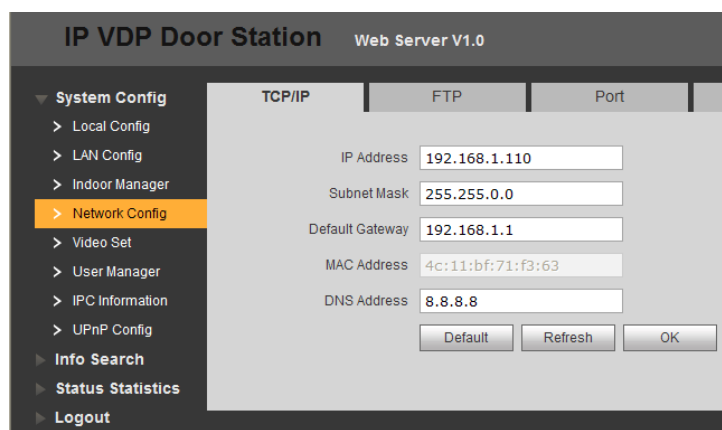
1. To be able to log in to the Door Station web interface you must be using Internet Explorer.

#### Enabling ActiveX Controls

If this is your first time logging in, you may get a system popup asking you to install ActiveX controls. Click the "OK" button, and the system will install the ActiveX control. When finished close and re-open Internet Explorer. If you are unable to download the ActiveX control, 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 Active X 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**, 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. Press "OK" to save.
5. 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. Press "OK" to save.



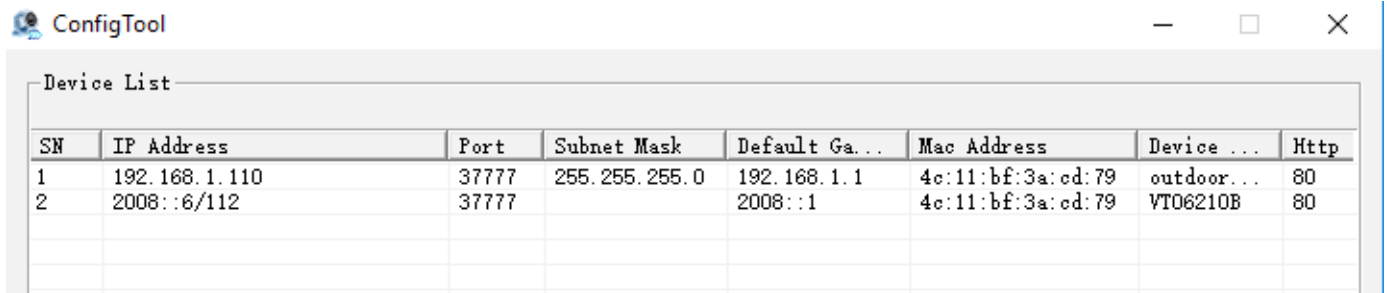
### 3.3.3 Method 3 - Using the Config Tool PC Software

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

Before starting you must first have a copy of the "Config Tool" which can be downloaded from the link below:

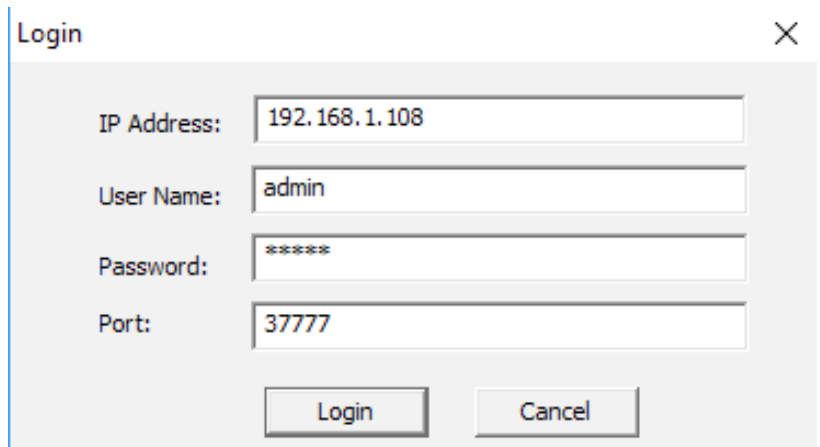
<http://www.rhinoco.com.au/file/download/1334>

1. Once the software has been downloaded to your computer, extract the files, and open "Configtool.exe". 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.



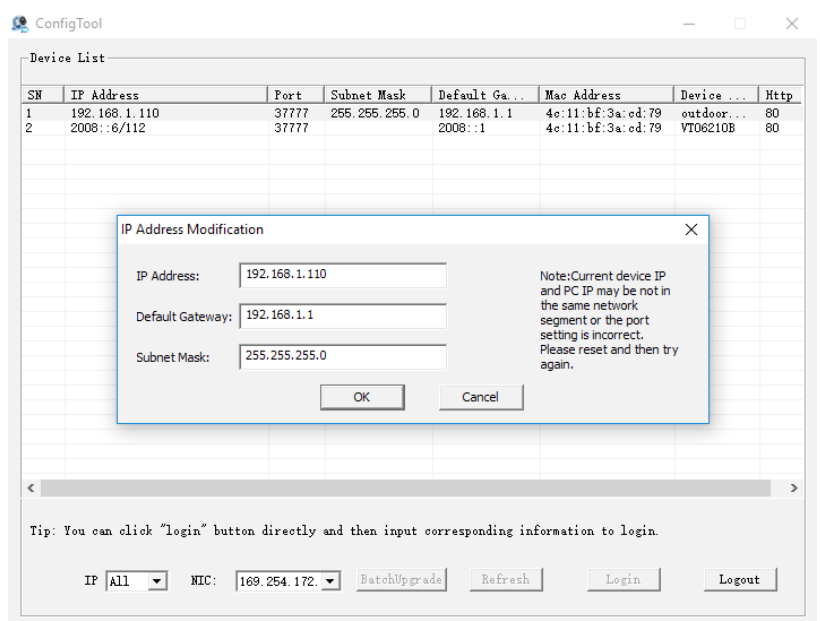
2. Select the Door Station's IP address from the list, it will have the default address of **192.168.1.110** (if necessary, match up the MAC address with the MAC Address on the devices' sticker).

3. Select "Login".



4. A box will appear asking you to modify the IP address. Change the IP address to suit your local network, 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.



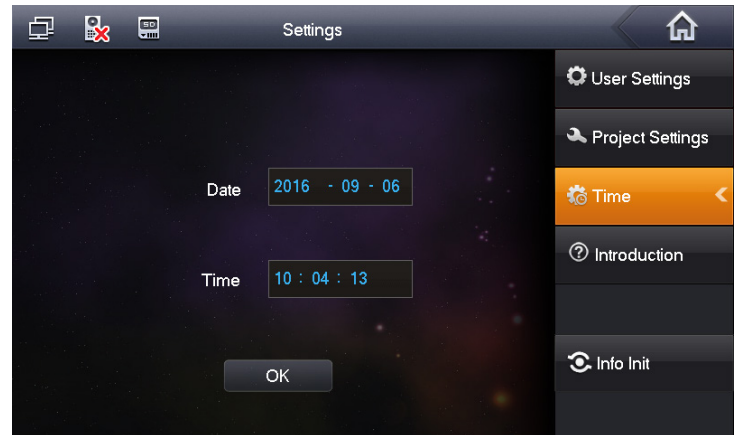
## 3.4 Setting the Time and Date

After installation is complete, 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 Indoor Monitor.

