Indoor Unit IP DES

373001/02/03/04

User and installation manual



Home + **Security**

RA00187AC-01/24-PC

Indoor Unit IP DES

User and installation manual

Home + **Security**

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General information

Warnings and recommendations

It is important to read this manual carefully before proceeding with the installation.
The warranty becomes automatically void in case of negligence, improper use, tampering by unauthorised personnel.
The Indoor Unit must only be installed indoors; it must not be exposed to water drops or splashes; it must be used only on IP DES systems.

Warnings and consumer rights

	Read carefully before use and keep for future reference.
	Touching the units with wet hands is forbidden. Using liquid cleaners or aerosols is forbidden. Blocking the ventilation openings is forbidden. Modifying the devices is forbidden. Removing protective parts from the devices is forbidden. Exposing the unit to water drops or splashes is forbidden. Installing the units near heat/cold sources is forbidden. Installing the units near harmful gases and powders is forbidden. Fastening the units on unsuitable surfaces is forbidden.
	Danger of electrical shock.
	Risk of devices falling because the surface on which they are installed collapses or inappropriate installation. Switch the power supply OFF before any work on the system.
	Caution: Installation, configuration, starting-up and maintenance must be performed exclusively by qualified personnel. Check that the wall installation has been carried out correctly according to the installation instructions. Check that the unit installation complies with the standards in force. Connect the power supply wires as indicated. Use only the items indicated in the technical specifications for any system expansions.

***Warning**: in case of a power failure, the device does not work and cannot be reached, any collection of personal data is interrupted.*

Fundamental concepts

The device cannot be activated individually but must follow a general configuration found on the DES Server.
The DES Server is configured using a PC connected to the same LAN.
Once configured and activated, the DES Server makes available the configuration of local devices (Internal Unit, Entrance Panel, Guard Station, etc.)
When switched on, the device searches for a configuration (address book) on the DES Server and acquires it.

Naming of the devices

In this manual, for easy reading, the abbreviated device name is used as in the list.

– IU: Indoor Unit
– EP: Entrance Panel
– GS: Guard Station
– SD: Server DES
– SEP: Small Entrance Panel
– AB: Address book
– SW: IP DES SYSTEM

Community

The term Community means the housing complex reproduced in the project design made using the SW.
The structure in its maximum extension includes:

AREA → BUILDING → RISER → FLOOR → APARTMENT



COMMUNITY

Call addressing procedures

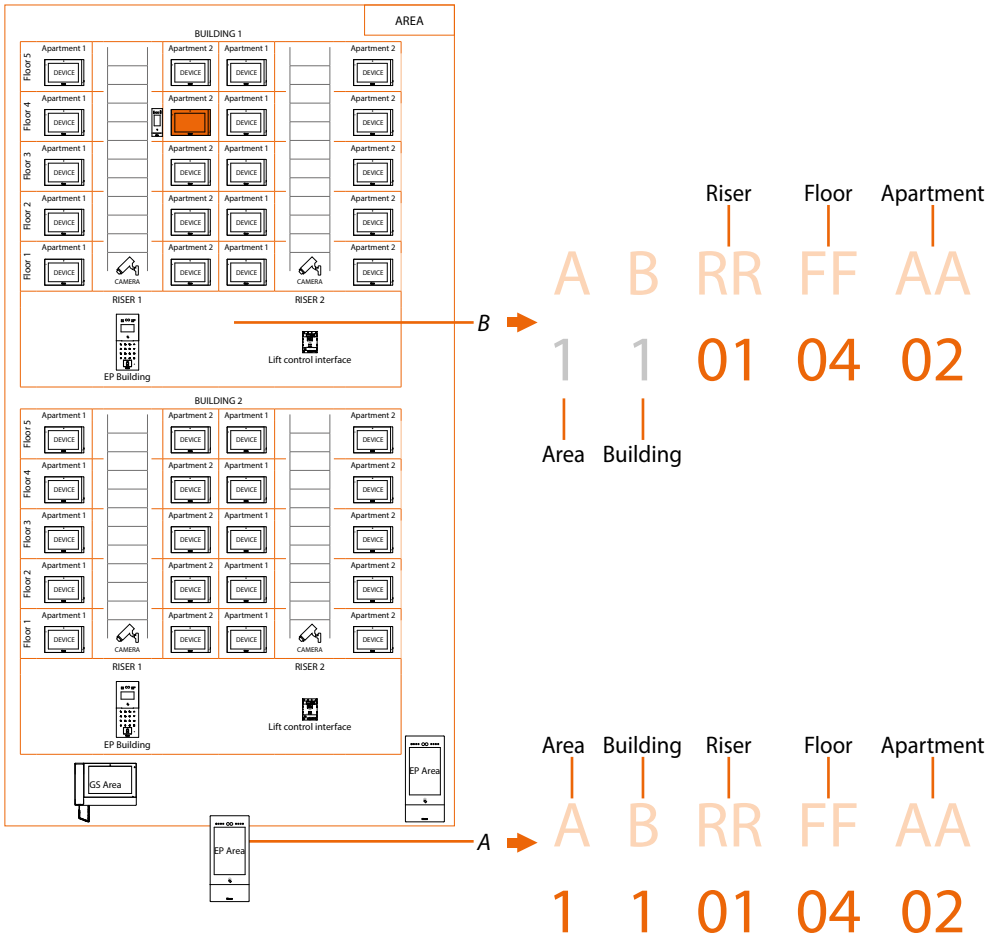
On the basis of data recorded in the AB and the Community structure the calls can be made using various methods:

- numeric call (using the standard address of the community);
- alphanumeric call (using Alias);

Numeric call (using the standard address of the community)

To make this type of call you must know the address of the person being called, which depends on the community structure, for example:

- to call the IU highlighted in the diagram from the «A» EP, enter the corresponding address «11010402»;
- to call the IU highlighted in the diagram from the «B» EP, enter the corresponding address «010402», as the IU is positioned inside building 1 and therefore it is sufficient to type the Riser, Floor and Apartment number.



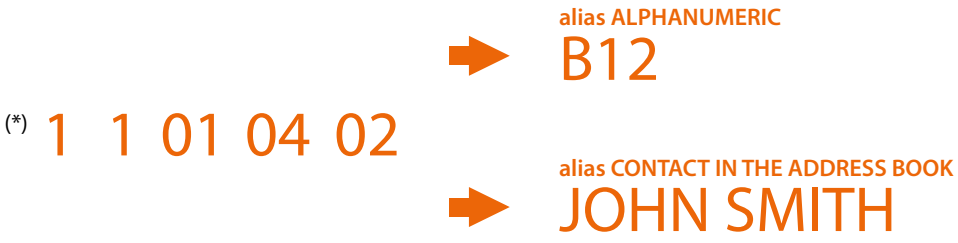
***Note**: during the configuration phase, the number of digits to be used for each call sector (Area/Building/Riser/Floor/Apartment) must be set.*
Example: I have to call an apartment inside building 2
– if there are from 1 to 9 buildings in the area, I must enter «2» (one digit used for the Building call sector);
– if there are more than 10 buildings in the area, I must enter «02» (two digits used for the Building call sector);

The system will automatically show the correct number of digits to type and which data to enter on the basis of the EP position you are calling from, for example Area (2 01 06 02) or Building (01 06 02)

System configuration (default)
Areas 9, Building 99, Riser 99, Floor 99, Apartment 99
It is possible to modify the limits using the SW (see SW manual for details)

Alphanumeric call (using Alias)

The Alias is an alphanumeric code that replaces the community address created through the software.
The default alias is the same as the address in the Community*. However, this can be changed using the SW and can be of two types:



Call using alphanumeric alias

The alphanumeric alias can be used on all entrance panels, internal units and guard stations.
To make the call, enter the full alphanumeric alias in the device call menu - -> B12

Call using contact alias in the address book

The address book contact alias can be used on all internal units and guard stations, but only on entrance panels with touch display.
To make the call, use the appropriate address book button (icon) in the call menu of the device and select the desired contact (JOHN SMITH), or enter the contact alias using the auto-complete function - -> JOHN SMITH

Contacts

The positioning of the objects in their respective locations also allows the creation of the contact lists that they can manage: for example, an EP positioned in the building will only have the contacts of the same building.
The GS will always have the complete contact list of the entire community

Configuration

Address book, created using the SW, containing the addresses of all the system devices.

Lift function

The Lift Control function consists of the ability to interact with the lift system through calls and commands from the DES IP video door entry system.
The operating mode of the lift depends on its control system (BTicino cannot operate the lift but only send commands, which are interpreted and executed).
Safety must be guaranteed by an access control system or by the lift itself.

The lift control function can be realised in two modes:

– The first is through protocol commands on RS485.
  Using the interface 375010, the IP DES video door entry system sends commands to the lift control centre to simulate a lift call.
  For more information, see the "Lift Interface Software Manual, item 375010".

– The second mode is through dry contact commands.
  The DES IP video door entry system opens and/or closes contacts (output contacts from interface 375013). Lift calls are simulated when these contacts (correctly connected to the lift system) are opened or closed.
  Interface 375013 must be added as a device in the Community.
  After this, it will be necessary to configure the parameters in the Lift Control function page.

You can see some examples of connection diagrams in the manuals of the IP devices.

Fire-fighting

Enables the door lock opening function in case of fire.
The Fire-fighting function allows the automatic opening of EP door locks in the event of a fire.
The use of this function requires a clean contact in the GND FIRE-FIGHTING input clamp from the fire fighting system.
It is necessary to enable the function in Settings

OnVif IP cameras

OnVif IP cameras wired on the same network as the IP video door entry system with video surveillance of public and/or private areas.

What discussed in the previous sections is not applicable to all devices. Below is a list showing their applicability.

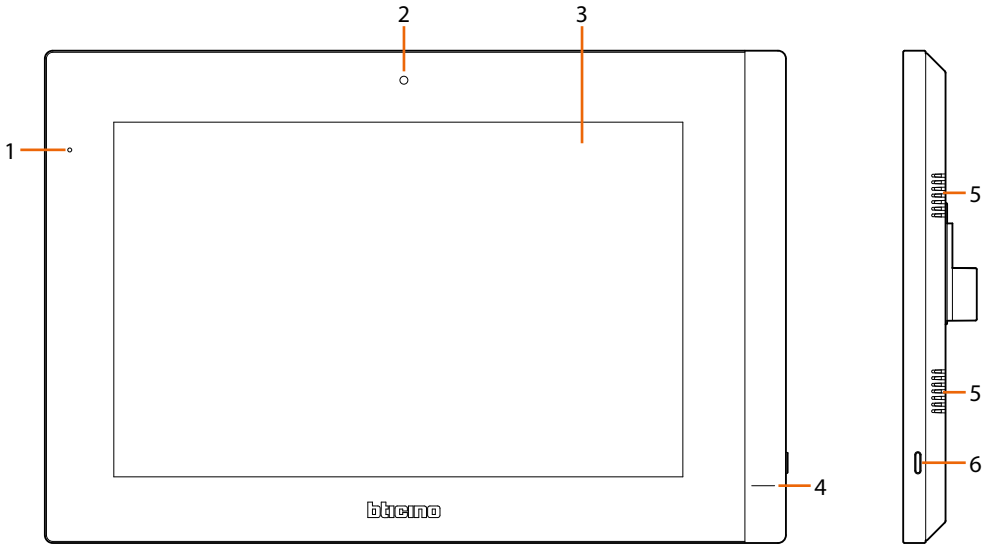
	Alphanumeric call (using alphanumeric alias)	Alphanumeric call (using contact alias in the address book)	Lift Control Function	Fire-fighting	OnVif IP cameras
373001	✓	✓	✓	✗	✓
373002	✓	✓	✓	✗	✓
373003	✓	✓	✓	✗	✓
373004	✓	✓	✓	✗	✓
373005	✓	✓	✓	✗	✓
373006	✓	✓	✓	✗	✓
373007	✓	✓	✓	✗	✓
373008	✓	✓	✓	✗	✓
374000	✓	✓	✓	✓	✗
374001	✓*	✗	✓	✓	✗
374002	✓	✓	✓	✓	✗
374003	✓*	✗	✓	✓	✗
374004	✗	✗	✓**	✓	✗
374005	✓	✓	✓***	✓	✗
374006	✗	✗	✓**	✓	✗
375000	✓	✓	✗	✗	✓

****NOTE:** function only available with numbers and letters between 0-9 and A-I*

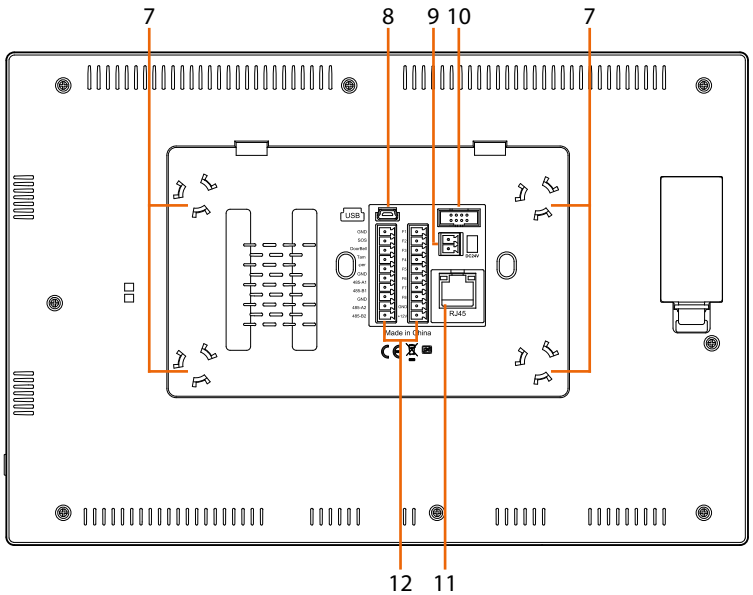
*****NOTE:** function only valid with contact interface 375013*

******NOTE:** function only valid with contact interface 375013 or with interface 375011, but only in SLAVE mode*

Front and rear view

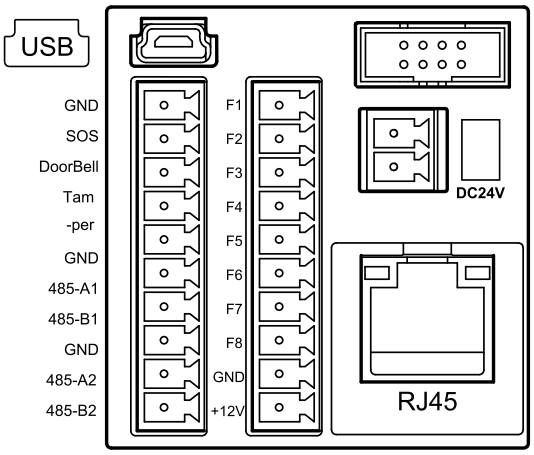


1. Microphone
2. Camera (only 373001 / 02)
3. Display 7/10" (touch screen)
4. Notification LED
   LED flashing= notification of a message
5. Loudspeaker
6. SOS push button



7. Fixing magnets for bracket
8. USB Connector (not used)
9. Additional power supply clamps (not polarized)
10. Not used
11. RJ45 Connector *
12. Connection clamp

****Attention**: this device does not support standard POE power supplies, but only POE power supplies identified with 375002.*
Connect the cat5/5e/6 FTP or cat5/5e/6 UTP cable with ferrite supplied to the connector.

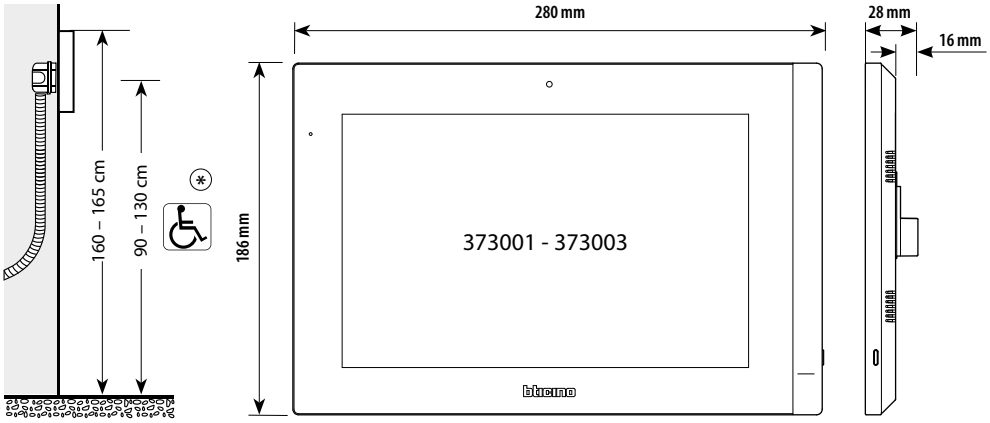


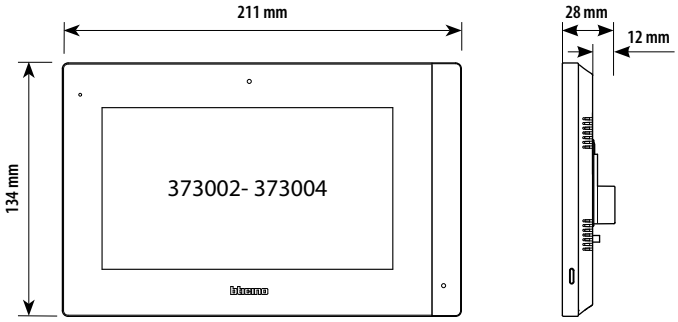
Connection clamps			
SOS – GND	Additional SOS call	F1 – GND	Infrared
DoorBell – GND	Door bell call	F2 – GND	Magnetic contact
Tamper – GND	Tamper	F3 – GND	Smoke sensor
GND	future use	F4 –GND	Gas sensor
485-A1		F5 – GND	Water sensor
485-B1		F6 – GND	Magnetic contact
GND		F7 – GND	Magnetic contact
485-A2		F8 – GND	SOS
485-B2		+12V – GND	12Vdc, maximum 150 mA sensor power supply

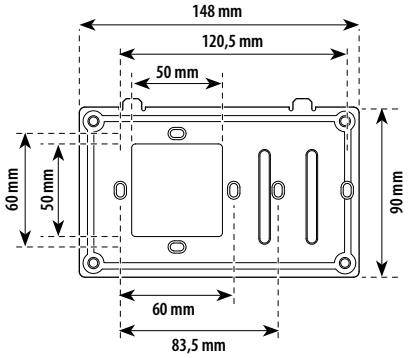
It is possible to display some wiring diagram examples in the Example diagrams section

Dimensional data and installation heights

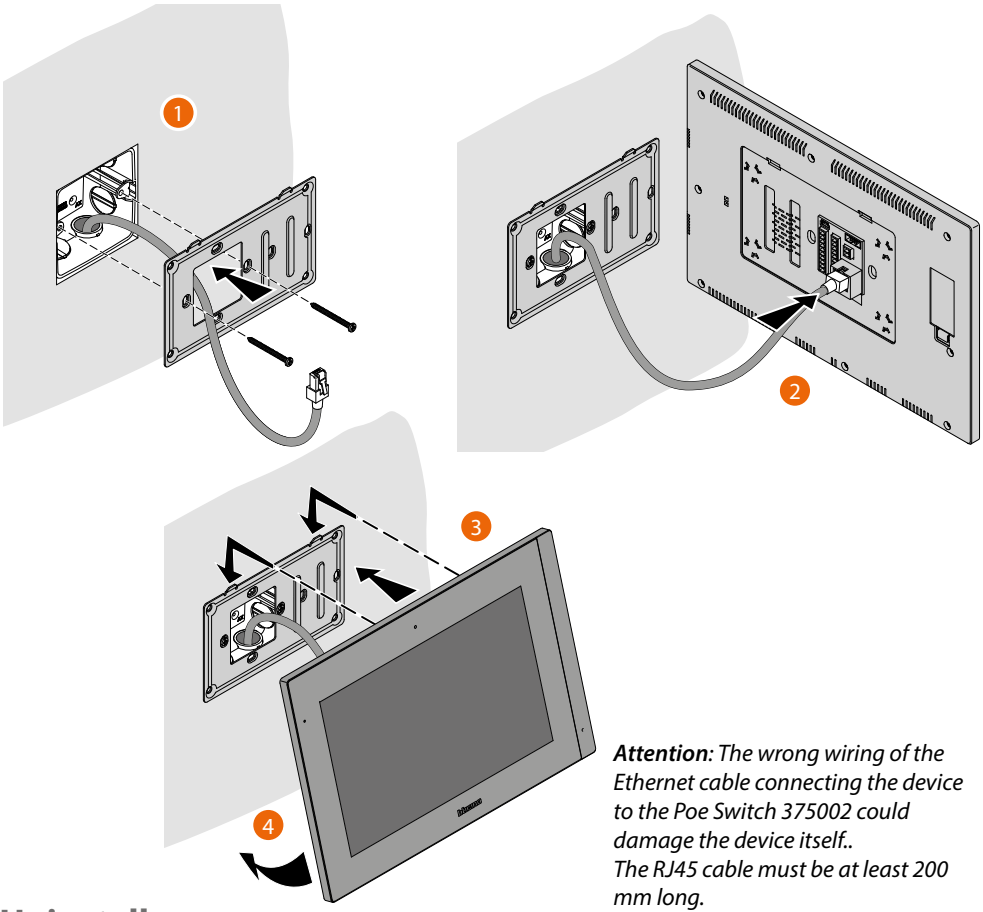
* Recommended height, unless different regulations are specified.