### To set the time and date from the Indoor Monitor:

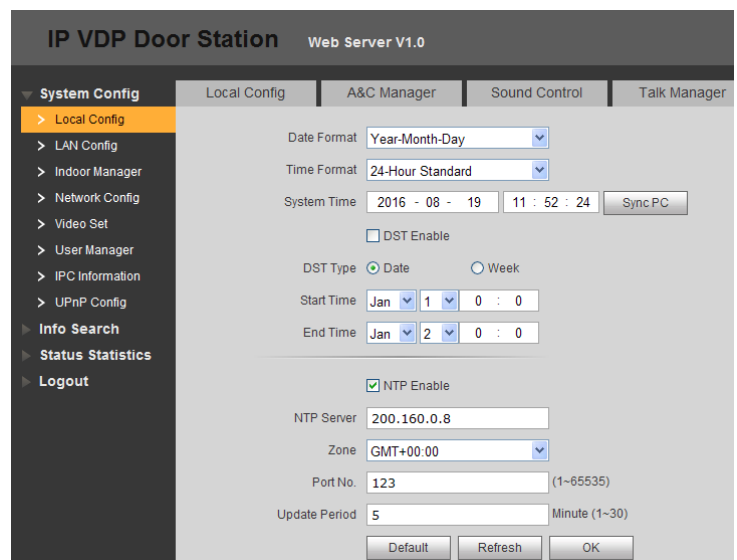
On the Indoor Monitor go to "SETTINGS" > "Time". In this menu, you can adjust the date and time.



### To set the time and date from the Door Station:

You will need a Windows computer (in the same IP address range) that can connect to the Web Interface of the Door Station.

1. Log in to the Door Station's Web Interface. (Refer to Section 1.1.1 for how to log in.)
2. Once logged in, 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.
3. After you have made your changes, select "OK". It will take a few minutes before the indoor monitor displays the new time and date.

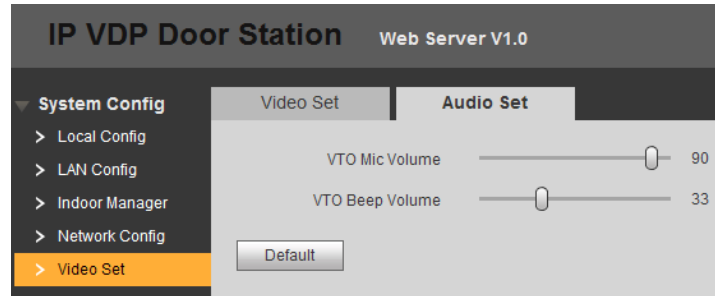


## 3.5 Wiring an Electric Door Strike to the Door Station

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

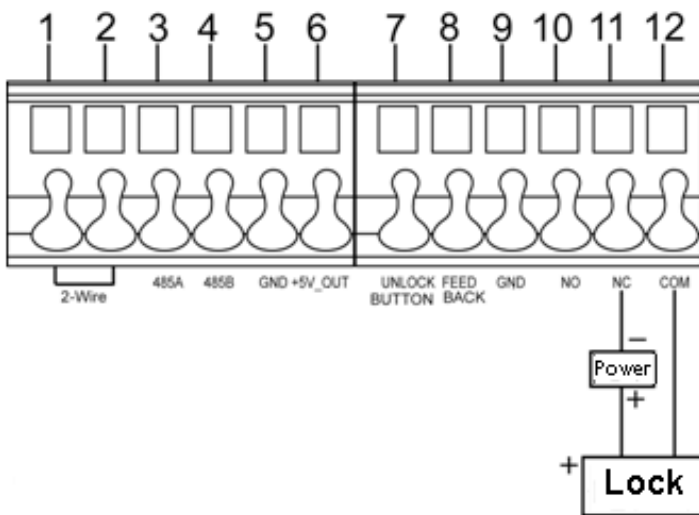
When connecting the Door Station to an Electric Door Strike:

- The Electric Door Strike positive (+) is connected to the 12V DC power supply positive (+).
- The Electric Door Strike negative (-) is connected to the 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.

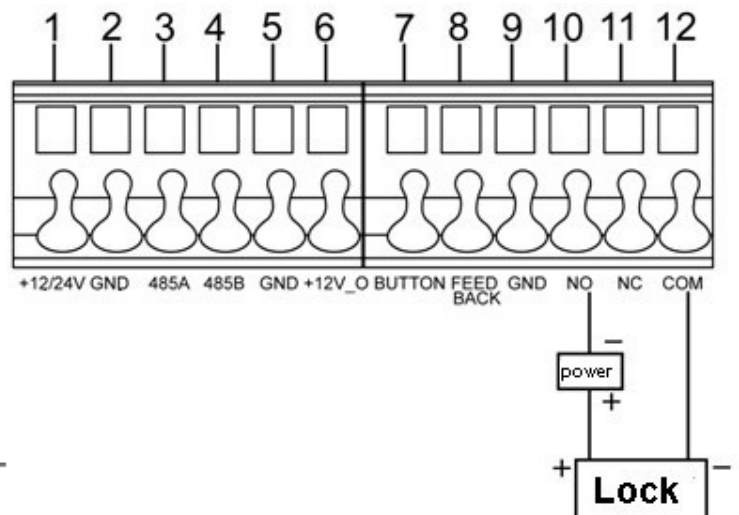


Please note that the below diagrams reference the **INTIPRDSVW**, the **INTIPRDSB** and **INTIPRDSBW** are connected in the same manner, but using the included breakout cable.

### Normally Closed Door Strike Wiring

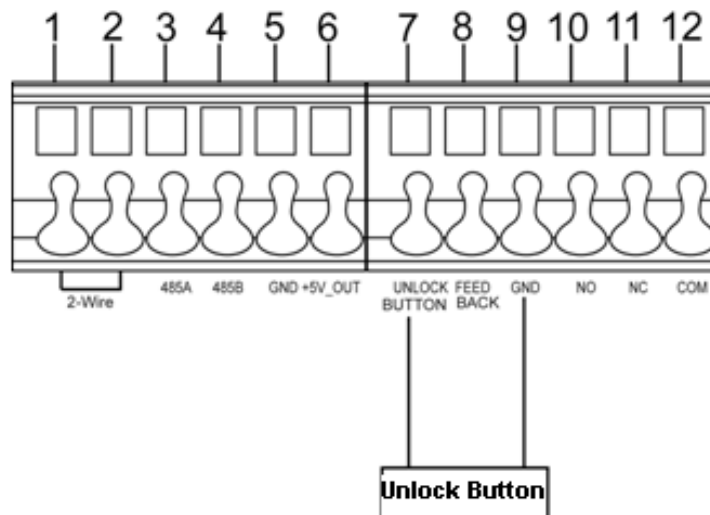


### Normally Open Door Strike Wiring



### Unlock Button Wiring

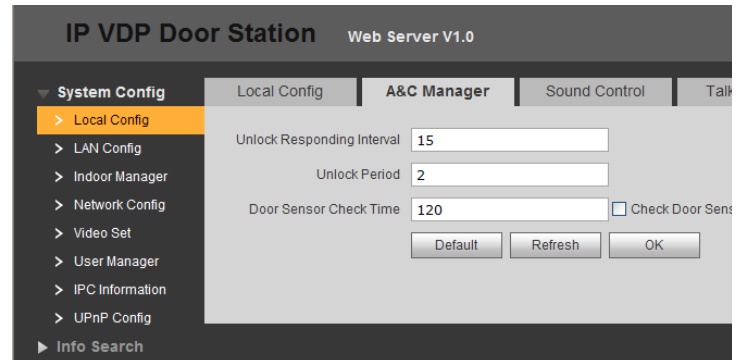
If you wish to wire in an external button to trigger the door latch, connect the button to the terminal marked "Unlock Button" and "GND".





## 3.6 Adjust Electric Door Strike Timing

1. Log in to the Door Station's Web Interface.  
(Refer to Section 1.1.1 for how to log in.)
2. You will then be able to go to "System Config" > "Local Config" > "A&C Manager".
3. Press "OK" to save your changes.



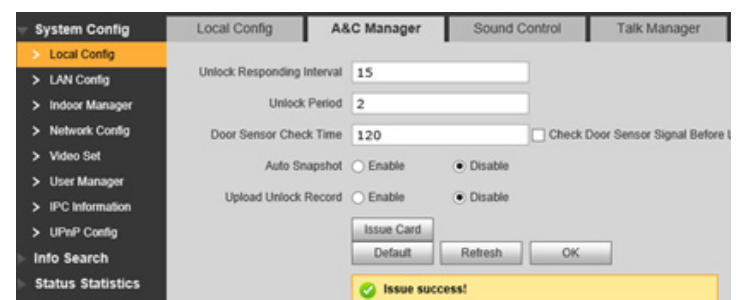
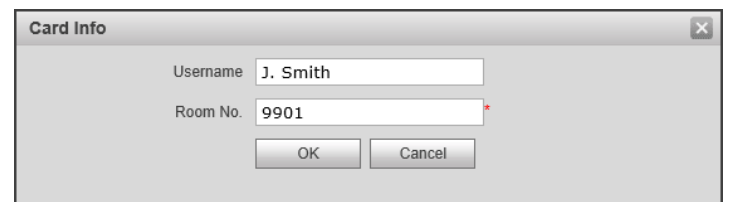
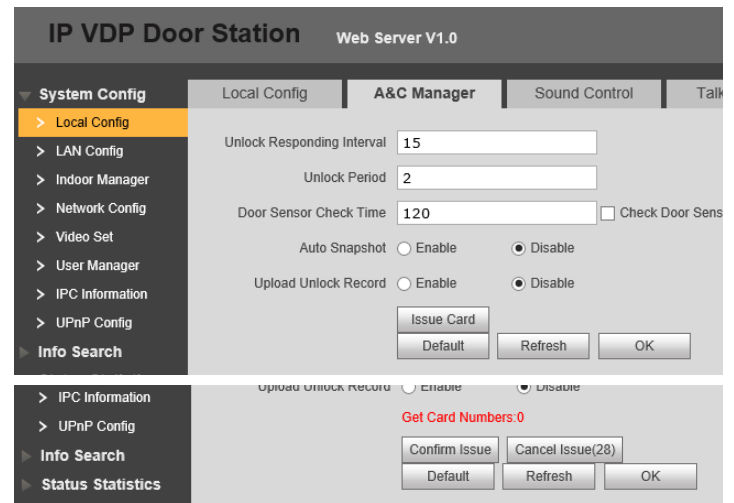
Unlock Responding Interval is the time (in seconds) between door strike actuations.  
Unlock Period is the time (in seconds) that the door stays unlocked.

## 3.7 Learning in Swipe Cards

The INTIPRDSB Door Station and INTIPRDSBW Door Station can have swipe cards learnt in, to trigger the door strike. Only NFC swipe cards are compatible with the intercom. Part No. ACKEY103.

If a NFC swipe card is lost, the Door Station must be defaulted under the "Config Manager" to erase all cards. Please record all settings from the Door Station before it is defaulted, to aid in reconfiguration.

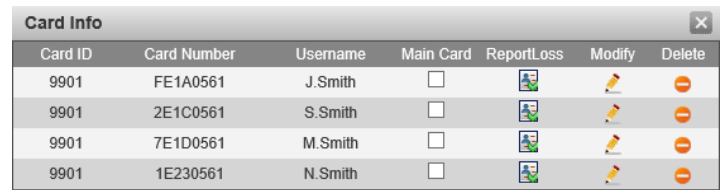
1. Log in to the Door Station's Web Interface.  
(Refer to Section 1.1.1 for how to log in.)
2. Once logged in, go to "System Config" > "Local Config" > "A&C Manager".
3. Select "Issue Card".
4. Within 30 seconds, scan your first card on the front of the door station, you will hear a beep to confirm.
5. On the Door Stations web interface, a popup box will appear. Enter a username for the card, and the room number of your master indoor monitor. Select "OK".
6. Repeat steps 4-5 to learn in additional cards.
7. Select "Confirm Issue".
8. Press "OK" to save your changes.
9. Your swipe cards are now learnt into the Door Station.



## 3.8 Deleting Swipe Cards

If a user has lost an NFC swipe card, it can be deleted by logging in to the Web Interface of the Door Station.

1. Log in to the Door Station's Web Interface.  
(Refer to Section 1.1.1 for how to log in.)
2. Navigate to "System Config" > "Indoor Manager".
3. Select the "Card No. Info" Button.
4. In this menu, you can modify usernames and delete cards.



| Card ID | Card Number | Username | Main Card                | ReportLoss | Modify | Delete |
|---------|-------------|----------|--------------------------|------------|--------|--------|
| 9901    | FE1A0561    | J.Smith  | <input type="checkbox"/> |            |        |        |
| 9901    | 2E1C0561    | S.Smith  | <input type="checkbox"/> |            |        |        |
| 9901    | 7E1D0561    | M.Smith  | <input type="checkbox"/> |            |        |        |
| 9901    | 1E230561    | N.Smith  | <input type="checkbox"/> |            |        |        |

## 3.9 Indoor Monitor Volume Configuration

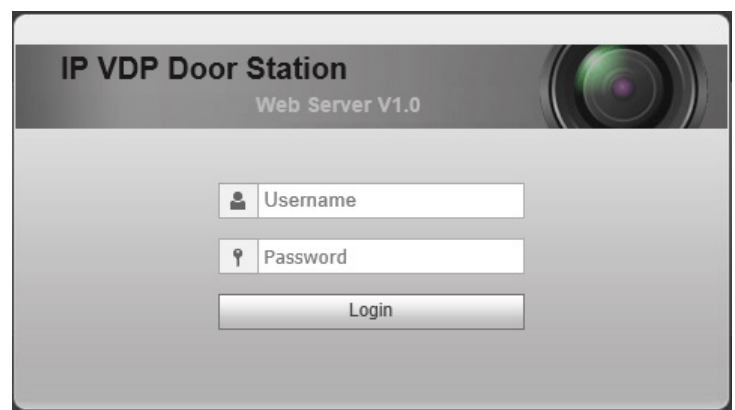
1. On the Indoor Monitor go to "Settings" > "Ring". In this menu you can adjust the ring tone, and volume settings.
2. After you have made your changes, select "OK".



## 3.10 Door Station Volume Configuration

1. Log in to the Door Station's Web Interface.  
(Refer to Section 1.1.1 for how to log in.)
2. 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.  
*VTO Beep Volume* – Controls the speaker sounds such as "Door unlocked, please enter."



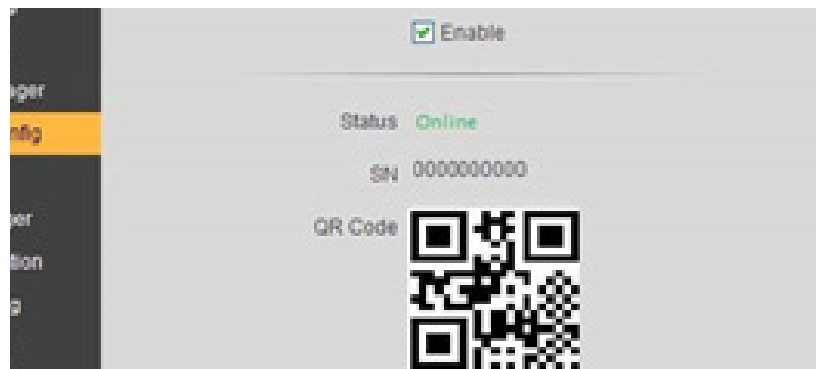
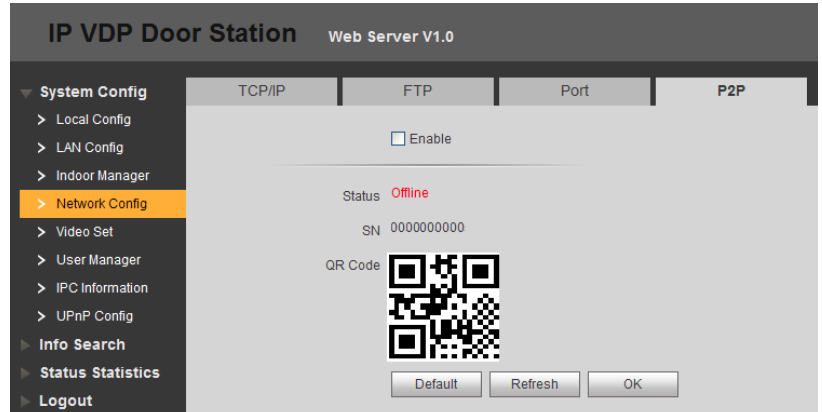
## 3.11 P2P Configuration (QR Code)