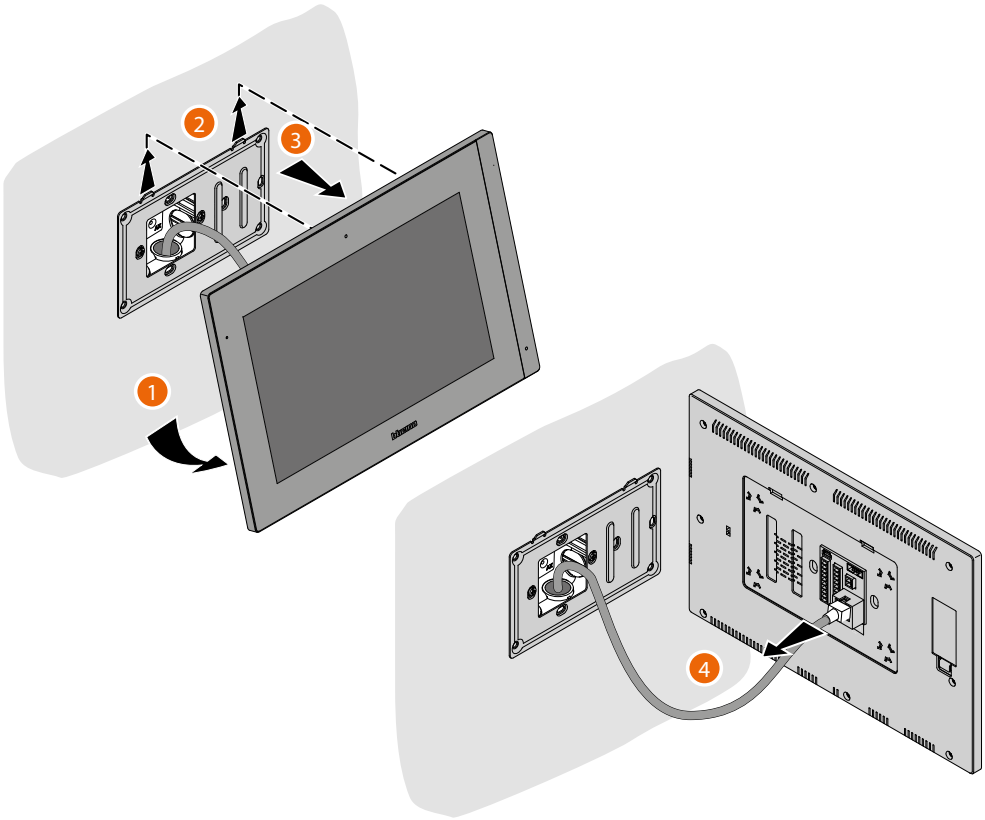


Installation



Attention: *The wrong wiring of the Ethernet cable connecting the device to the Poe Switch 375002 could damage the device itself..*
The RJ45 cable must be at least 200 mm long.

Uninstall

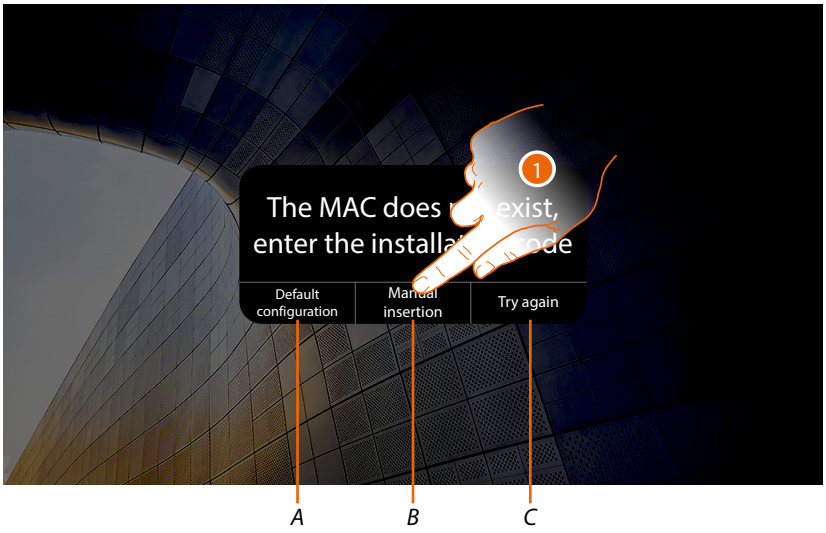


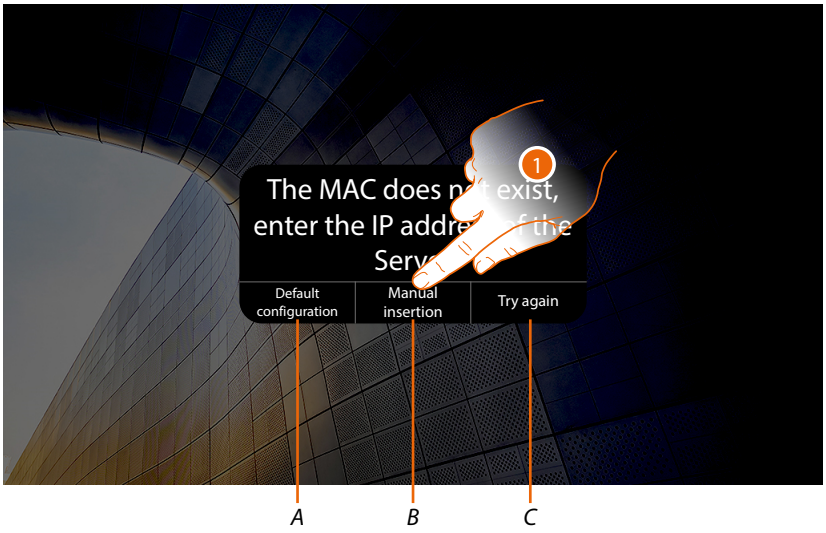
Activation

After configuring the MAC address of the device in the SD, when switched on, the device searches for a configuration (address book) on the DES Server and acquires it.

Note: *if the device were already configured in the past, it must be reset.*
After rebooting, the device will configure itself

If the automatic activation of the device is unsuccessful, warning messages and manual activation modes may appear.





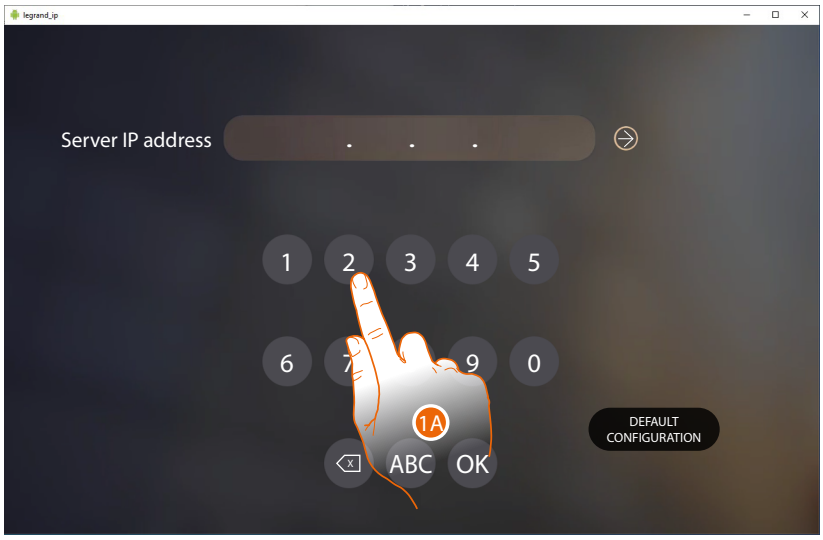
A Not to be used

B Button allowing manual entry of the server IP address or installation code. By entering one of the two described parameters, it is possible to force the configuration of the device by putting it into forced communication with the server.
Note*: to display the IP address, see the "Community Network Settings" menu of the SW, to display the installation code, see the "Device/Management" menu of the SW.*

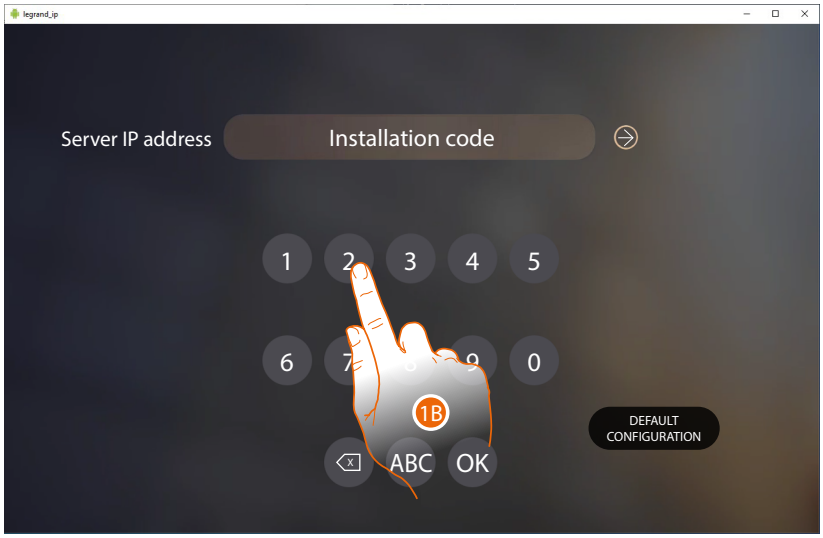
C Button to test the activation of the device

1. Touch to manually enter the server IP address or the system access code

IP address



Installation code



1A. Enter the IP address of the server.

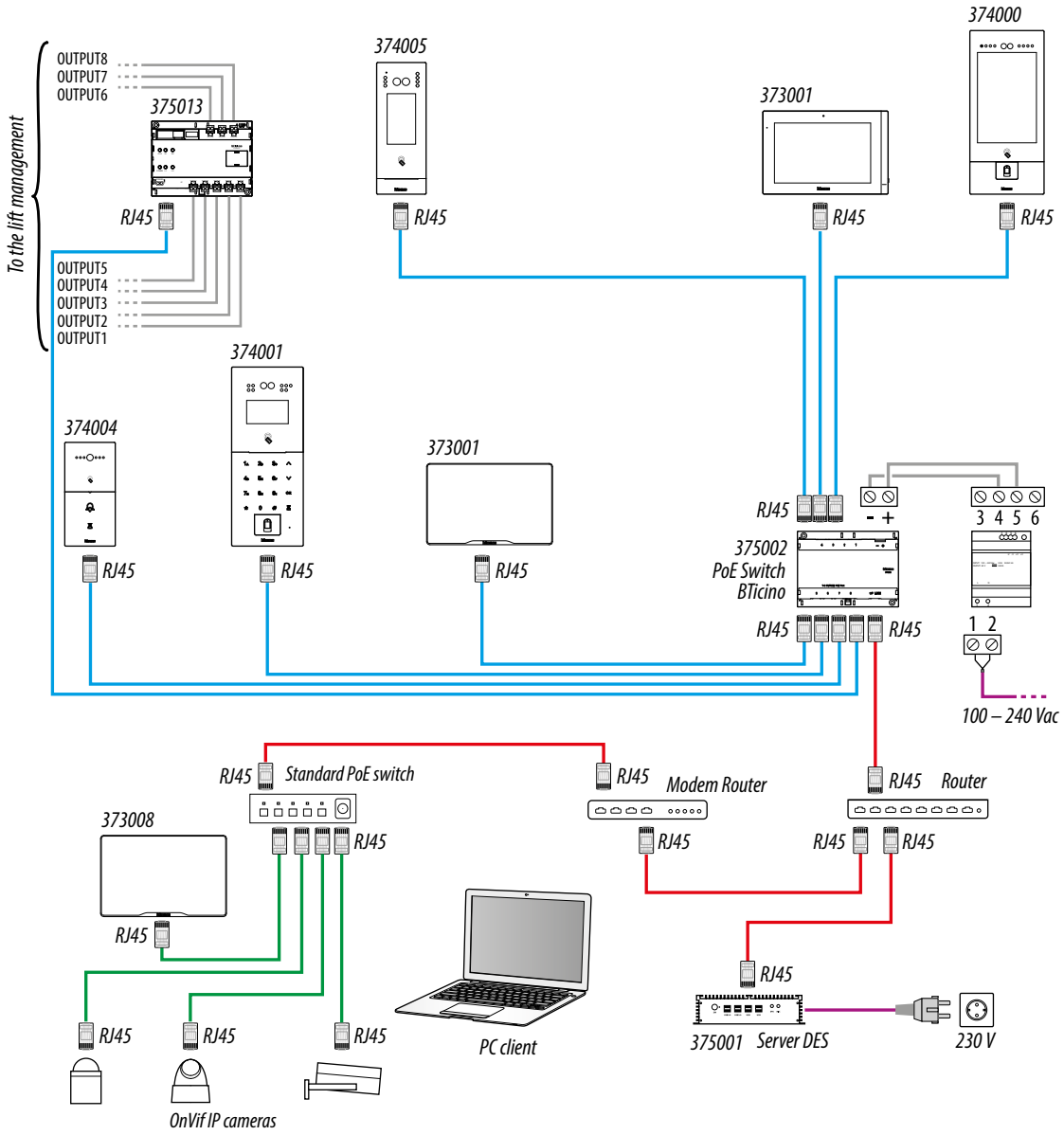
1B. Enter the installation code

Example diagrams

A - Diagram with power supply by BTicino PoE Switch

CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	2 x Copper cables

It is possible to use two different types of connection according to installation situation:



Caution:

- *connect the devices only to the PoE 375002 switches. No other PoE switches are permitted.*
- *only item 373008 can be connected to an IEEE 802.3at standard PoE switch (POE+)*
- *item 375001 must be connected to the LAN network, not to PoE switches*
- *connect the UP LINK port of the 375002 to a suitable network port, never to a PoE port.*
- *use a cat5/5e/6 FTP or cat5/5e/6 UTP cable. If using a UTP cable, use the supplied ferrite.*

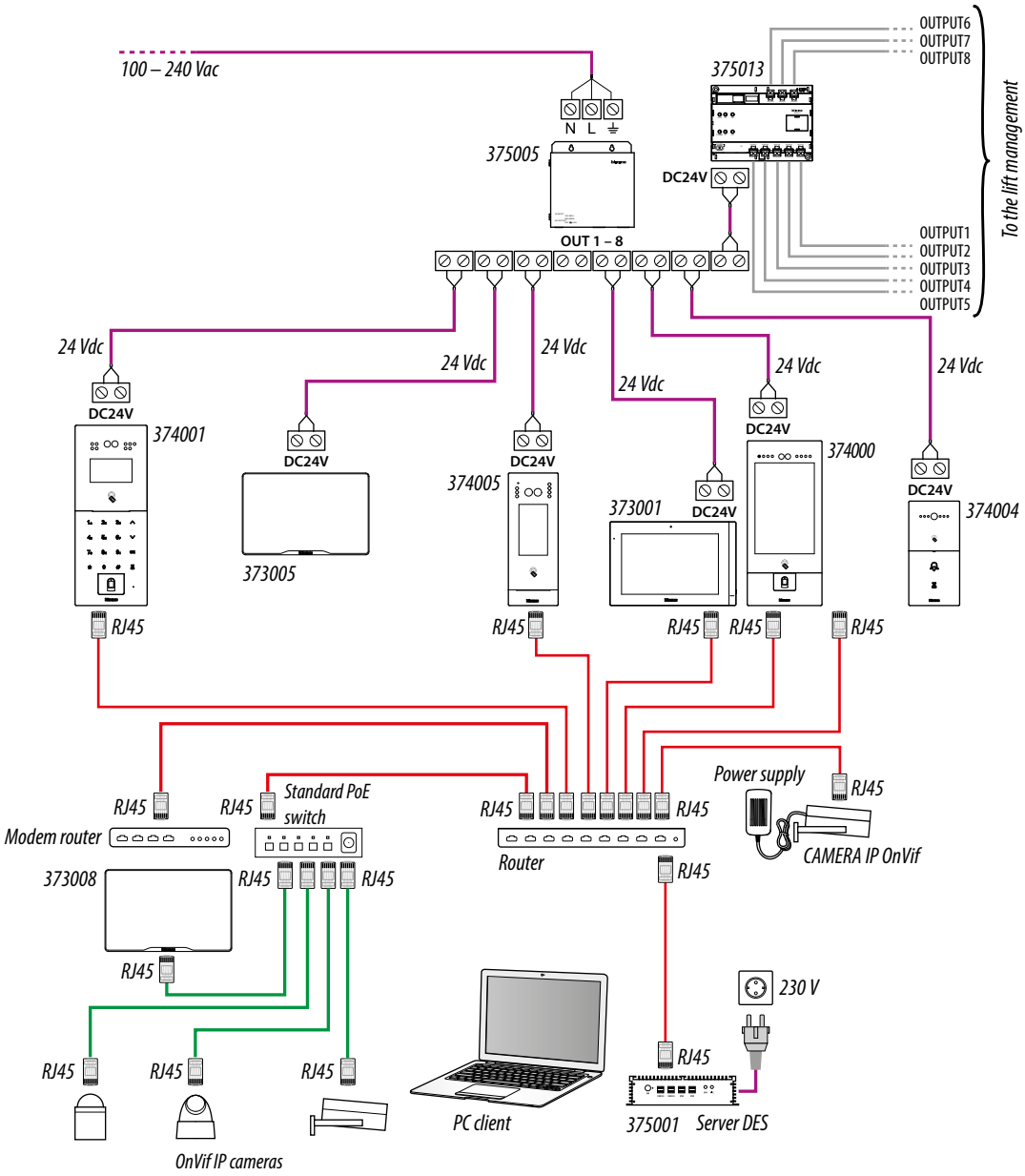
Note:

- *to connect the devices it is possible to use both types of wiring (diagram A or diagram B) or even mixed ones.*
- *maximum length of every LAN permanent link line = 90 m.*

B - Diagram with local power supply

CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	2 x Copper cables

It is possible to use two different types of connection according to installation situation:



Caution:

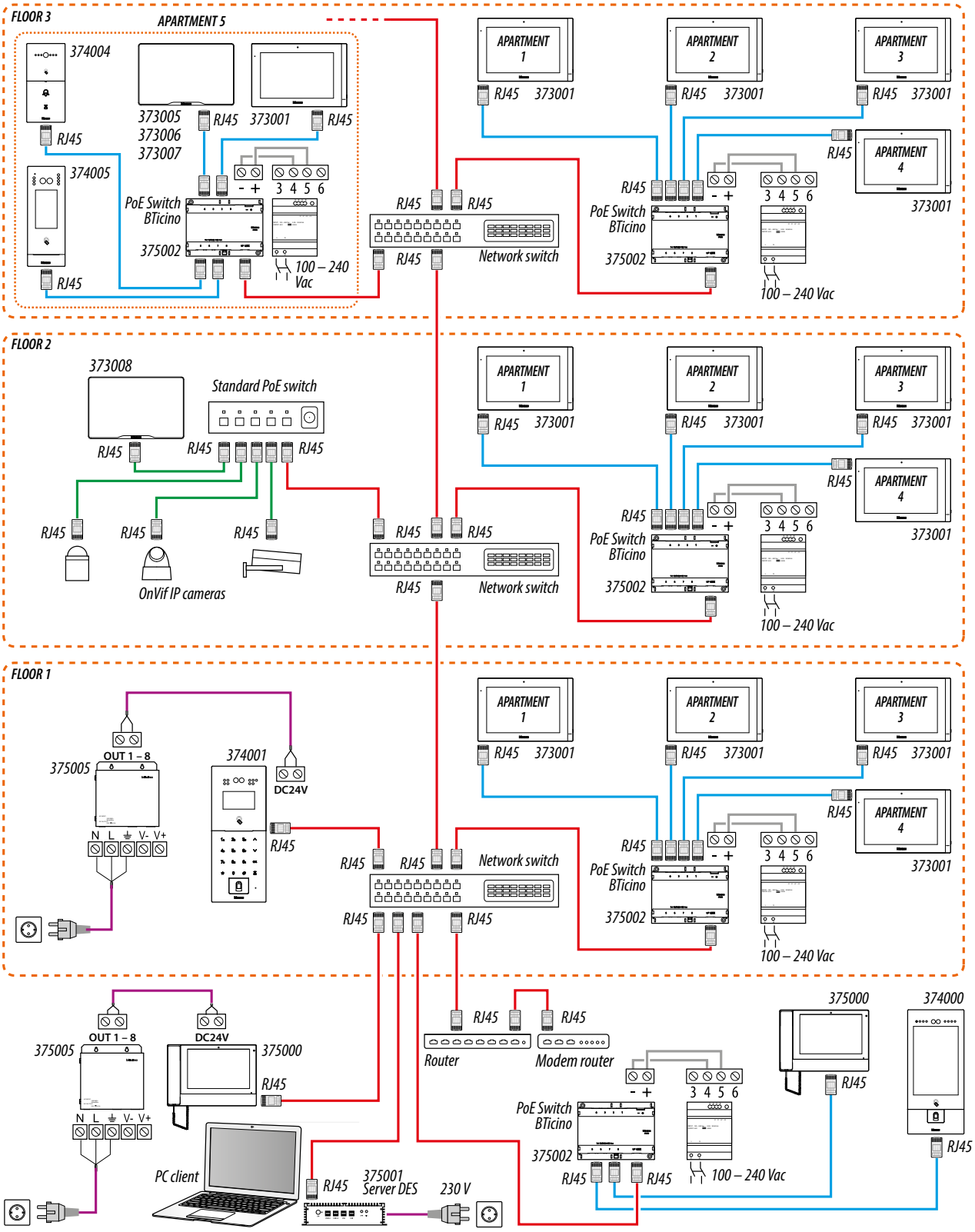
- *connect the devices only to the PoE 375002 switches. No other PoE switches are permitted.*
- *only item 373008 can be connected to an IEEE 802.3at standard PoE switch (POE+)*
- *item 375001 must be connected to the LAN network, not to PoE switches*
- *connect the UP LINK port of the 375002 to a suitable network port, never to a PoE port.*
- *use a cat5/5e/6 FTP or cat5/5e/6 UTP cable. If using a UTP cable, use the supplied ferrite.*

Note:

- *to connect the devices it is possible to use both types of wiring (diagram A or diagram B) or even mixed ones.*
- *maximum length of every LAN permanent link line = 90 m.*

Ethernet connection

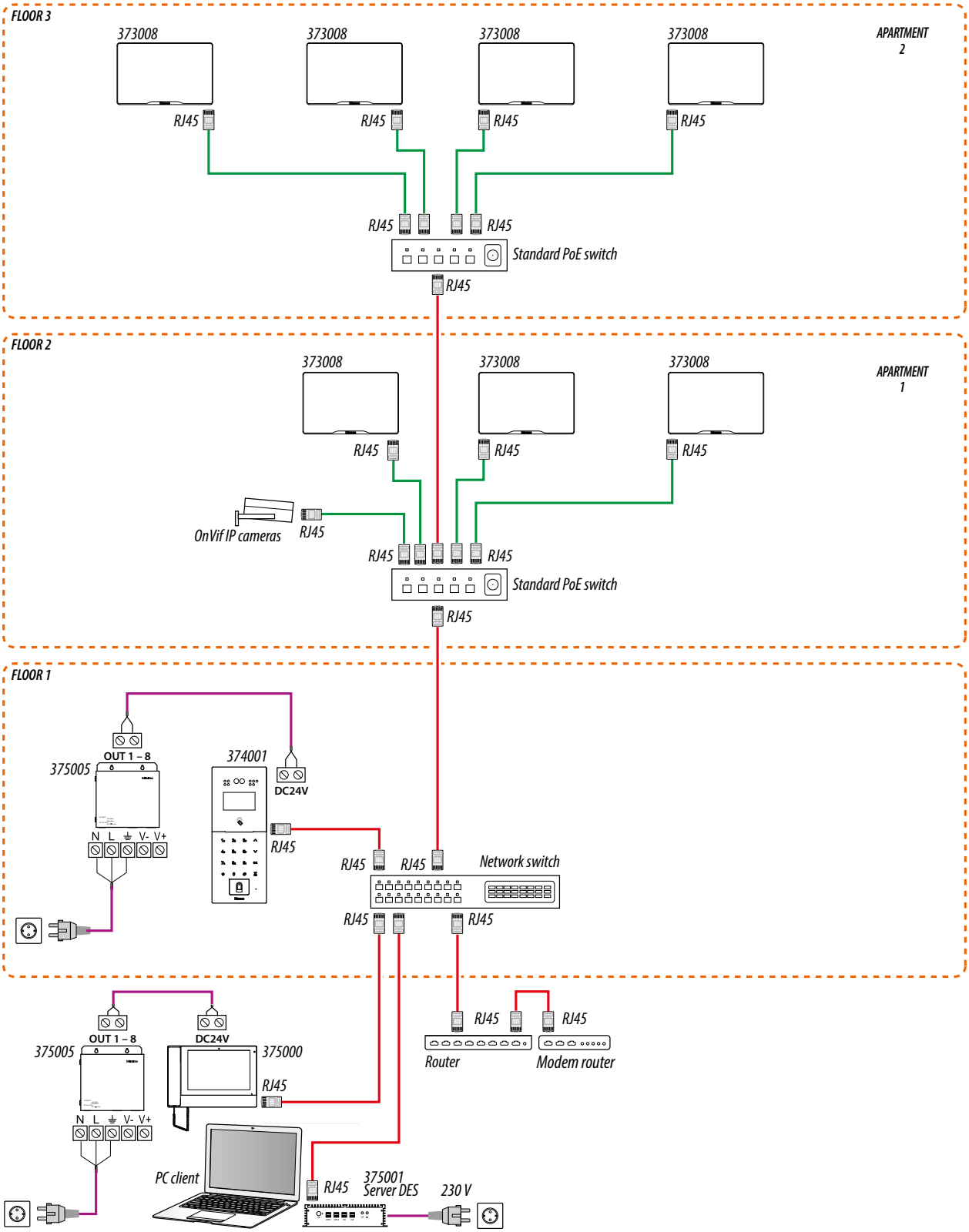
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	2 x Copper cables



***Attention**: check the installation precautions and notes*

Ethernet connection to the Standard PoE switch

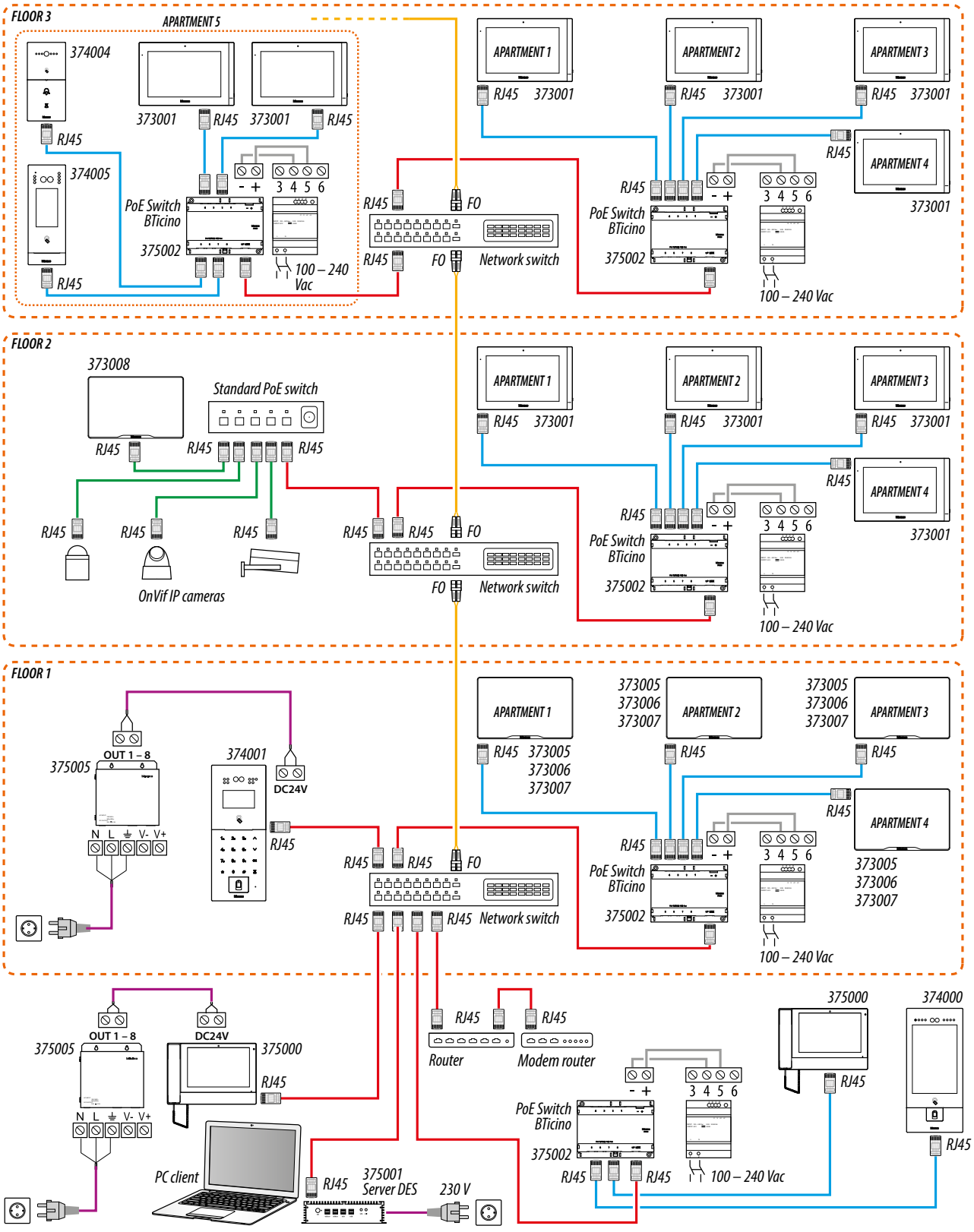
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	n° 2 Copper cables



***Attention**: check the installation precautions and notes*

Fiber optic riser connection (case of higher bandwidth demand)

CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Optical fiber	Copper cables	n° 2 Copper cables



***Attention**: check the installation precautions and notes*

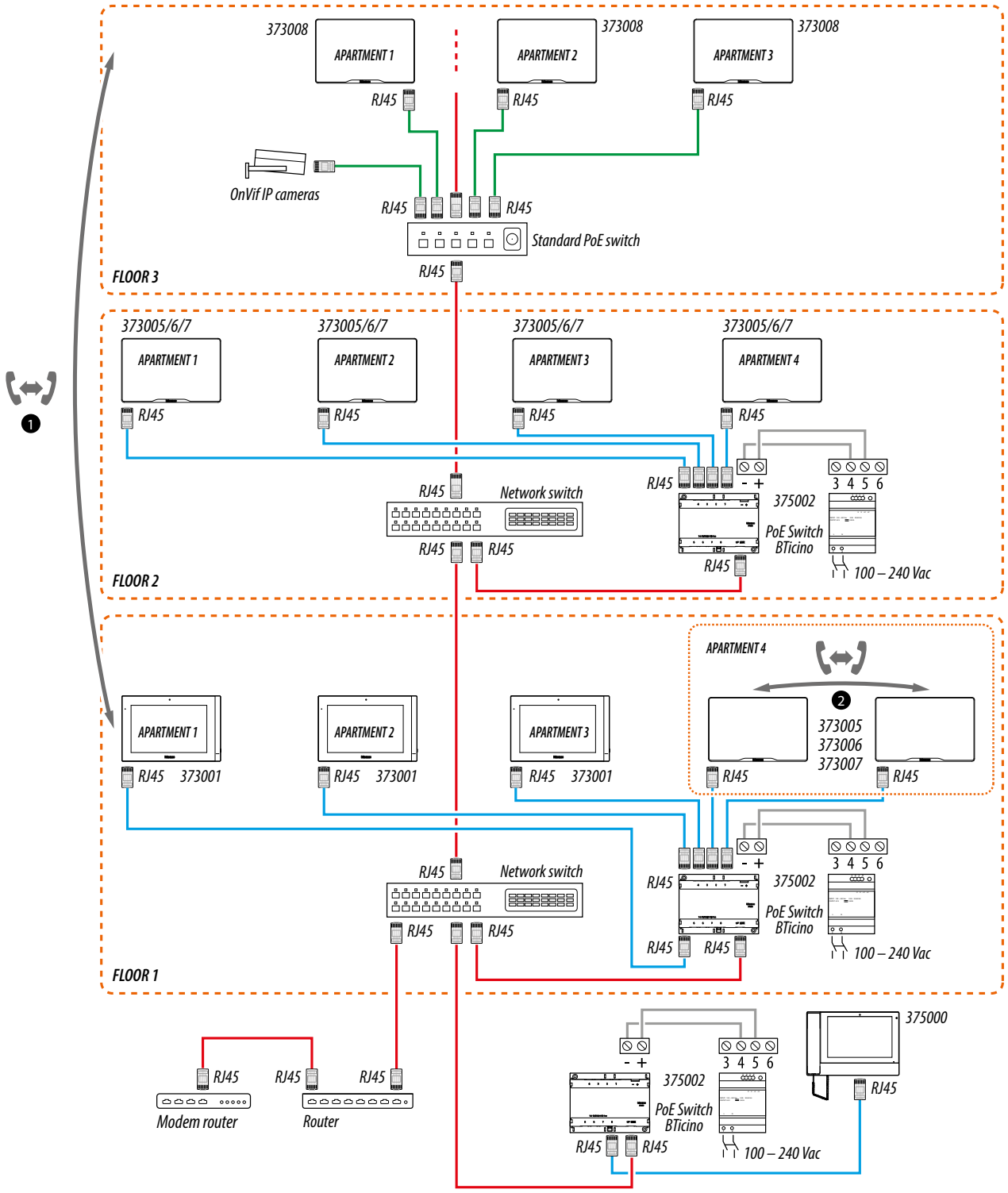
Intercom function

Audio intercom between internal unit:

❶ - of different apartments (same building or different building)

❷ - inside the same apartment.