The mobile application must be installed before you begin

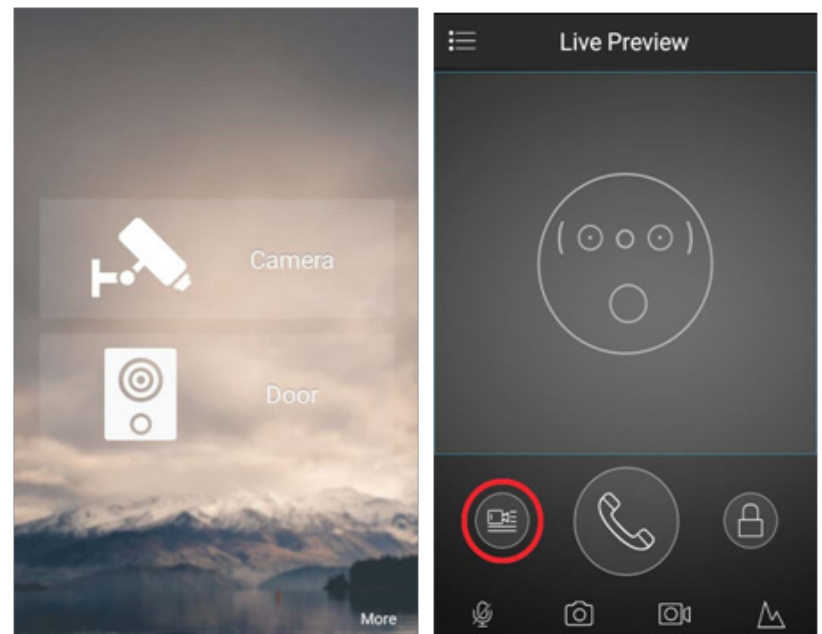
You will need a Windows computer (in the same IP address range) that can connect to the Web Interface of the Door Station.

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. Log in to the Door Station's Web Interface.  
(Refer to Section 1.1.1 for how to log in.)
2. Once logged in, go to "System Config" > "Network Config" > "P2P".
3. After waiting 2 minutes, press the refresh button, the "Status" should display "Online".
4. After waiting 2 minutes, press the refresh button, the "Status" should display "Online".

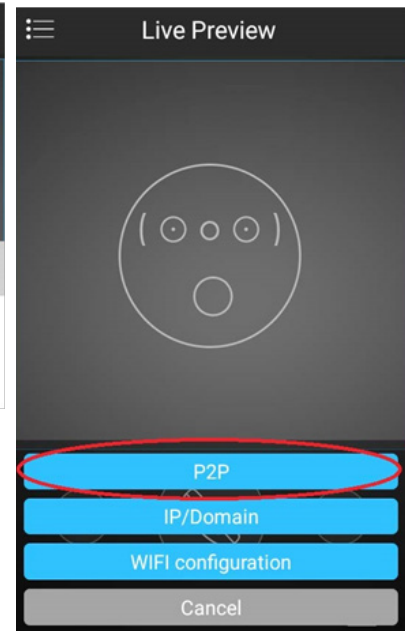
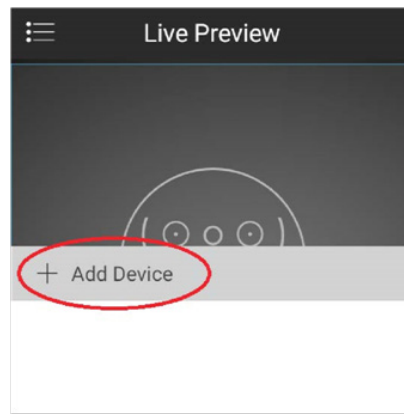


5. Open the mobile application.
6. On the mobile application go to "MENU" then "Home".
7. Select "Door".
8. Select "Device Manager".

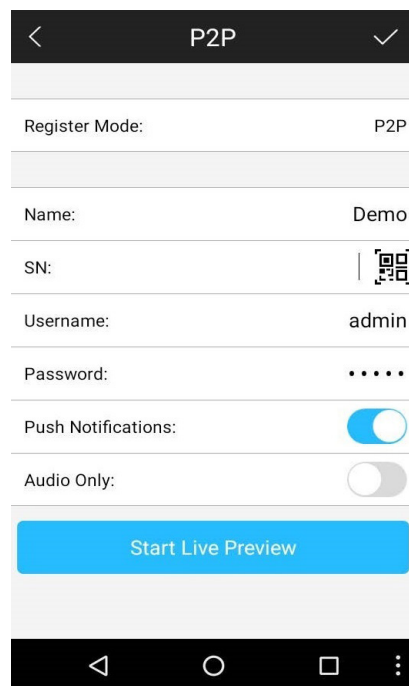


9. Select "Add Device".

10. Select "P2P".



11. Give your device a name (this is for your own reference), and enter the username and password for the Door Station.



12. 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.



13. Select "Start Live Preview" to save and connect.

14. You will be returned to the live view screen where your intercom camera will now be displayed.

15. You have now successfully connected your VIP 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.

## 3.12 Advanced Configuration 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.

This method is recommended in situations where a P2P connection does not work, as some modems and business networks block the P2P connection. 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.
- An "External static IP address" from your Internet Service Provider.
- An "Internal Static IP address" from your Modem.
- A connection from the Indoor Station and Outdoor Station to 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 can then 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/4G, 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, therefore we must recommend an IT professional. Some manufacturers offer guides on their websites or in their manuals. Alternatively, we can recommend Third-party assistance on configuring port forwarding from sites such as: [www.portforward.com](http://www.portforward.com)

### If you don't have an External Static IP address:

If you do not have an external static IP address, you can setup a DDNS service if your modem supports it. Please refer to your modems user manual on how to setup this feature.

## 3.13 Changing Door Station Network Ports (optional)

In some situations, it may be necessary to change the ports that the intercoms Door Stations use. You will need a Windows computer (in the same IP address range) that can connect to the Web Interface of the Door Station.

1. Log in to the Door Station's Web Interface. (Refer to Section 1.1.1 for how to log in.)
2. Once logged in, go to "Network Config" > "Port".
3. In this menu, you can modify the ports to suit your requirements. Press "OK" to save the settings.
4. Select "Logout" > "Reboot". The Door Station will now restart with the changes you have made.

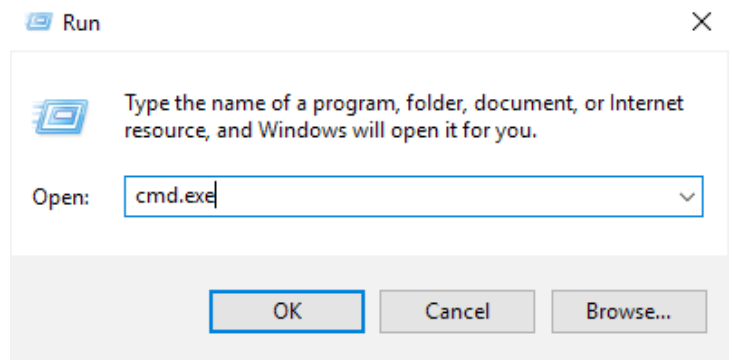


## 3.14 Finding out your network range, and available IP addresses via PC

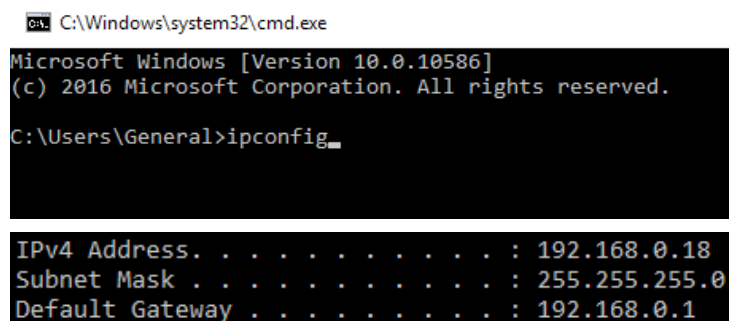
If you wish to connect your IP intercom to the network for remote access, you must give each Indoor Monitor and Door Station an IP address, within your network range.

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 a free IP address to use for the Intercom.

1. Press the "Windows" and "R" key on your keyboard at the same time, a "Run" window will appear.
2. Type "cmd.exe" and press the "Enter" key.

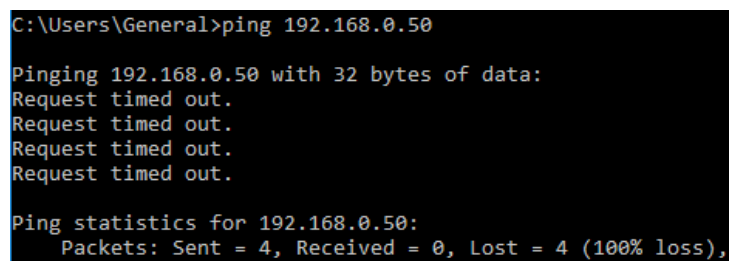


3. A command prompt window will appear, type "ipconfig" and press the "Enter" key.



4. Your network information will be displayed. Record your IPv4 Address, Subnet Mask, and Default Gateway.
5. In this example, the computer has an IP address of 192.168.0.18. We must choose another IP address within the same range for our device which we will connect to the network.
6. We are going to check if the IP address 192.168.0.50 is available. In the command prompt window type "ping 192.168.0.50", and press the "Enter" key.
7. After pressing enter you should see either "Request timed out." or "Destination host unreachable." This indicates that the IP address is not currently in use.

8. Since nothing is currently using this IP address, you can assign it to the intercom, with the same Subnet Mask and Default Gateway, as recorded in step 4.  
Eg:  
IP Address – 192.168.0.50  
Subnet mask – 255.255.255.0  
Default Gateway – 192.168.0.1
9. If you require additional IP addresses, follow steps 5 through 7.



## 3.15 Using the INTIPMONPOE (Sold Separately)

The INTIPMONPOE is designed to power the VIP Residential IP Intercom Indoor Monitors with Power Over Ethernet.

Ports 1 – 6 are to be connected to Indoor monitors.

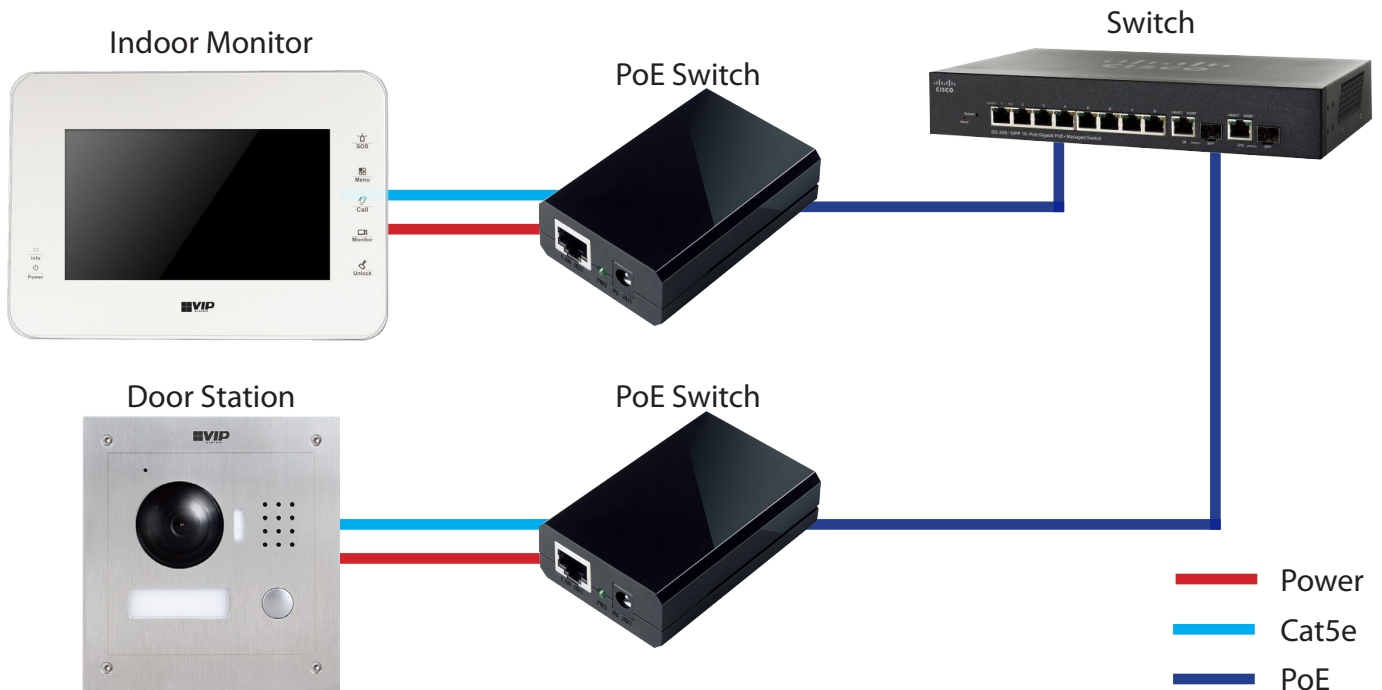
The “OUT” port is used to connect to another INTIPMONPOE.

The “IN” port is used to connect to a switch (sold separately), the Door Station then connects to the switch.

For more information, please refer to the INTIPMONPOE User Manual.



## 3.16 Using a PoE Switch to Power the Intercom System (Sold Separately)

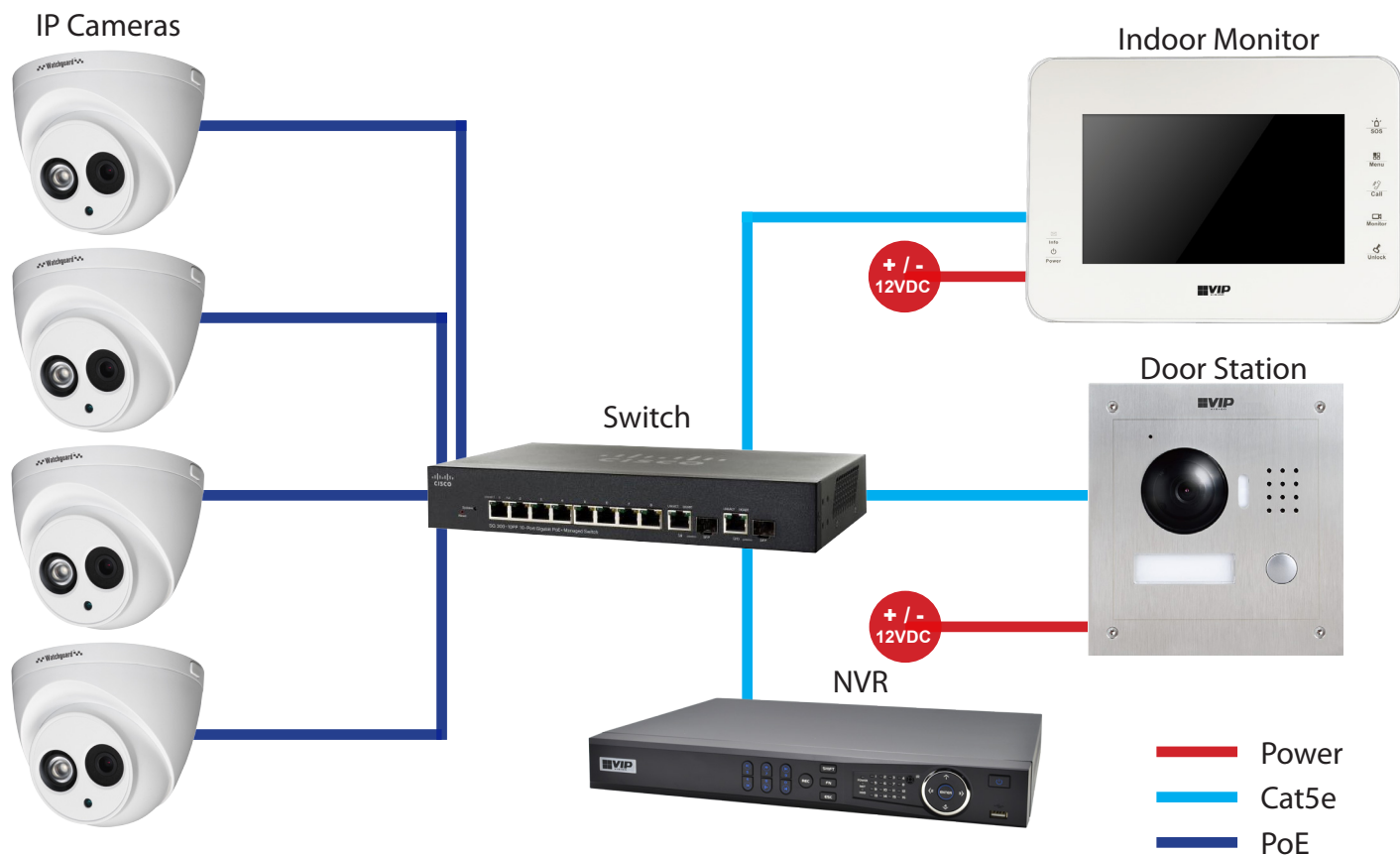


In some installations, it may be difficult to run a power cable alongside a Cat5 cable. One solution is using a Power Over Ethernet Switch and Power Over Ethernet Receiver to send power to both the Door Station, and the Indoor Monitor.