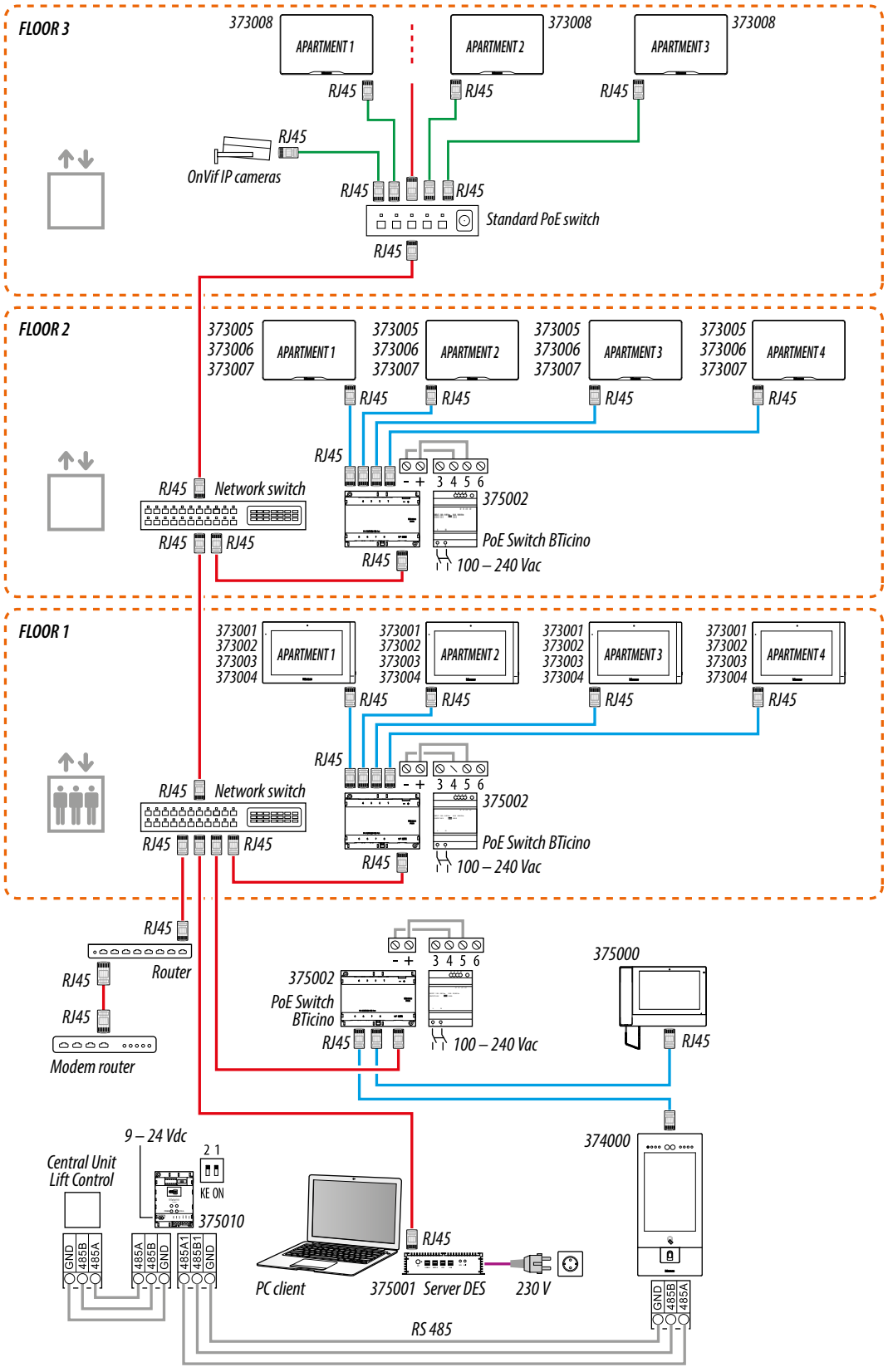
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables



***Attention**: check the installation precautions and notes*

Lift control 1 - Lift control with protocol interface 375010, 1 riser, 1 entrance panel

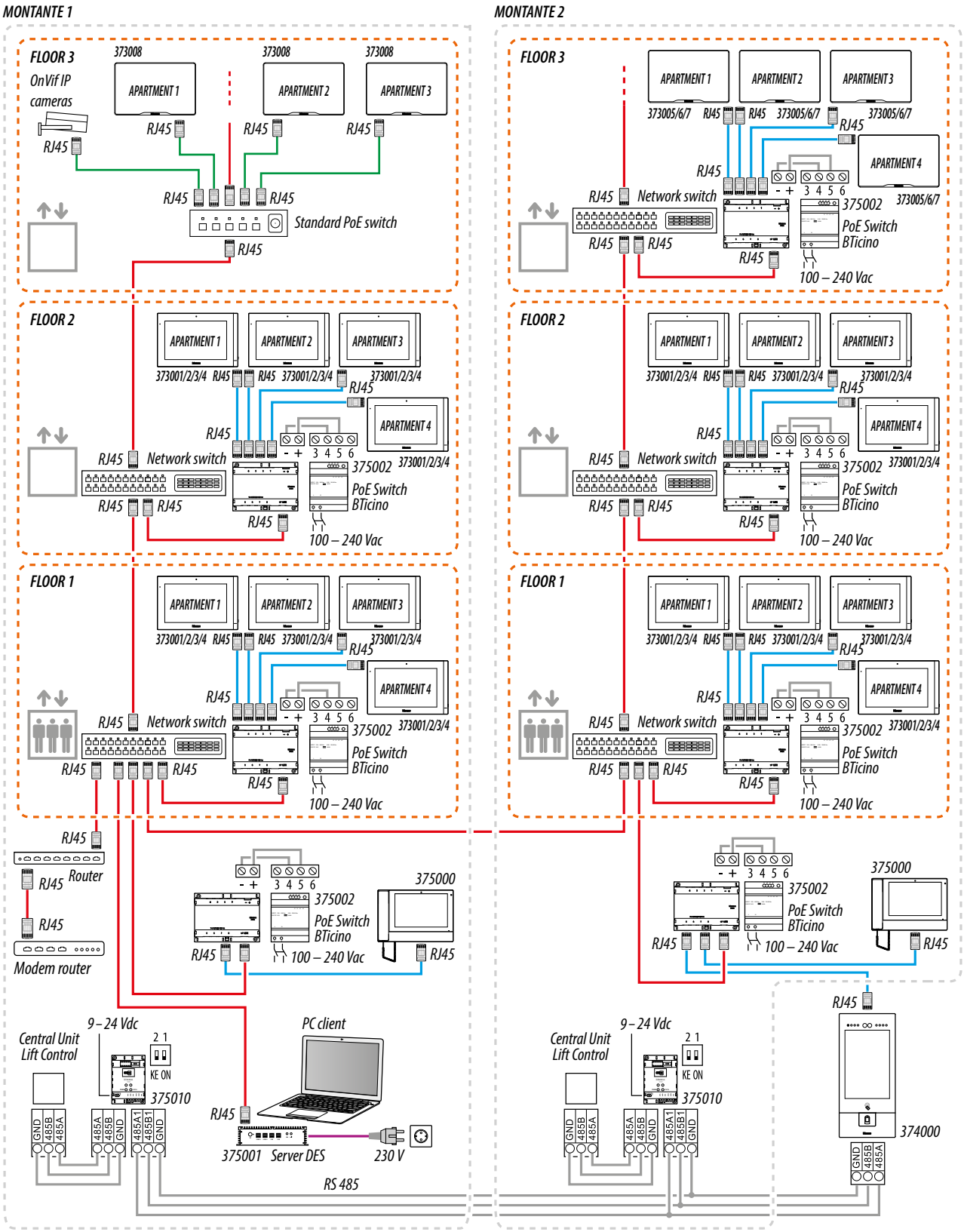
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	n° 2 Copper cables



Attention: *check the installation precautions and notes*

Lift control 2 - Lift control with protocol interface 375010, more risers, 1 entrance panel

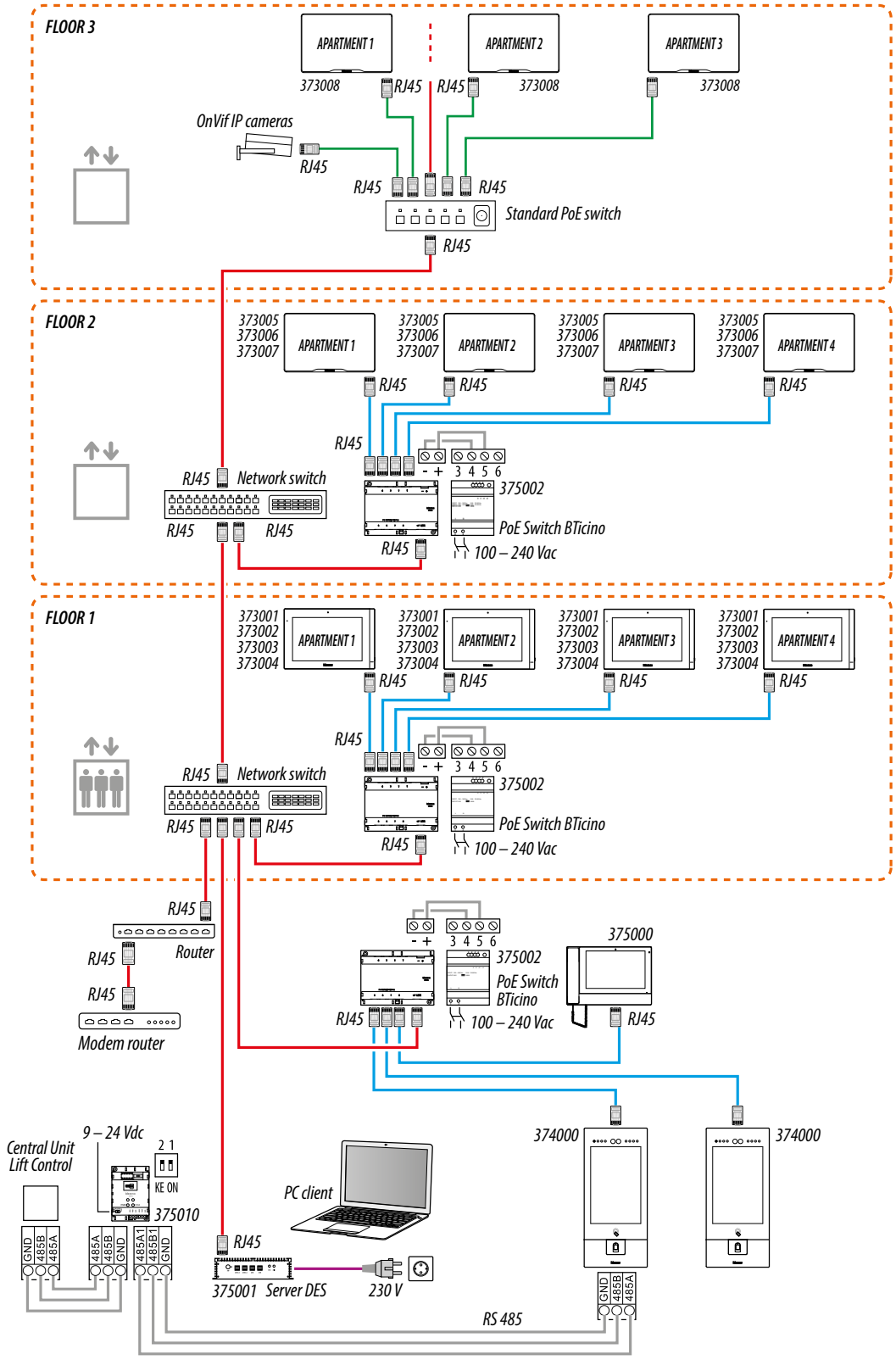
CABLES LEGEND | LAN PoE Standard | LAN PoE BTicino | LAN Ethernet | Copper cables | n° 2 Copper cables



***Attention**: check the installation precautions and notes*

Lift control 3 - Lift control with protocol interface 375010, 1 riser, more entrance panels

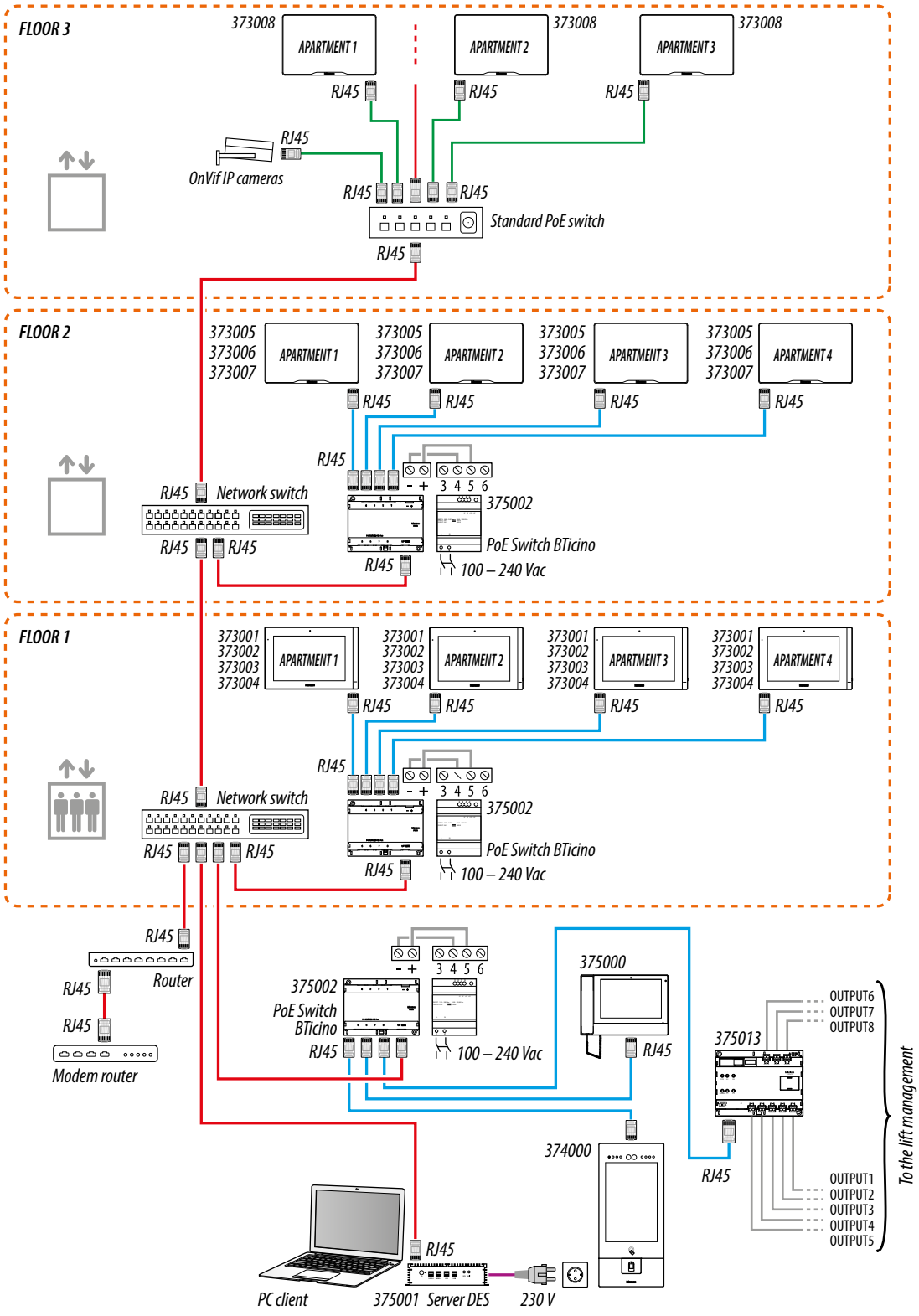
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	n° 2 Copper cables



***Attention**: check the installation precautions and notes*

Lift control 1 - Lift control with lift control interface with relay 375013, 1 riser, 1 entrance panel

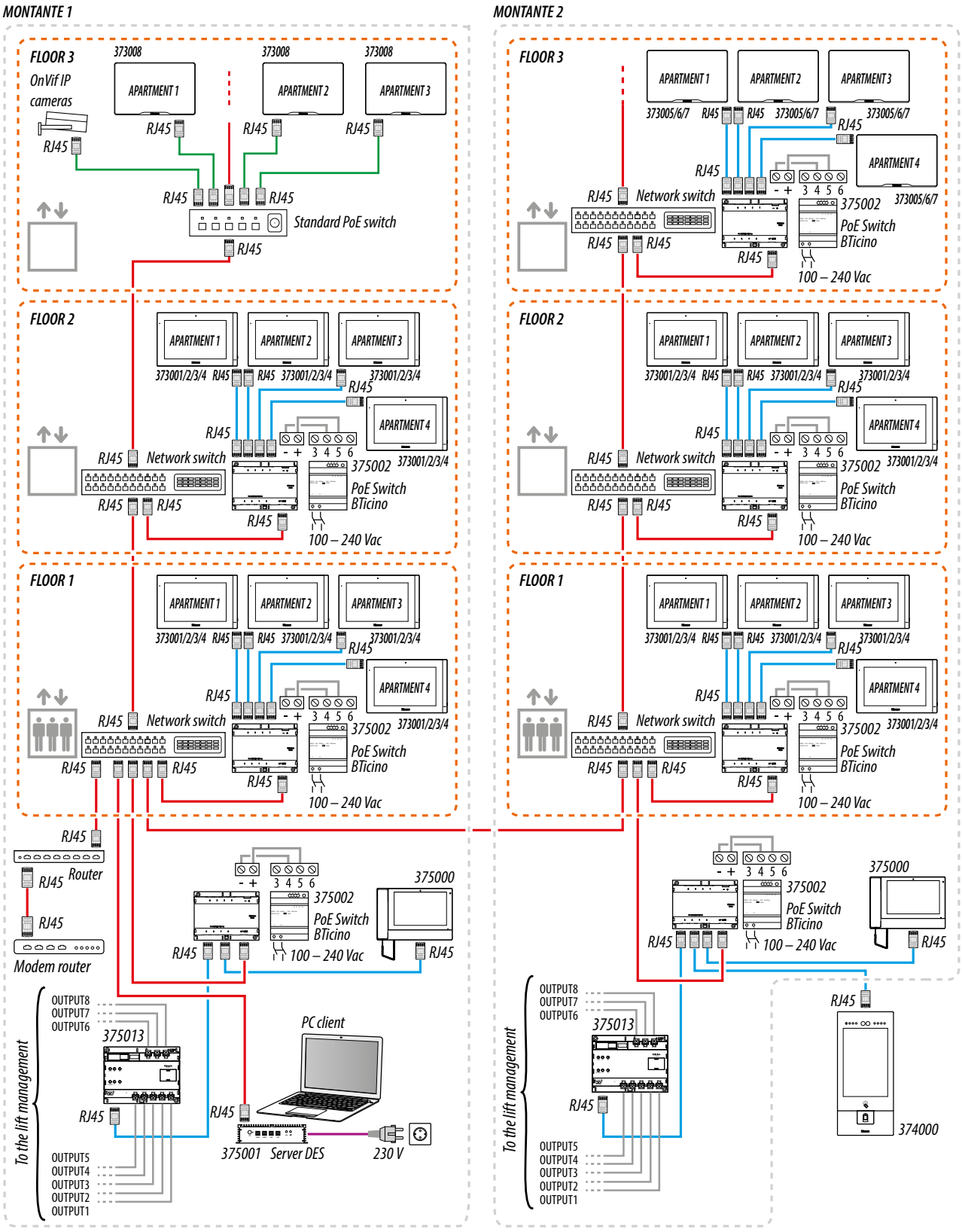
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	n° 2 Copper cables



***Attention**: check the installation precautions and notes*

Lift control 2 - Lift control with lift control interface with relay 375013, more risers, 1 entrance panel