A Cat5 cable will need be run from a PoE Network switch, to a PoE Receiver (Part No. WT-CAT5POER). The receiver will then split the power and data, which you can connect to the monitor or door station. One PoE receiver is required for each device you wish to power.

## 3.17 Adding IP Cameras to an Indoor Monitor

You can add cameras that are connected to an external PoE switch to a Indoor Monitor for live viewing. The cameras extra stream must be set to 1MP resolution. Once the cameras are connected and on the same IP address range as the local network, follow the below steps to add them to an Indoor Monitor.



1. On the Indoor Monitor go to "Settings" > "Local IPC".
2. In this menu, you can enter a name for the IP Camera, IP address, username and password. If you wish to add another camera, select the right arrow, to enter in its details.
3. Once you have entered in the details of the cameras you wish to add, select the "Save" button.
4. To view the camera, select "Video Talk > "Monitor" > "IPC", then 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.

The screenshot shows the "Local IPC" configuration menu on the Indoor Monitor. The menu includes the following fields and options:

- IPC1 Name: [Empty text field]
- IP Address: 0 . 0 . 0 . 0
- User Name: admin
- Password: [Masked with dots]
- Port: 554
- Protocol: Local (dropdown menu)
- Stream: Extra (dropdown menu)
- Channel: 0

At the bottom of the menu, there are "Save" and "Monitor" buttons. A right arrow button is also visible on the right side of the menu.



## 3.18 Adding Your Door Station to a VIP Vision NVR

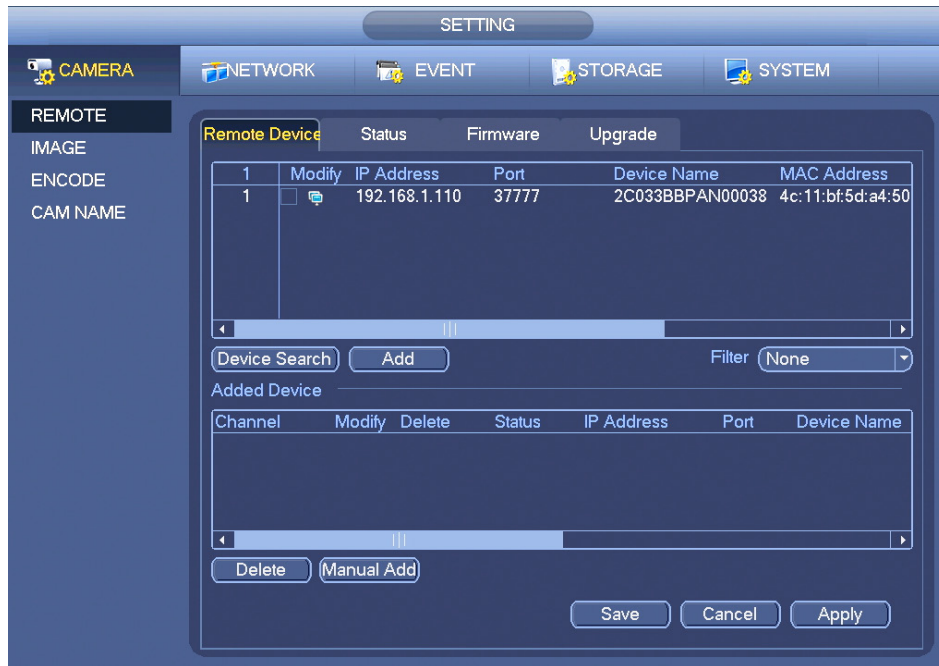
If you have a VIP Vision NVR, you can add your Door Station as a camera.

To do this both your NVR, and intercom Door Station must be on the same IP address range.

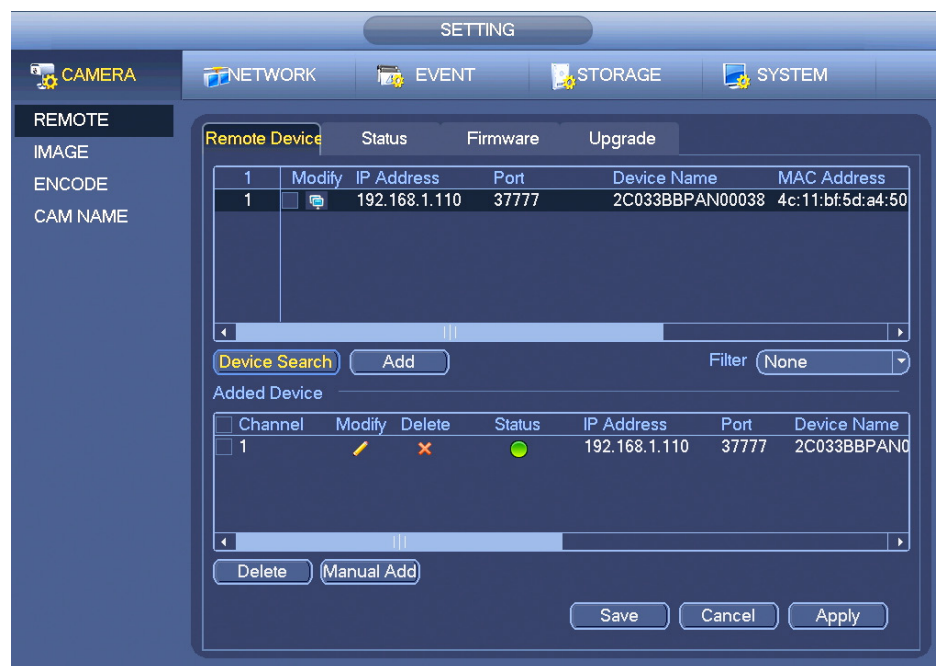
Adding a Door Station to your NVR system will take up a single channel for each Door Station.

The Door Station will be recording constantly, it is not able to be set for motion detection recording.

1. Select "Main Menu" > "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.

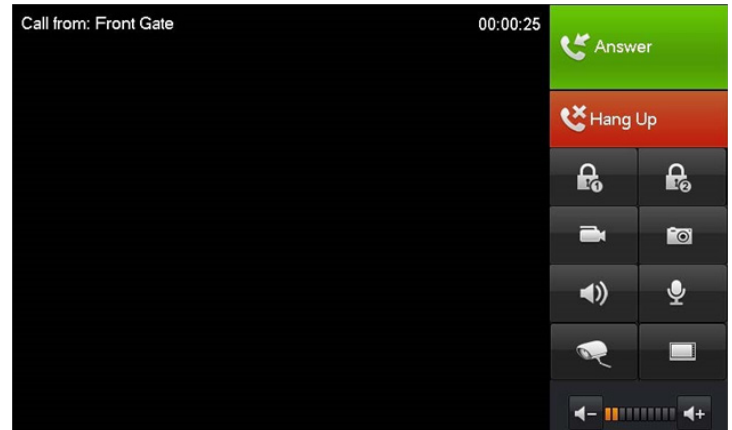


# 4 How to Use Your Intercom System

## 4.1 Making and Answering Calls

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

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



## 4.2 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.



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.