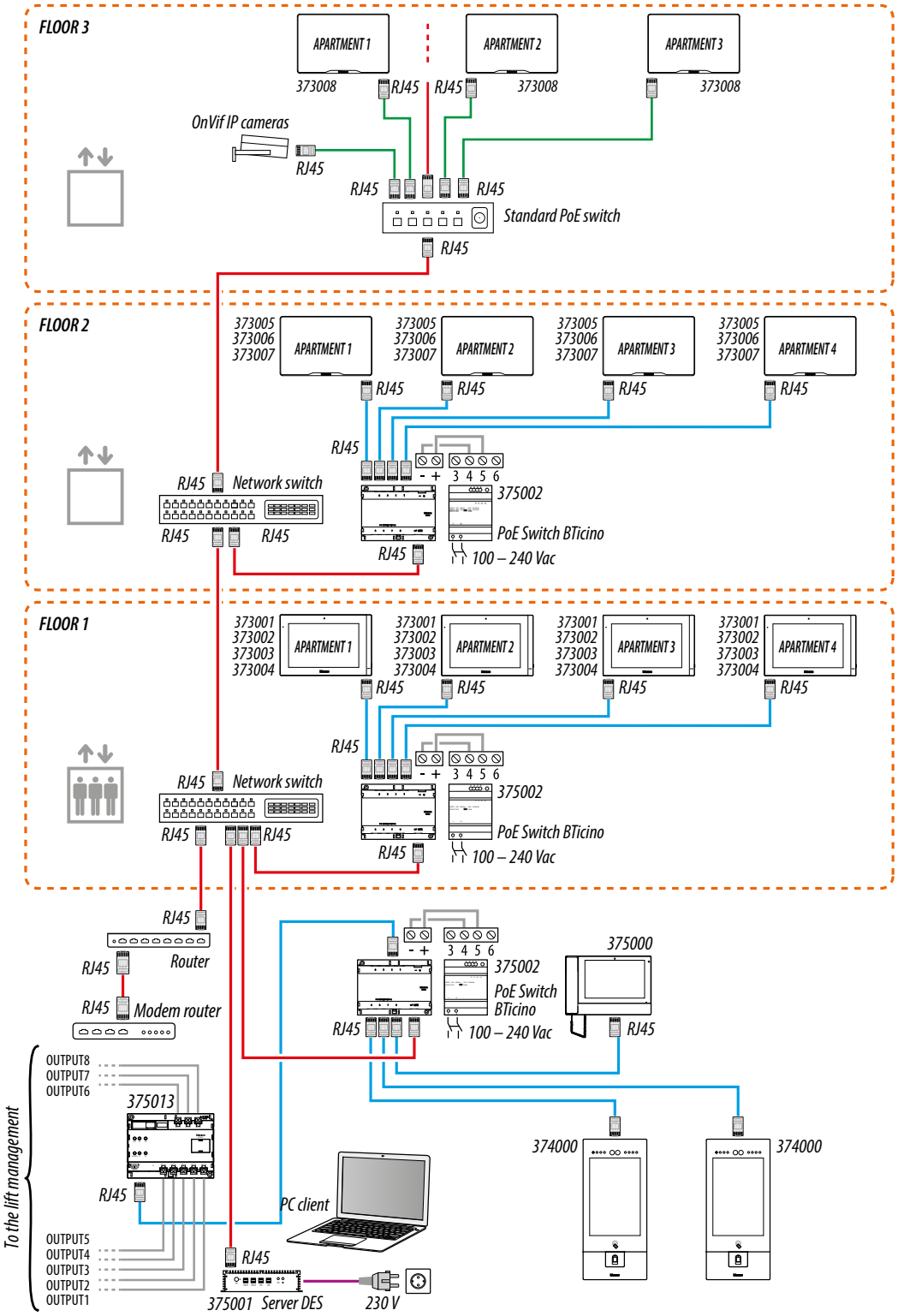
CABLES LEGEND | LAN PoE Standard | LAN PoE BTicino | LAN Ethernet | Copper cables | n° 2 Copper cables



***Attention**: check the installation precautions and notes*

Lift control 3 - Lift control with lift control interface with relay 375013, 1 riser, more entrance panels

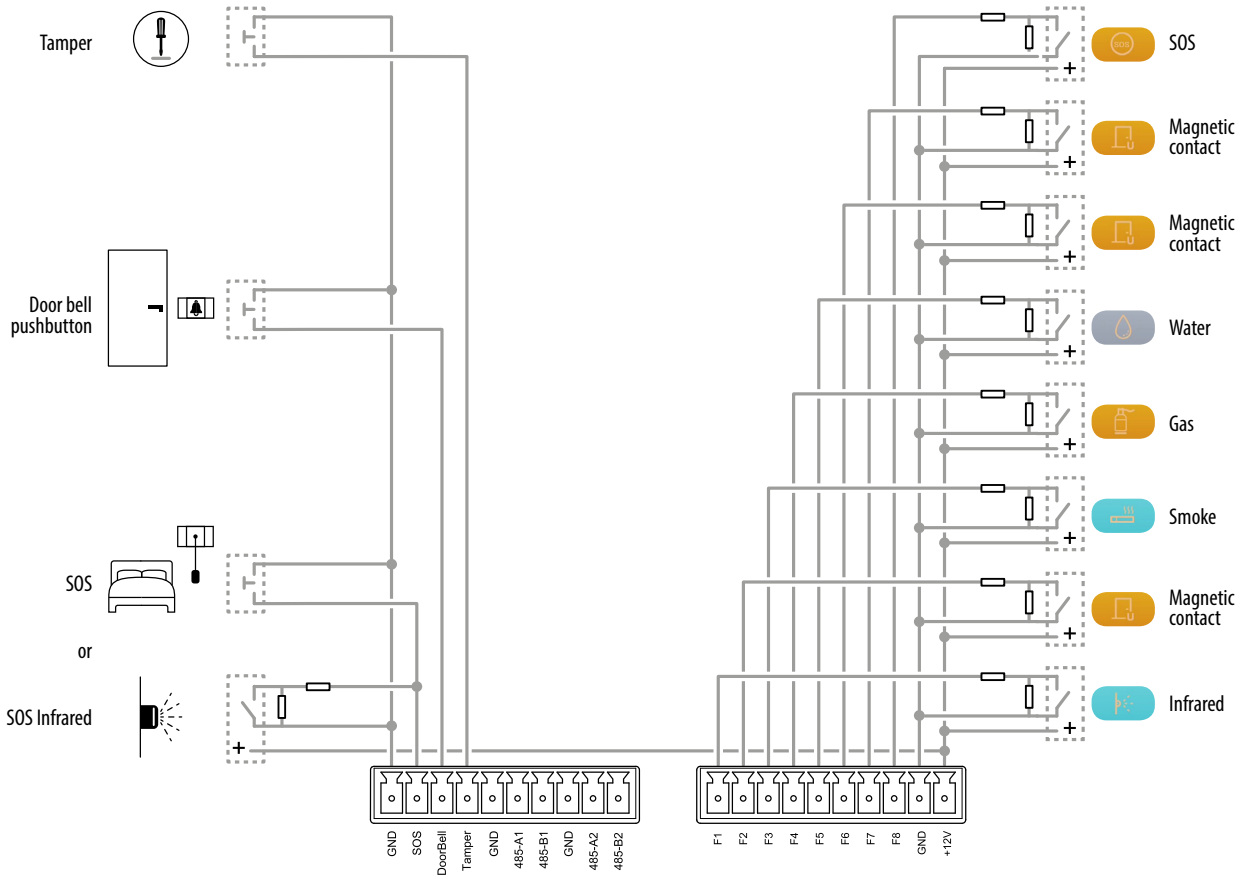
CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	n° 2 Copper cables



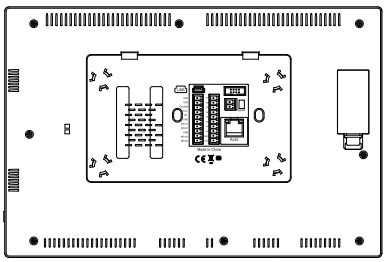
***Attention**: check the installation precautions and notes*

Available functions

CABLES LEGEND	LAN PoE BTicino	LAN Ethernet	Copper cables



373001



***Note**: the alarm functions are the default ones. It is possible to modify them in the appropriate section.*

***Note**: Use the supplied resistors (560 Ohm ±5%, 1/4 W).*

Functions using the device

After installing the IP DES Indoor Unit it is possible to:

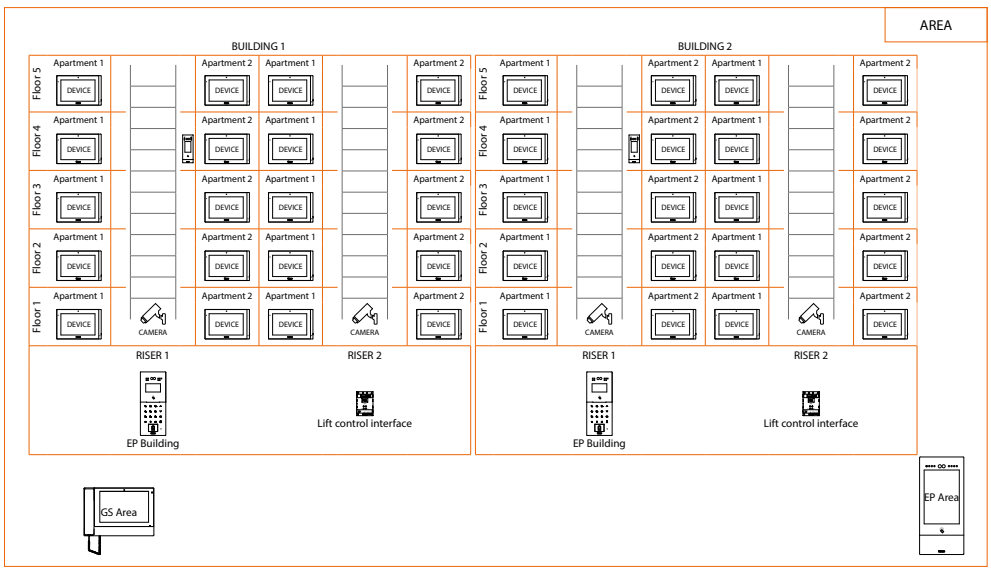
- Call the lift;
- Receive a call from EP;
- Receive a call from IU or GS;
- Call IU or GS;
- Display the received messages
- Display the images from the cameras
- Manage the alarms
- Customise
- Set the advanced parameters
- Update the device firmware
- Associate your IP DES Internal Unit with the Home+Security app

Introduction

After the installation and connection of the device, it is necessary to configure it and create the Community structure. For details see Server DES Software manual.



- Step 01 Community VLAN network creation
- Step 02 Community structure definition
- Step 03 Community structure creation
- Step 04 Device MAC address registration
- Step 05 Community customisation
- Step 06 Saving of passwords
- Step 07 Registration of the Community on the Installer's Cloud
- Step 08 Forwarding of the address book to the DES Server
- Step 09 Installation of the devices
- Step 10 Activation of the devices
- Step 11 System test
- Step 12 Update of the devices



Home page

This page may show different content according to the configuration and systems connected to the device.
The Home Page, with all the functions enabled, is shown below.



A Current date and time

B Favourites keys

Lift	*Call lift*	It calls the lift
Silent	*Silent ringtone*	It silences the ringtone manually or by hourly scheduling
Activity	*Activity*	It activates/deactivates all the sensors except activity check and 24h
Alarm	*Alarm*	It activates/deactivates the activity check sensor

C Status icons

	No IP addressing conflict
	IP addressing conflict (same address assigned to 2 or more devices)
	When visible, communication between the device and the SD is active

D Function keys

Call	Call section	It opens the call section where it is possible to make calls to the IU and GS, manage the list of personal contacts and see the call list
Message	Message section	It displays different types of messages and the video door entry answering machine
Camera	Camera section	It displays the OnVif IP and EP cameras
Alarm	Alarm section	It manages the alarm system sensors and displays the list of the detected alarms
Settings	Settings	It opens the section where it is possible to perform the user settings and installer settings



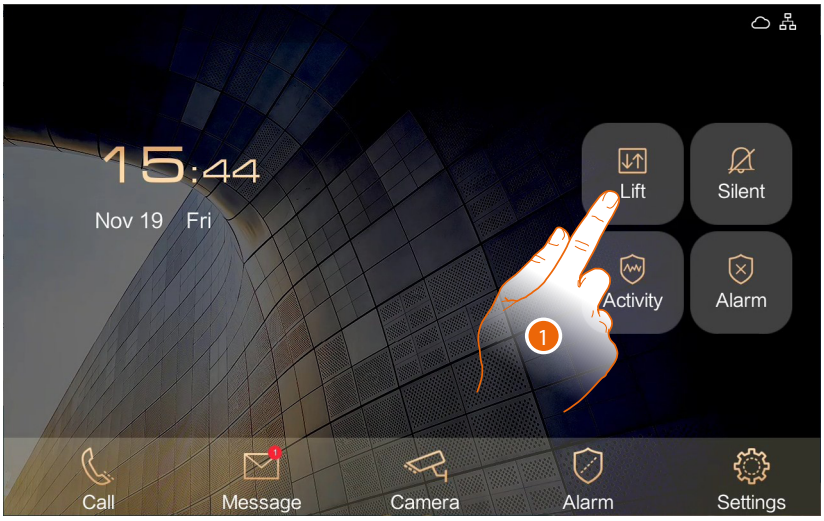
Lift

This function calls the lift.

This function is active only if there is a Lift control interface item 375010/item 375013 in the community.

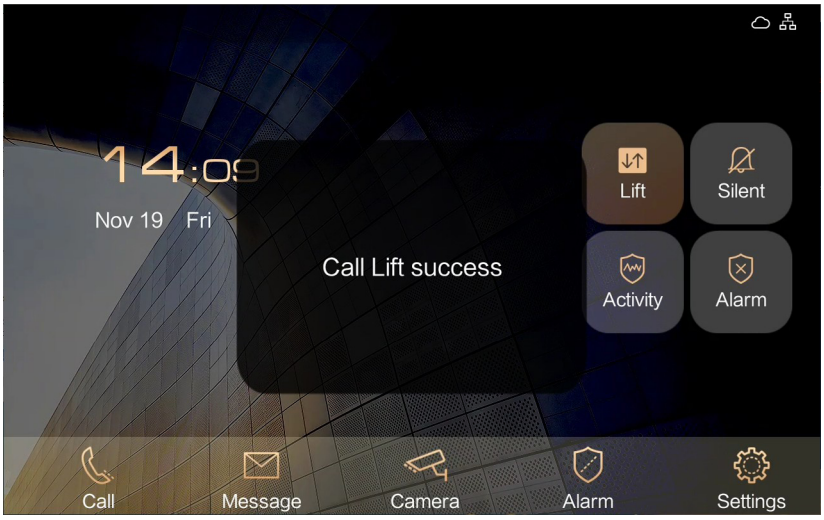
For more information on the use with interface 375010 see "Lift control interface software manual".

For more information on the use with interface 375013 see "IP DES SYSTEM software manual".



1. Touch to call the lift

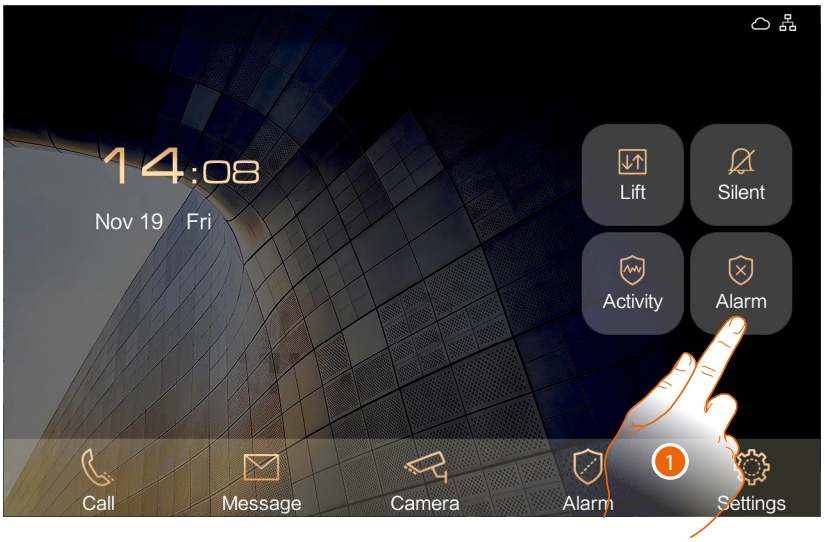
A confirmation message appears





Alarm

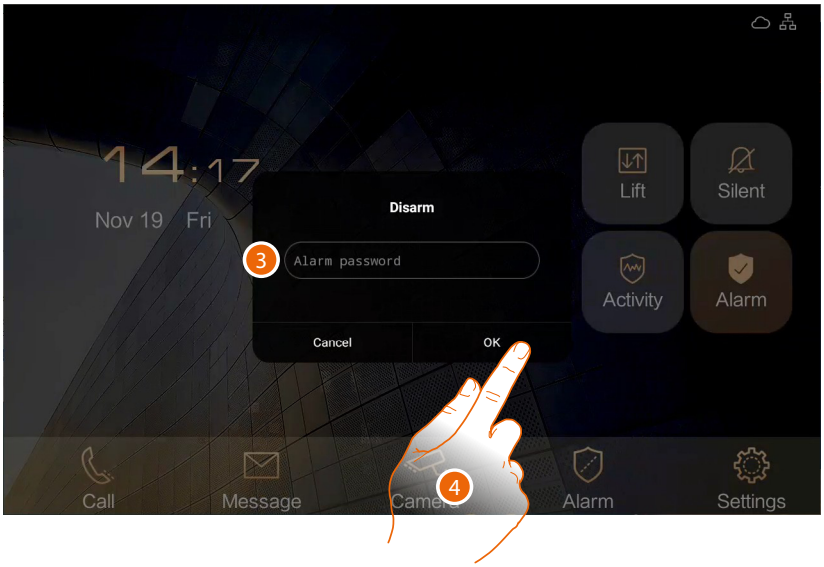
In this section, it is possible to activate at the same time all the sensors of the alarm system connected to clamps F1 to F8 (see the Alarm paragraph).



1. Touch to activate the alarms.



2. Alarms are now active, touch to disarm them.



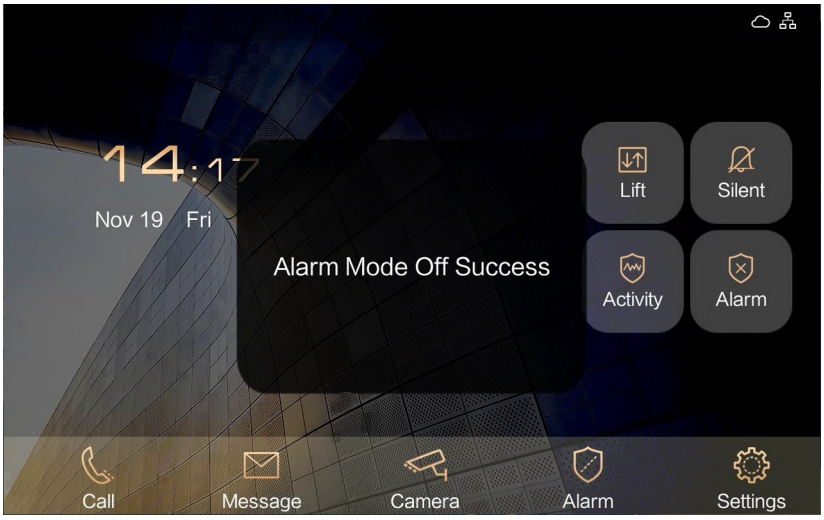
3. Enter the alarm code (ask the plant manager for your alarm code, available in the device parameters section of the SW)

***Caution**: Save the codes in a safe place that is always accessible.*
(Cloud backup activation recommended).
If both the SD and the backup are unavailable, it will not be possible to retrieve the codes.

***Note**: the device codes incorrectly activated in DEMO mode are: 2000 (EP) and 1111 (IU and GS)*

4. Touch to confirm

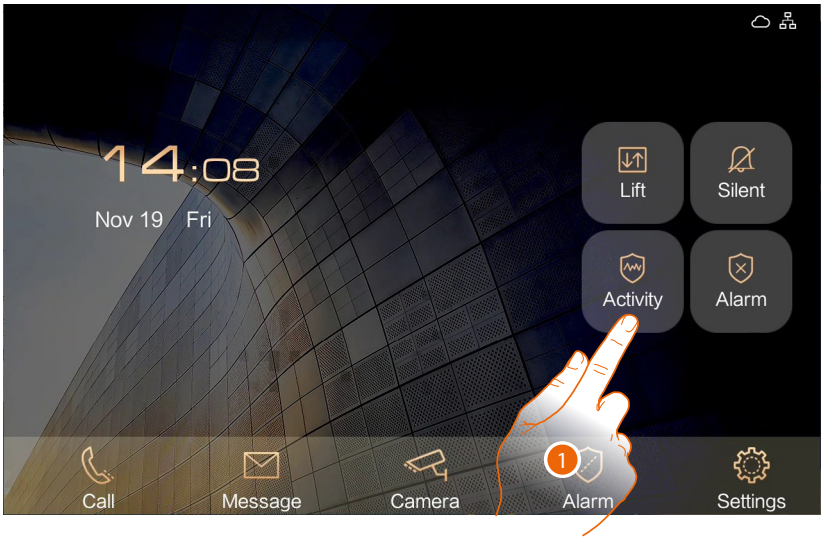
A message indicates that the operation has been carried out





Activity

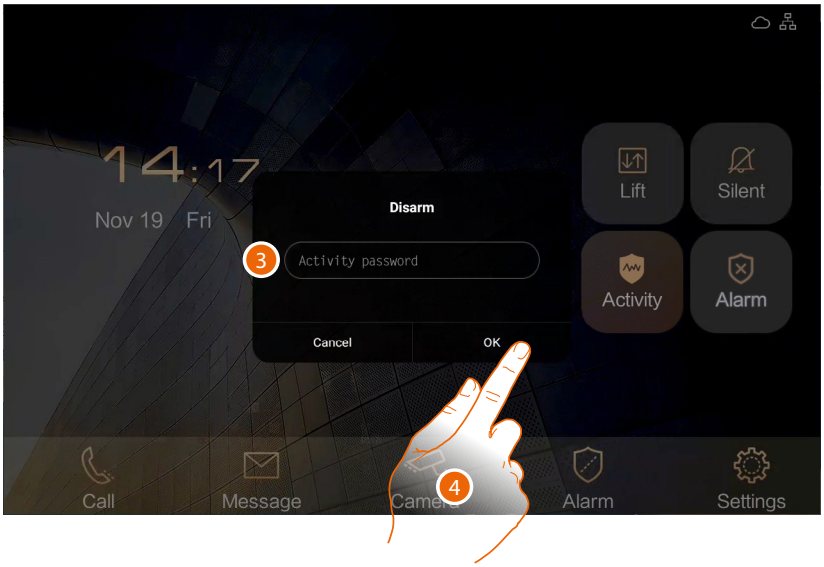
This function allows to activate the Activity check sensor (see the Alarm paragraph).



1. Touch to activate the function



2. The Activity check sensor is now active, touch to disable it



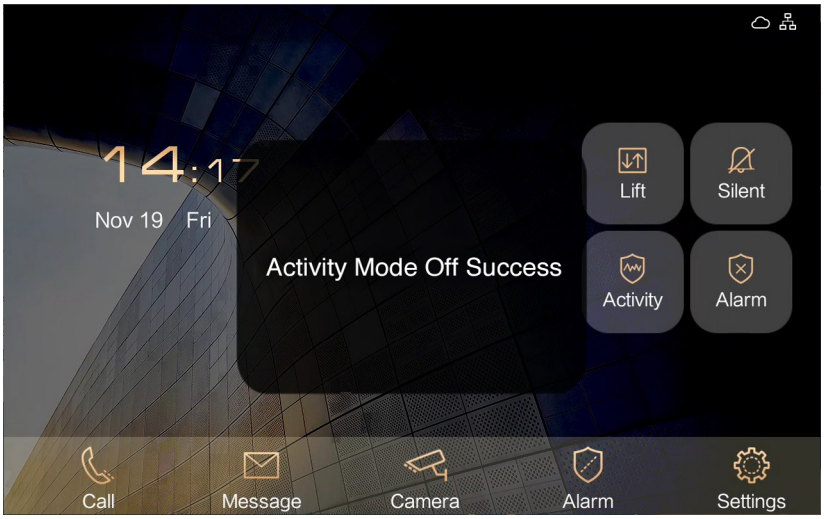
3. Enter the alarm code (ask the plant manager for your alarm code, available in the device parameters section of the SW)

***Caution**: Save the codes in a safe place that is always accessible.*
(Cloud backup activation recommended).
If both the SD and the backup are unavailable, it will not be possible to retrieve the codes.

***Note**: the device codes incorrectly activated in DEMO mode are: 2000 (EP) and 1111 (IU and GS)*

4. Touch to confirm

A message indicates that the operation has been carried out



Video door entry functions

Receive a call from EP

When a call comes in, the display of the EP is activated, showing the image taken.



A It answers the call

B It rejects the call or ends the communication

C It captures an image

D Opens the door lock (if configured, it also controls the lift call).

E Calling time

F Address or alias of the device from which the call comes

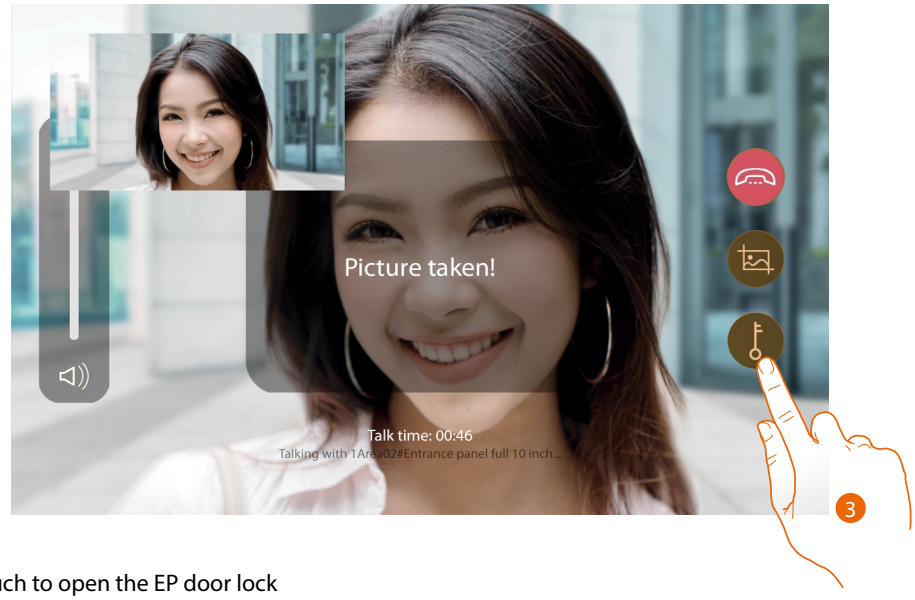
G It adjusts the volume

1. Touch to answer the call



2. Touch to capture an image of the screen

A confirmation message appears, the image willbe saved in Voice mail and in call history



3. Touch to open the EP door lock

***Note**: if the Lift Control function is enabled on both EP and IU, a Lift Control command is sent simultaneously with the door lock opening*

If you have not answered a call and the caller recorded a message, it is possible to display it in the Voice mail section.
This function must be activated in the Function setting section

A confirmation message appears



***Note**: it is possible to open the door lock even without answering the call*

4. Tap to adjust the volume

5. Touch to end the call

***Note**: for security reasons, it is not possible to open a door lock without first activating the camera of the corresponding EP.*

Receive a call from IU or GS

When a call comes in, the display of the EP is activated, showing the image taken.



A It answers the call by activating the camera built in the IU (only 373001 and 373002)

***Note**: to activate a video call, it will be necessary to enable the cameras of both devices; see Function Settings*

B It answers the call without activating the camera built in the IU

C It rejects the call or ends the communication

D Calling time

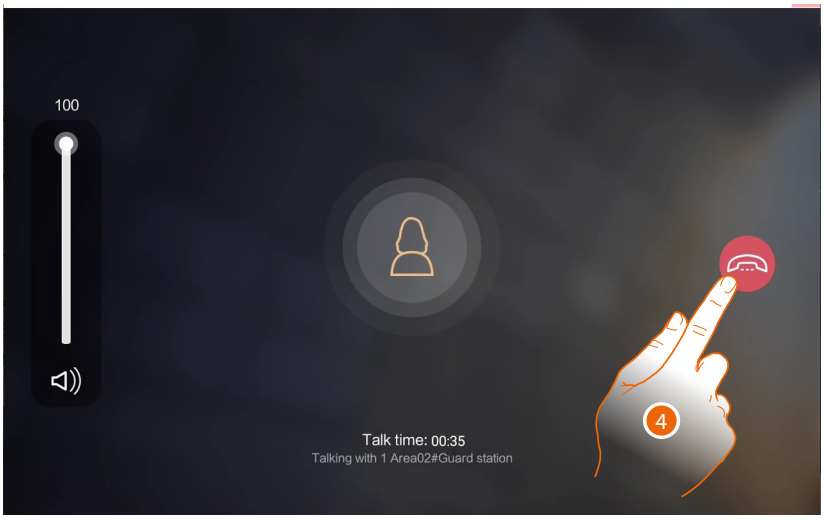
E Address of the device from which the call comes

F It adjusts the volume

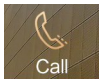
1. Touch to answer the call



2. Touch to deactivate the camera and continue audio-only communication
3. Touch to send a Lift control request, see Fundamental concepts section



4. Touch to end



Call IU or GS

This section can be used to communicate with other IU installed in your home, or in other apartments.
It is also possible to call the GS.
It is possible to call an IU or GS in different ways:

– Call using the address in the Community;

– Call using the Alias (alphanumeric code)

– Call using the Phonebook

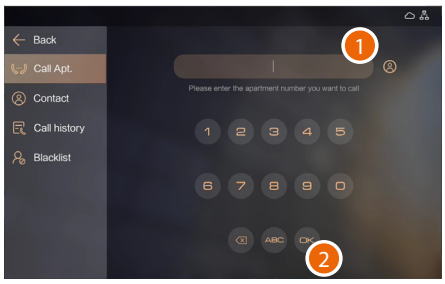
The call mode depends on how the community has been configured using the SW. For details see Fundamental concepts

Call using the address in the Community



1. Enter the address in the IU or GS Community, the device helps you by showing the fields to be entered (e.g. 1 01 04 02)
2. Touch to send the call

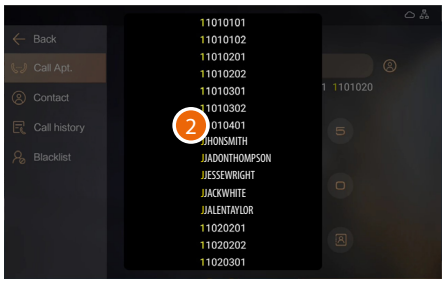
Call using the Alias (alphanumeric code)



1. Enter the alias created using the SW (e.g. B12)
2. Touch to send the call

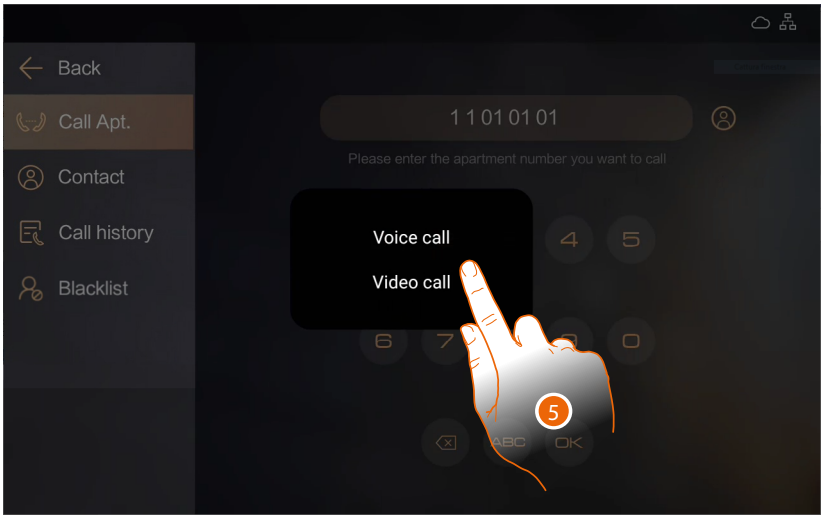
Call using the Phonebook





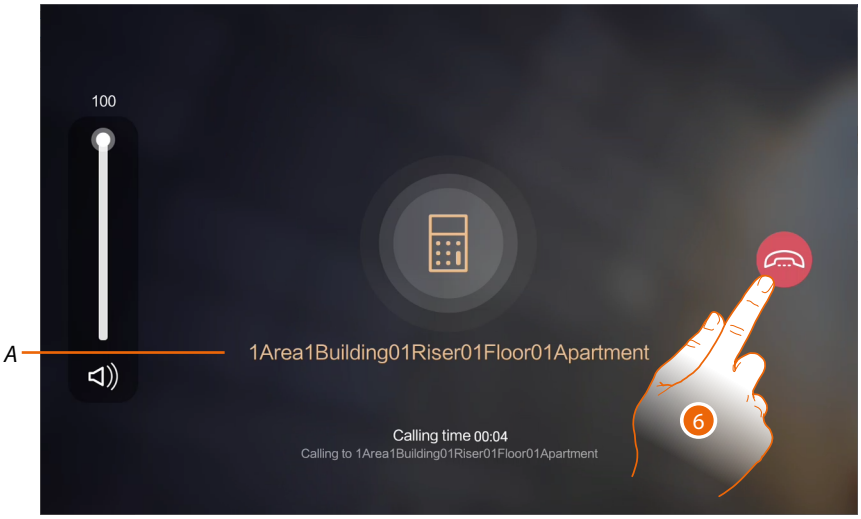
1. Touch to open the phonebook where all the community contacts are present
2. Touch the code to send the call
3. Otherwise, type the contact name saved in the phonebook (e.g. JHONSMITH).
   The system suggests the contacts by means of the self-completion function.
4. Touch the suggested contact to send the call

Note: *in the call using Alias mode, the default code corresponds to the address in the Community as long as the SW has not altered it in the phonebook*



5. Touch «Voice call» to send an audio call, or «Video call» to send a video call

***Note**: the video call is active only for item 373001/02.*
the caller display depends on how the community has been configured using the software.
For details see ***Funcion settings***

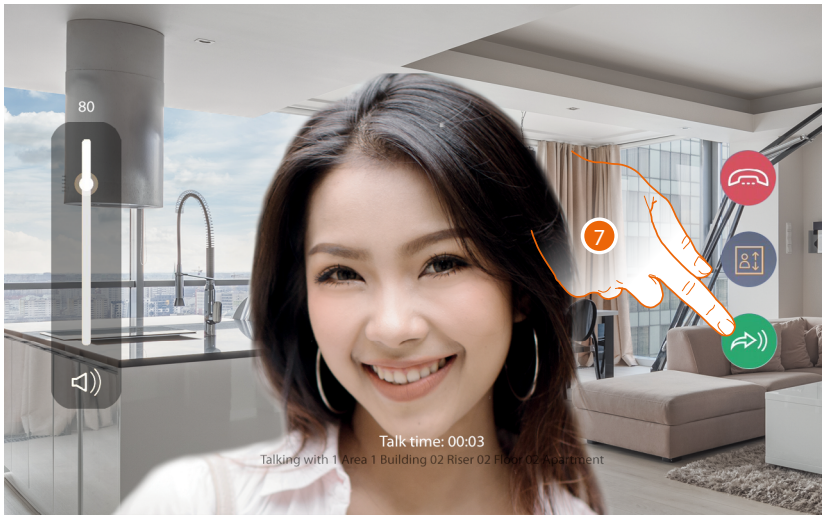


6. Wait for the person being called (*A**) to answer or touch to end the call

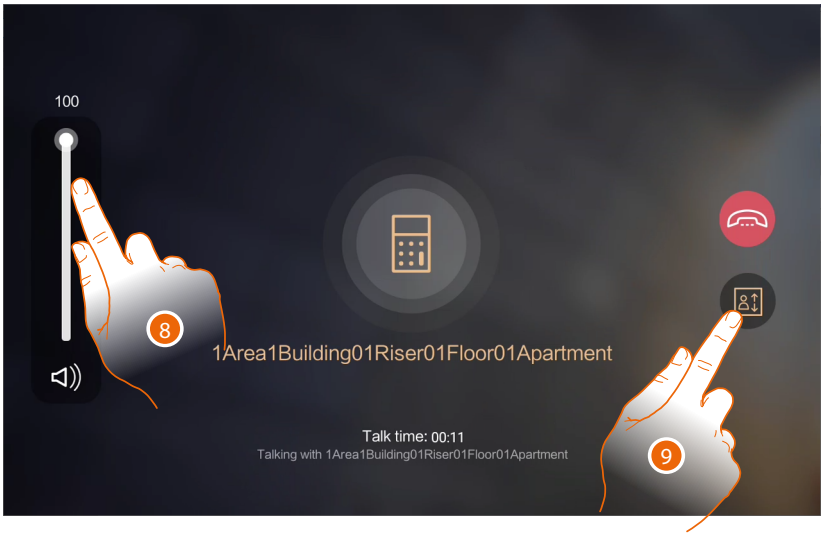
When the person being called answers, a picture taken by the IU appears (if this is a video call)

***Note**: the video call is active only for item 373001/02 with enabled camera.*
See ***Funcion settings***

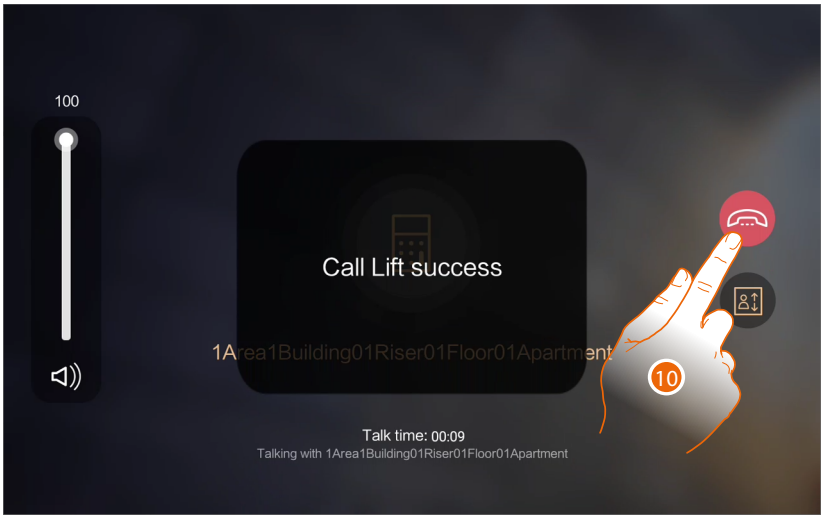
*****Note**: the caller display depends on how the community has been configured using the software. For details see* ***Fundamental concepts***



7. Touch to deactivate the camera and continue audio-only communication



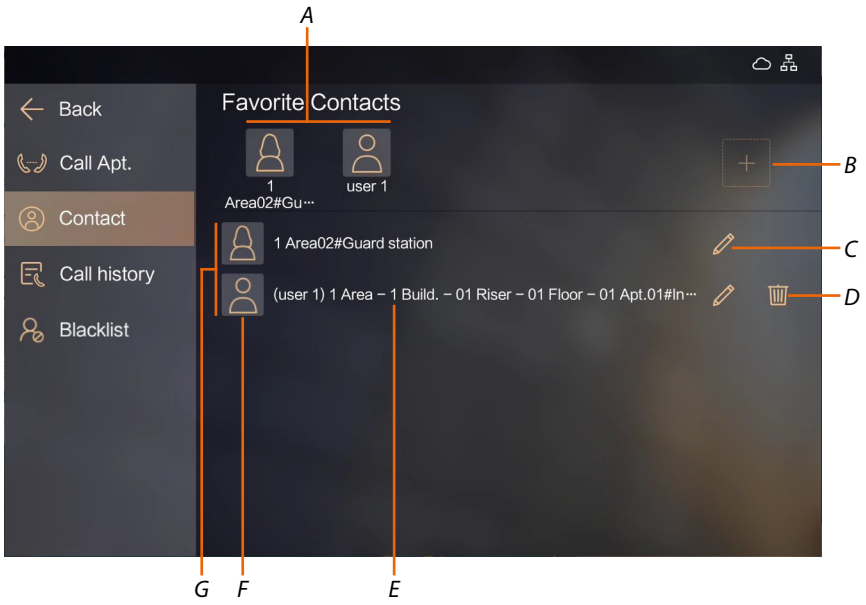
8. Tap to adjust the volume
9. Touch to send a Lift control request, see Fundamental concepts section



10. Touch to end

List of personal contacts

In this section it is possible to add your Community contacts and, if necessary, add them in the favourites.