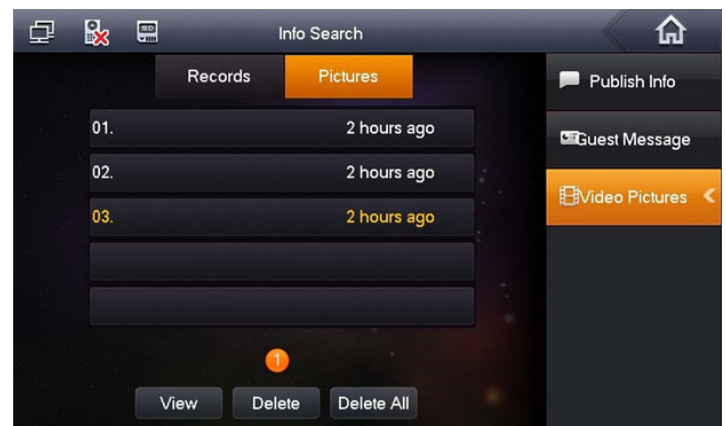
You can automatically capture snapshots to the Micro SD Card when someone rings the Door Station and no one answers the call. On the Indoor Monitor go to "Settings" and set "AutoCapture" to "On".

## 4.3 Viewing 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 view snapshots.

Select the file and press "View"



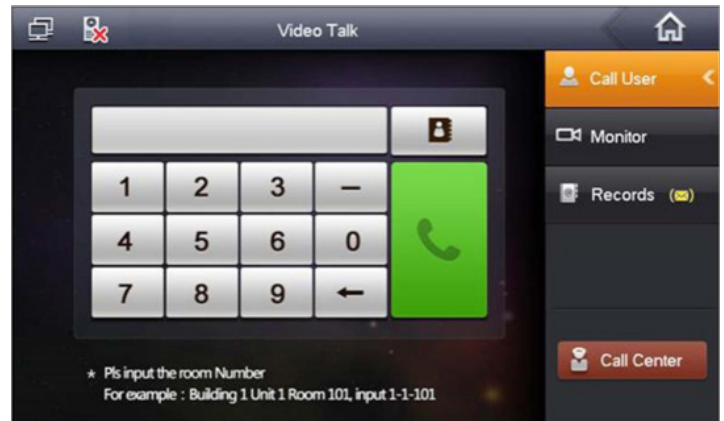
## 4.4 Calling Between Indoor Monitors

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".

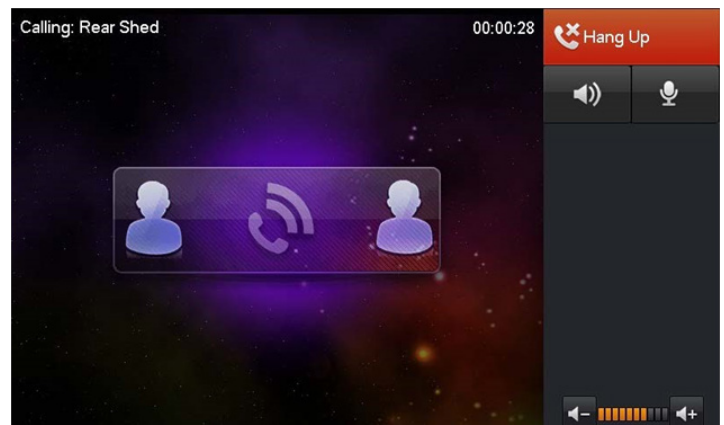
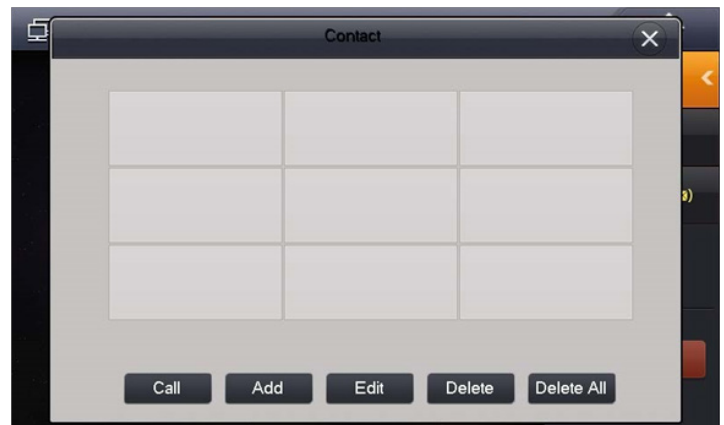
If you are calling from an "Extension" monitor to the "Master" monitor, enter the room number, e.g. "9901".



## 4.5 Create Favourites

You can create favourites to call between rooms, instead of dialing the room number each time you wish to make a call.

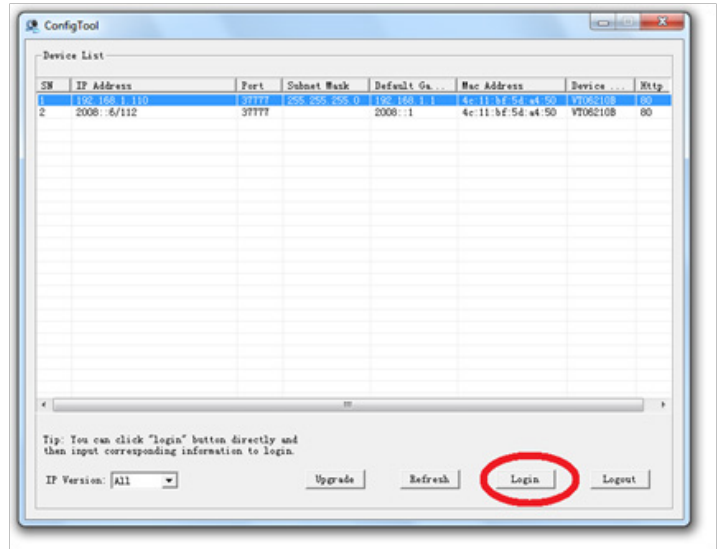
1. On the Indoor Monitor go to "Video Talk" > "Call User".
2. Select the favourite option. Select the "Add" button.
3. The device will now be added to the favourites list. Select the name and then press the "Call" button.



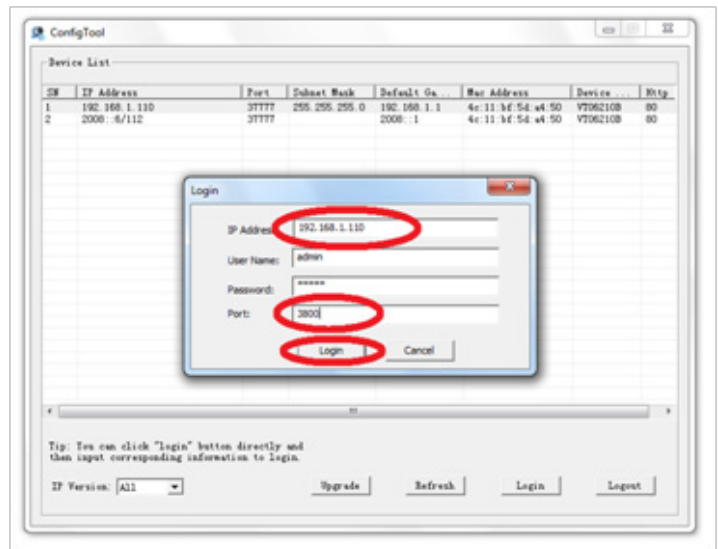
# 5 Updating Intercom Firmware

The below instructions cover how to update firmware on the VIP Vision Intercom Door Station and Indoor Monitor. Before starting, you must obtain the most recent firmware version for your intercom products.

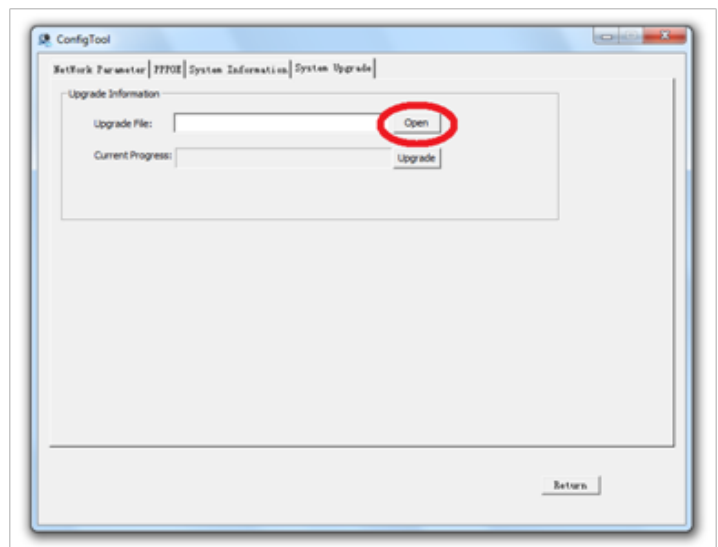
1. Download the Config Tool from this link: <http://www.rhinoco.com.au/file/download/1334>
2. Once the software has been downloaded to your computer, extract the files, and open "Configtool.exe".
3. Once the software is open, press the "Login" button.