A Favourite contacts

B Add contact

C Modify contact

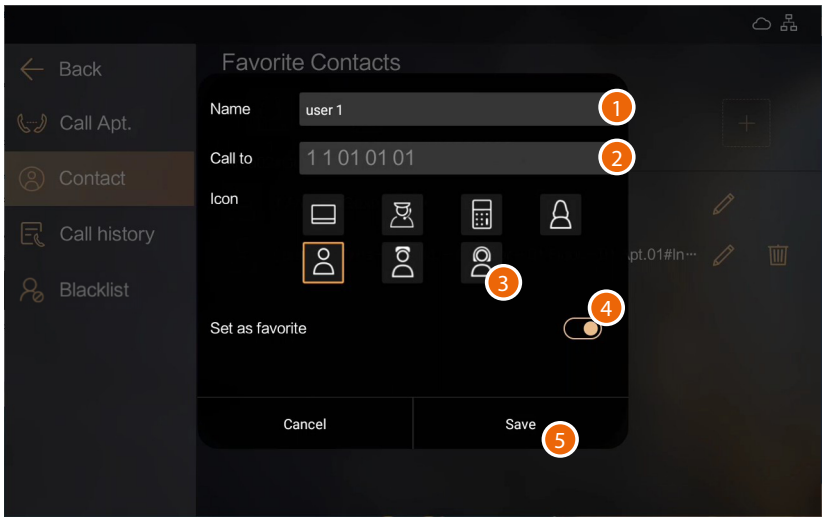
D Delete contact

E Contact address

F Type of contact

G Contacts saved in the phonebook

Add contact



1 Touch to enter a contact name

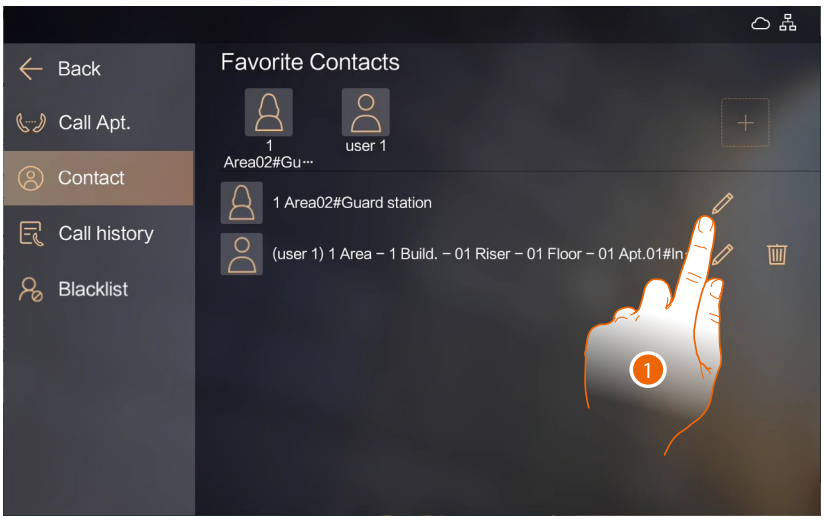
2 Touch to enter the contact address (in the case of an address consisting of letters, type in upper case letters)

3 Select the contact type icon

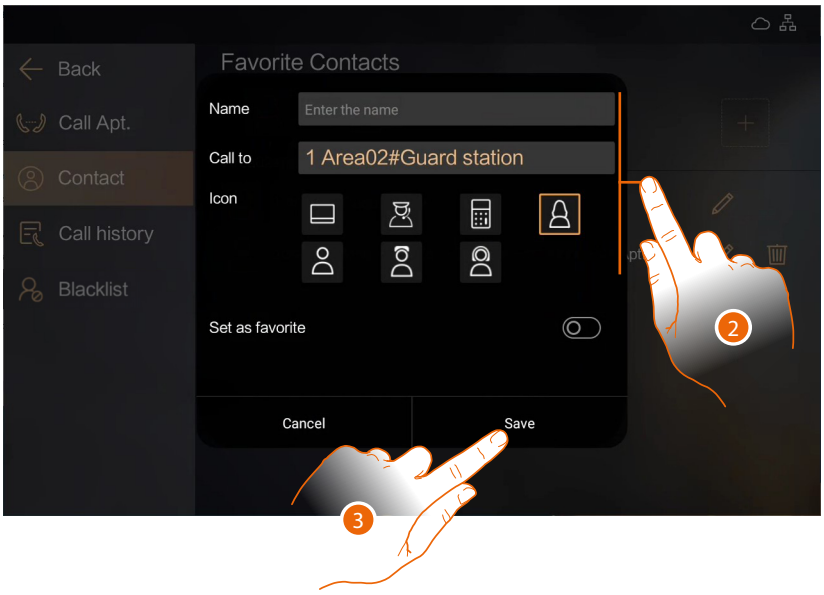
4 If necessary, touch to add the contact to the favourites.

5 Touch to save

Modify/delete contact

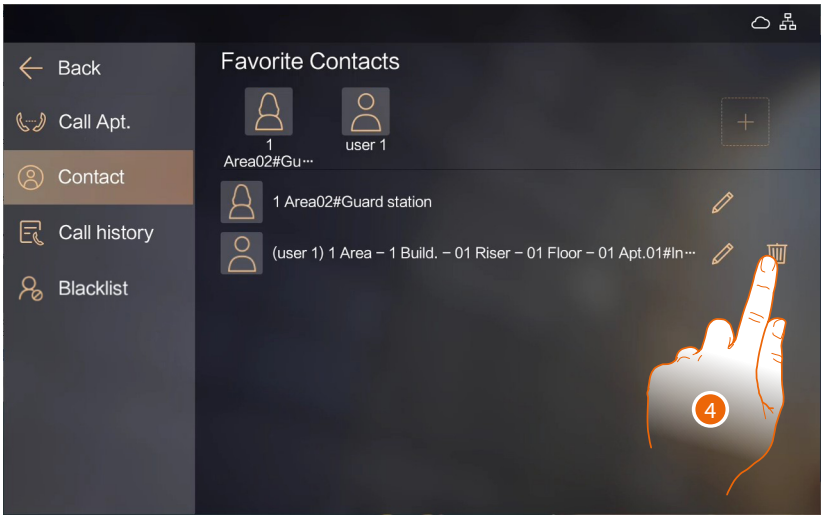


1. Touch to modify a contact

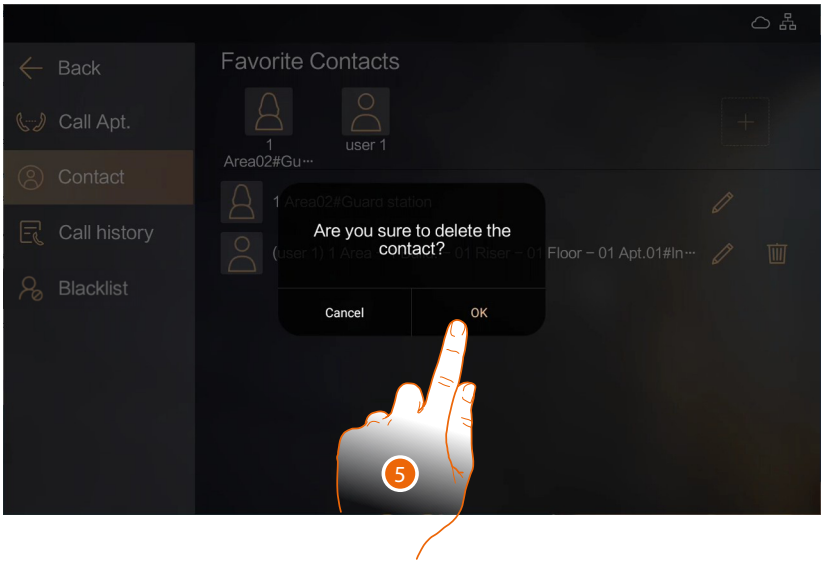


2. Touch to modify the contact data

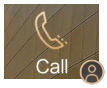
3. Touch to confirm



4. Touch to delete a contact



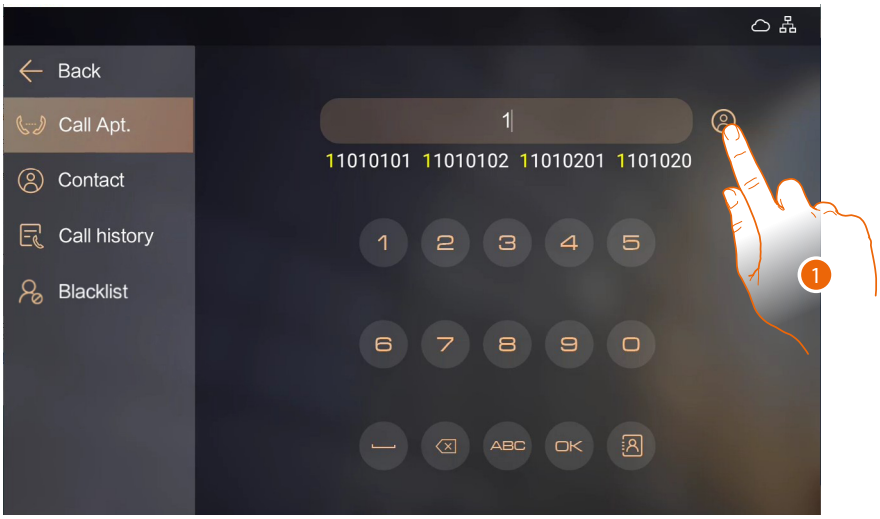
5. Touch to confirm



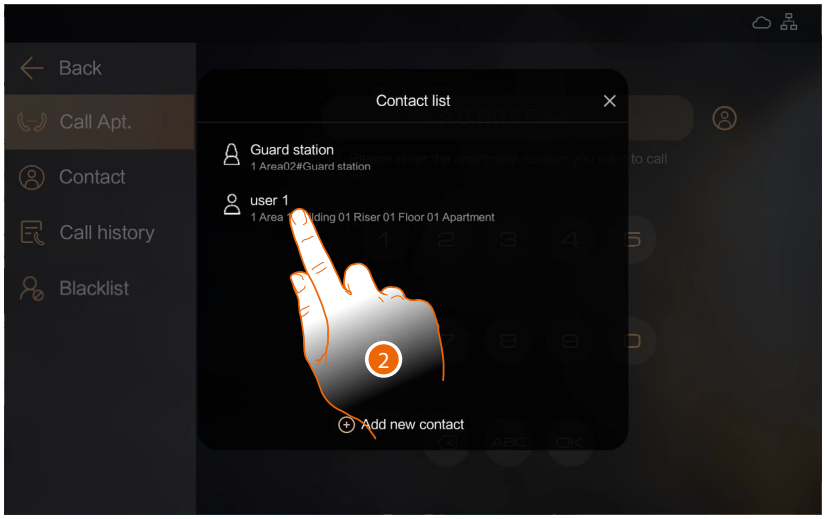
Call IU or GS using the contact list

After creating the contacts in the contact list, it is possible to call them directly.

Note: *the GS are automatically added to the list of personal contacts*



1. Touch to open the contact list



2. Touch to send the call

The call modes are the same as shown in the Call IU or GS section

Call history

In this section it is possible to display the list of received, sent or missed calls, in chronological order.
It is also possible to display the call details

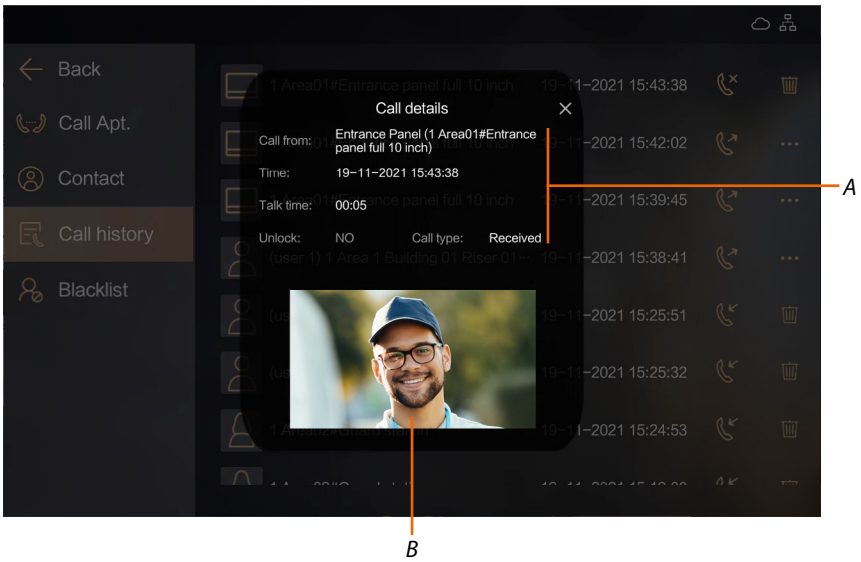


A Type of caller
B Caller address
C Call to be displayed
D Date and time of the call
E Type of call

- *missed*
- *outgoing*
- *incoming*

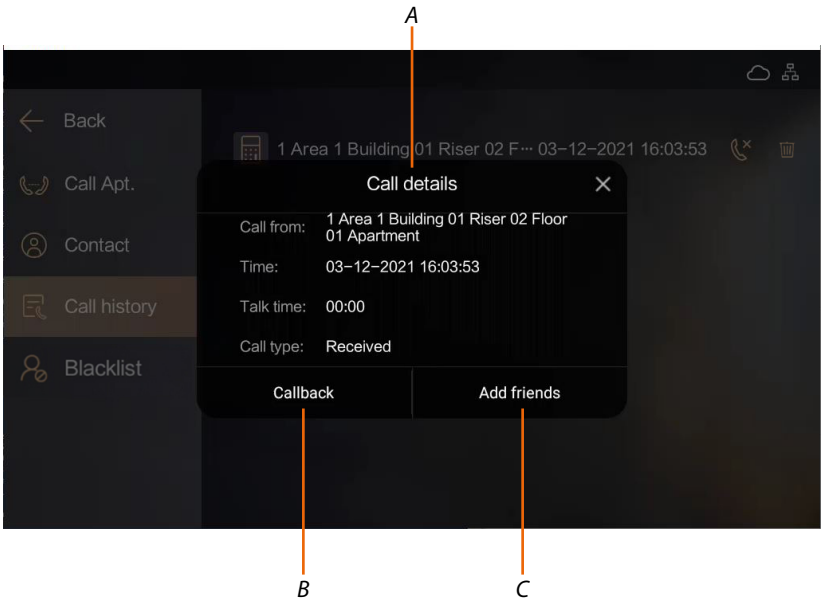
F Delete the call from the list
G ***Move to the Blacklist*** *or remove the call from the list*
H Call already displayed
1. Touch to display the call details

Entrance Panel



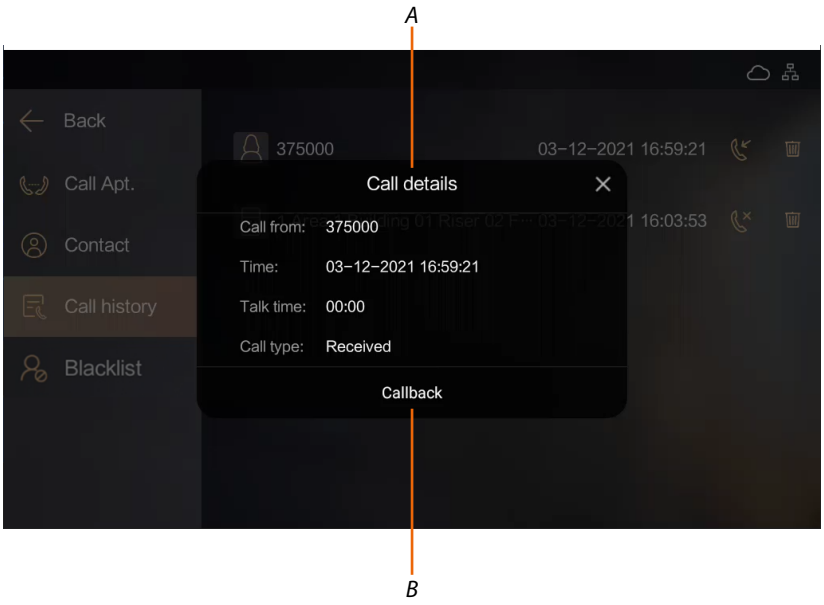
A Call details
B Screen shot (only if the caller has recorded a voice mail message)

Internal Unit



A Call details
B Callback
C Add as new conctact

Guard Station

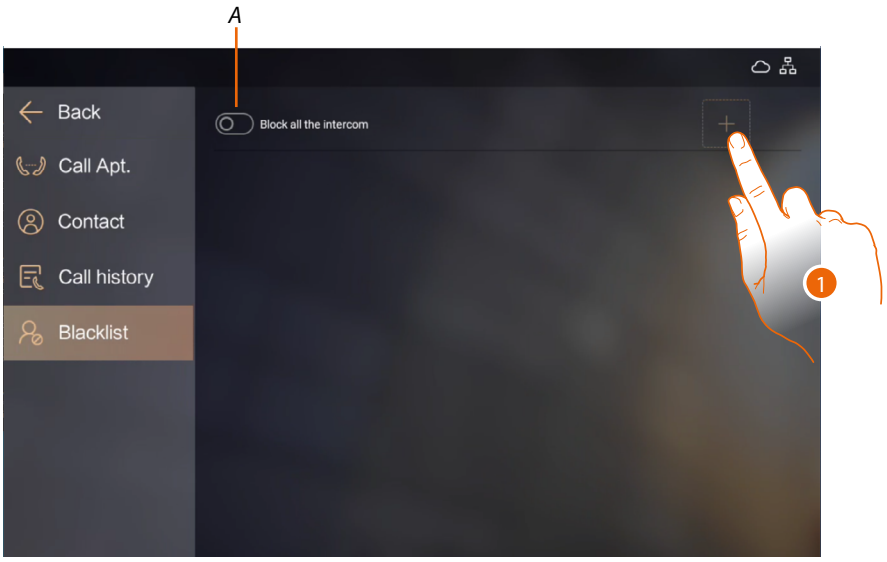


A Call details
B Callback

Blacklist

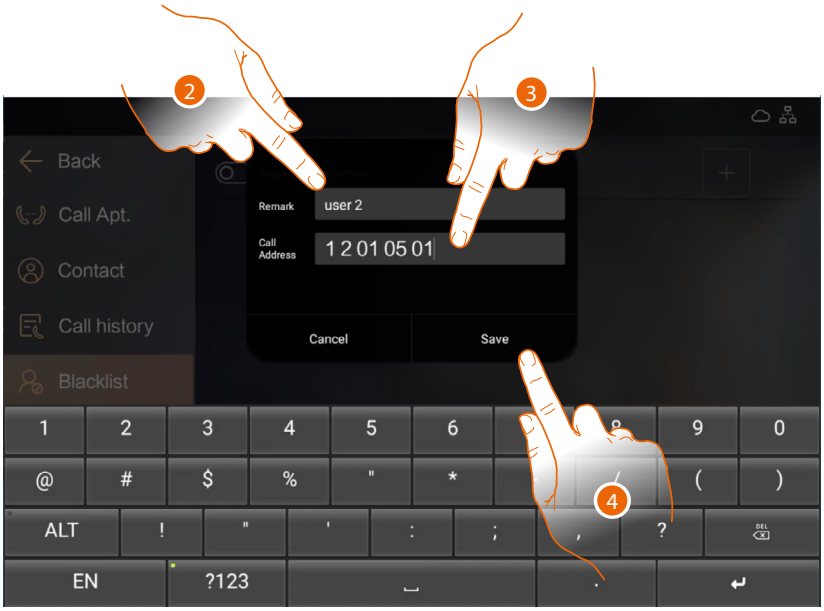
This section can be used to move the desired IU to the blacklist.
With the blacklist function, any included IU trying to call will hear an engaged tone until removed again from the blacklist.