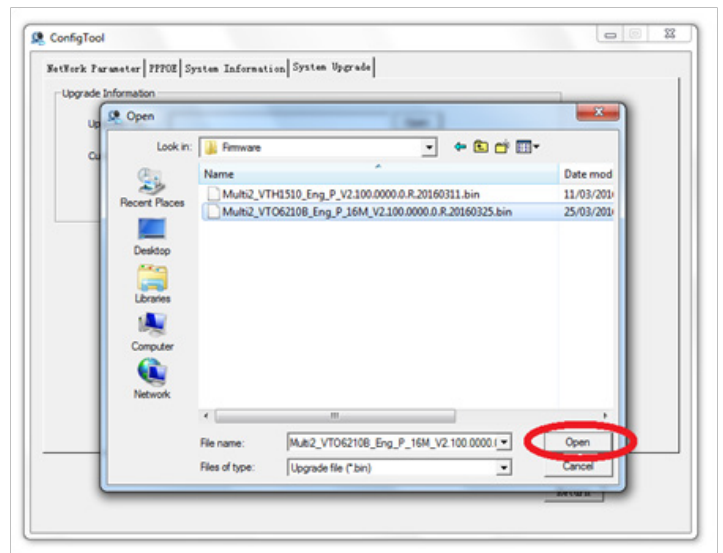
4. Enter the IP address of the Door Station, by default it is **192.168.1.110**. Change the port number to **3800**. Press the "Login" button,



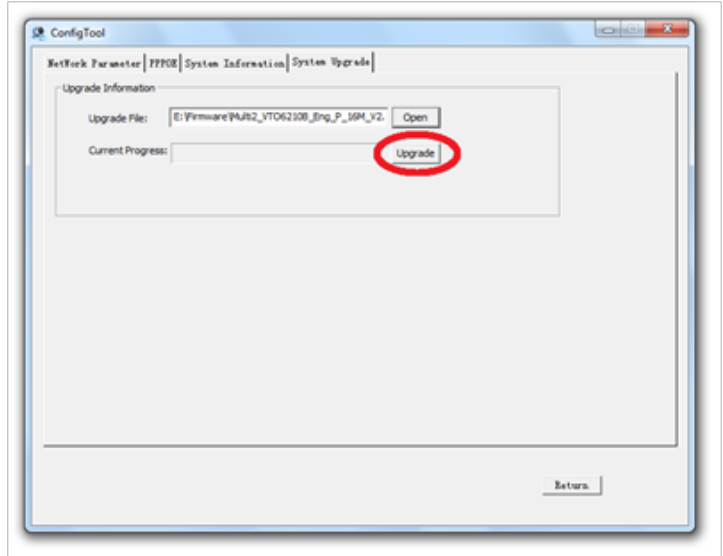
5. Select the "Open" button and locate the firmware file for the Door Station that you previously downloaded.



- Once the firmware has been selected, press the "Open" button.



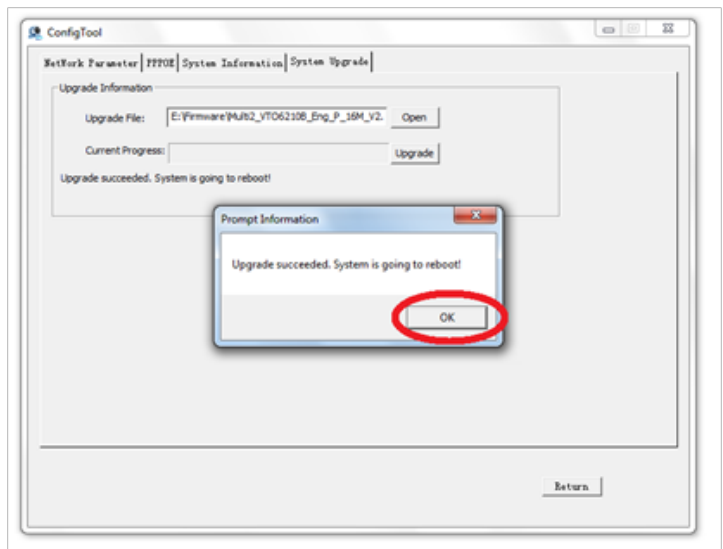
- Select the "Upgrade" button to begin the upgrade. Please wait while the firmware is being updated, do not close the Config Tool, or unplug the computer or Door Station from the network, as this may cause damage to your device.



- Once the upgrade is complete, select the "OK" button.

- Your door station has now been upgraded.

- To upgrade the Indoor Monitor, the same steps are followed (Step 5 onwards), but you must enter the IP address of the Indoor Monitor. By default the IP address for the Indoor Monitor is **192.168.1.109**. Port 3800 is to be used, and the correct firmware for the Indoor Monitor must be selected.



Notes:  
After upgrading the firmware, if you are unable to login to the Door Station and are presented with a corrupt login screen, please clear your Internet Explorer Browser History.

# 6 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.

| Problem   | Solution  |
|---|---|
| No power  | <ul style="list-style-type: none"> <li>• Check power cord connection.</li> <li>• Confirm that there is power from the outlet.</li> <li>• Ensure each Indoor Monitor and Door Station is powered by 12V DC.</li> <li>• Ensure the power supply meets or exceeds the current rating for the device you are powering.</li> </ul>                   |
| No live video   | <ul style="list-style-type: none"> <li>• Check the Door Station's cable and connections.</li> <li>• Check the Indoor Monitors cable and connections.</li> </ul>   |
| Cannot connect to one device when it has been programmed. | <ul style="list-style-type: none"> <li>• Try to ping the device IP address from a PC.</li> </ul>  |
| Door Station and Indoor Monitors not connecting           | <ul style="list-style-type: none"> <li>• Reboot All Devices and Wait 5 minutes to ensure all devices have finished loading.</li> <li>• Check there are no breaks in the cable, and that it is terminated to either T-568A on both ends of the cable, or T-568B.</li> <li>• Check your Indoor Monitor and Door Station configuration.</li> </ul> |
| Touch screen not responsive                               | <ul style="list-style-type: none"> <li>• Press the unlock and menu button together, and re-calibrate the screen.</li> </ul>   |
| Door Station makes an alarm sound when it is turned on    | <ul style="list-style-type: none"> <li>• Check that the tamper switch is fully depressed.</li> </ul>  |
| Unable to login to the Door's Station web interface       | <ul style="list-style-type: none"> <li>• Ensure your computer is in the same IP address range as the Door Station.</li> <li>• Ensure you are using Internet explorer to connect to the Door Station.</li> </ul>   |
| Web interface not displaying correctly                    | <ul style="list-style-type: none"> <li>• Ensure you are using Internet Explorer to connect to the Door Station.</li> <li>• Clear your Internet Explorer search history.</li> </ul>  |
| Second monitor not ringing                                | <ul style="list-style-type: none"> <li>• Connect to the Door Stations web interface, and ensure "Group Call" is selected.</li> </ul>  |
| Multiple Door Stations have the same name.                | <ul style="list-style-type: none"> <li>• Ensure that the VTO number is different between each Door Station</li> <li>• Ensure you have changed the name of each Door Station from the Indoor Monitor under the "Network" page.</li> </ul>  |
| P2P Connection Status is "Offline"                        | <ul style="list-style-type: none"> <li>• Ensure that the IP address, subnet mask and default gateway of the Door Station is in the same IP address range as the existing computer network</li> </ul>  |

## 7 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 labour, 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](http://www.vip-vision.com)) for a full list of trading terms.