***Note**: only IUs may be included in the blacklist. No EP, GS or SEP can be included*

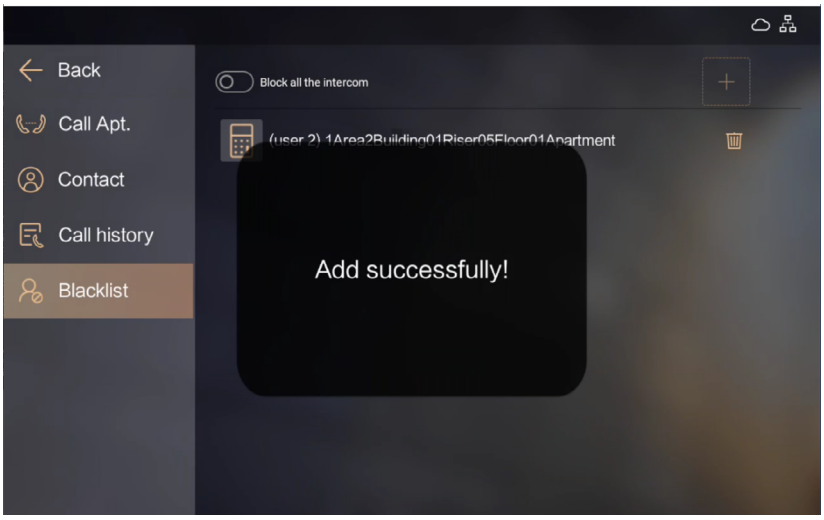


A *Activates/deactivates the function for all IUs.*
Any IU trying to call will hear an engaged tone until the mode is deactivated

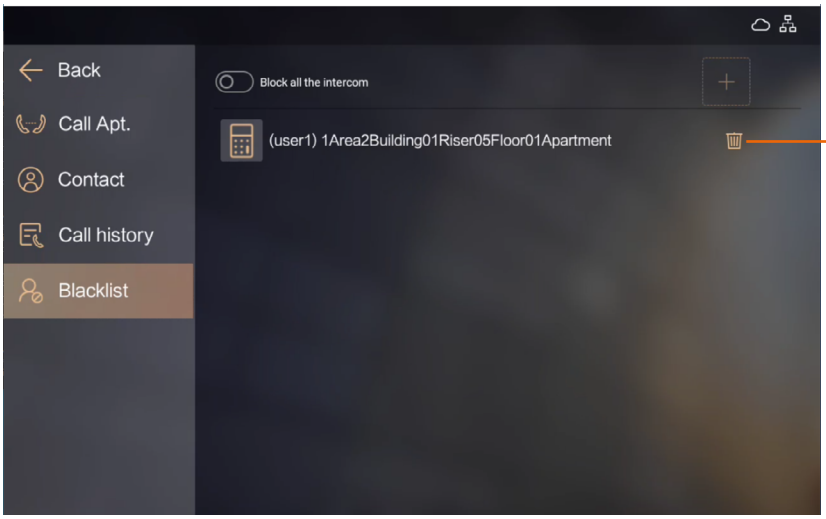
1. Touch to add a specific IU to the blacklist



2. Enter a customised nickname for the IU that you wish to include in the blacklist
3. Enter the address of the IU that you wish to include in the blacklist
4. Save the details entered



The IU has been added correctly to the blacklist, any call attempts will be met with an engaged tone



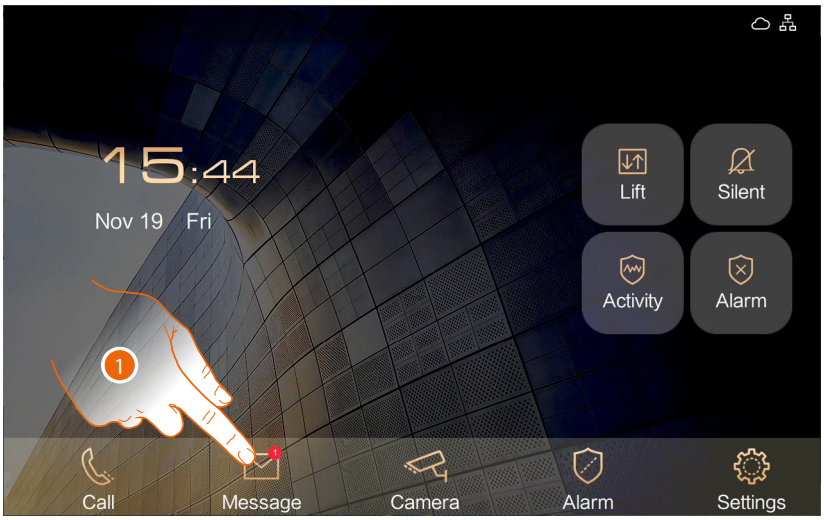
A Remove the IU from the blacklist



Messages

In this section it is possible to display the messages received.
The messages can contain text, images or videos.
Depending on the function, they will be displayed in different sections:

Origin	Section
Facility Manager from SW	Advertisement, Community, Emergency
Family message from the IU	Family
Video door entry answering machine of the EP	Voice mail
Access history from the EP	Access history

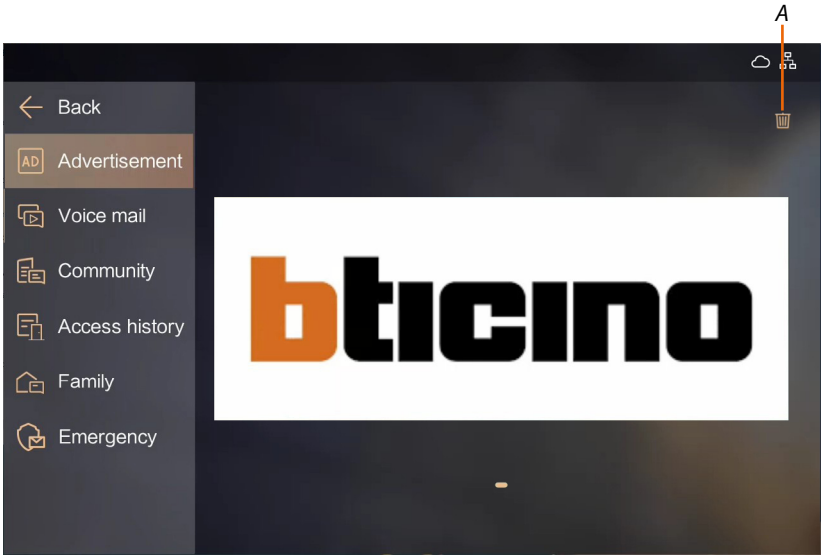


The visual notification shows the number of income and unread messages and the notification LED on the device turns on.

1. Touch to display the messages

Advertisement

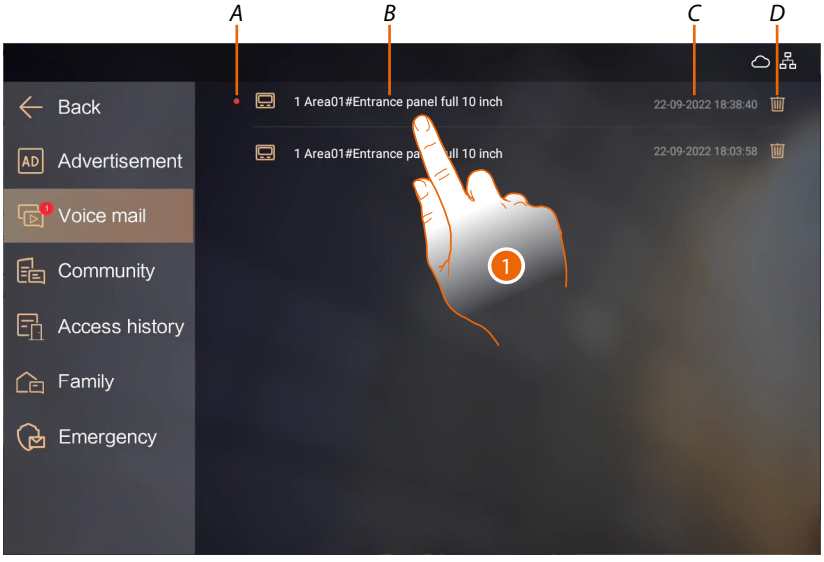
In this section it is possible to display the messages sent by the system administrator showing advertising and promotional content.



A Delete the advertising message

Voice mail

This section can be used to view the messages left on your answering machine if the answering machine function has been activated in the Preference/Functions section



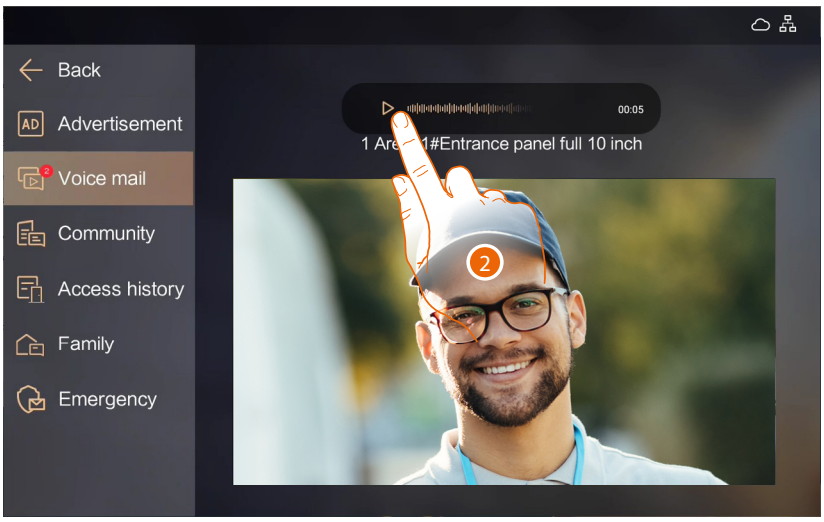
A Not read message

B EP address from which the message was recorded

C Date and time of the message

D Delete the message from the message list

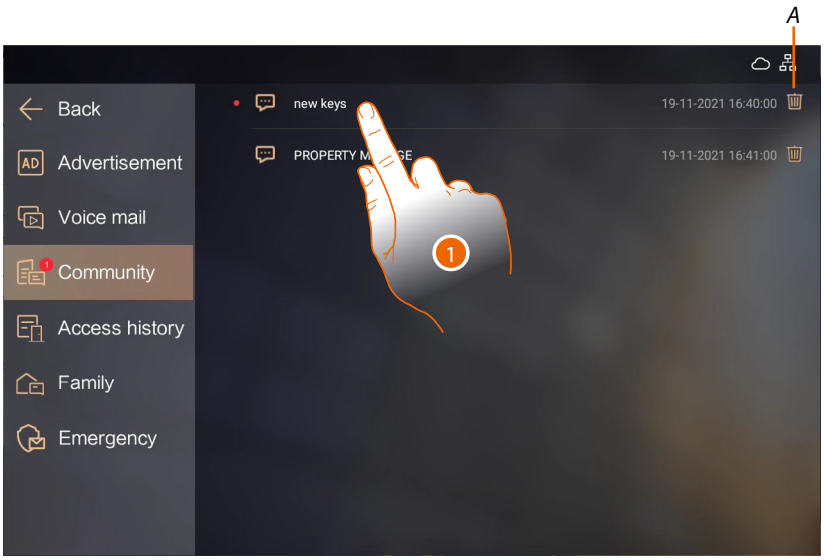
1. Touch to display the message



2. Touch to play the message

Community

In this section it is possible to display the community messages, coming from the Facility manager.



A *Delete the message*

1. Touch to display the message

Access history

In this section it is possible to display the accesses made by the EP you are responsible for (to which you have access to enter the Community)



A Delete the access from the list

B Date and time of the access

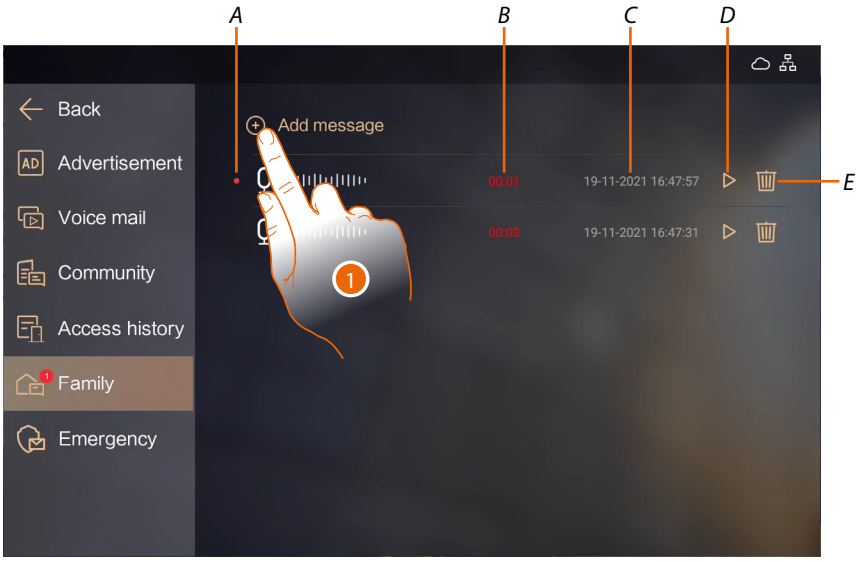
C EP name

D Access modes

access using card
access using face recognition
access using finger print
access using Personal access code
access during a call
access during a monitoring call

Family

In this section it is possible to listen to the messages left by other members of the house or record one yourself.



A Message to be heard

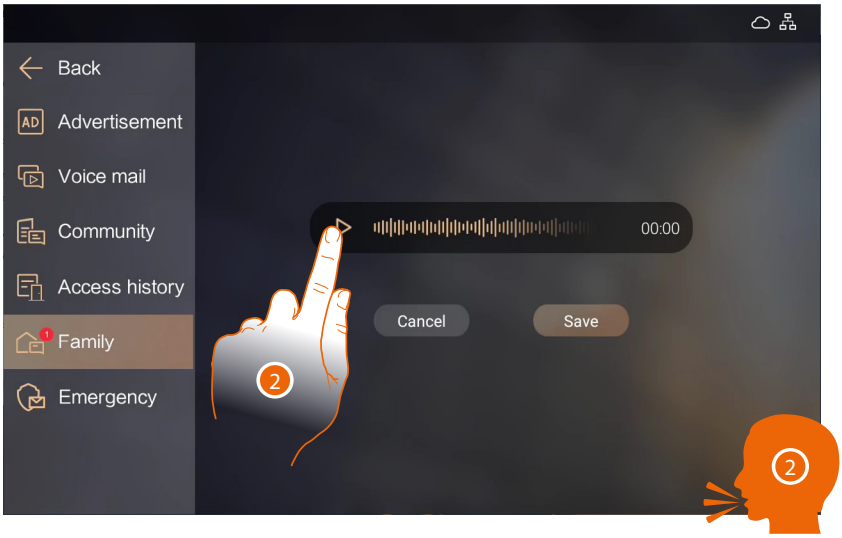
B Message duration

C Date and time of the message

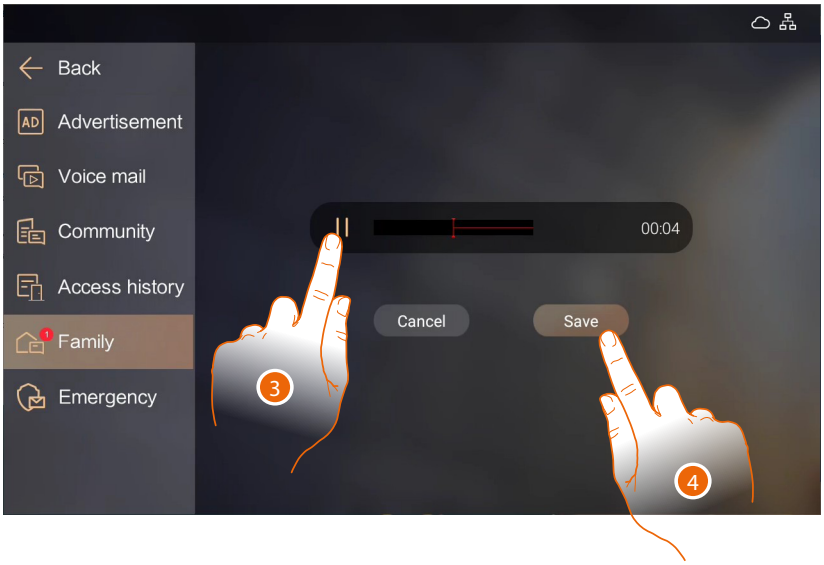
D Play the message

E Delete the message

1. Touch to record a new message (max. 30)

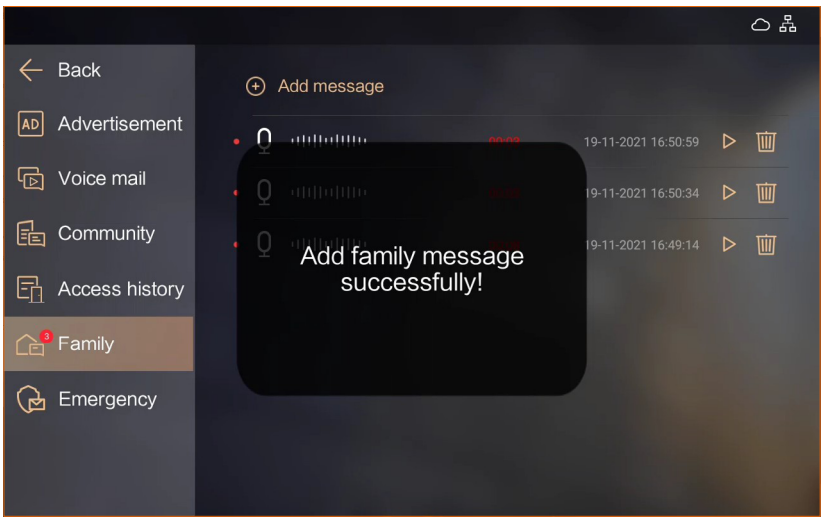


2. Touch to start recording and then record the message



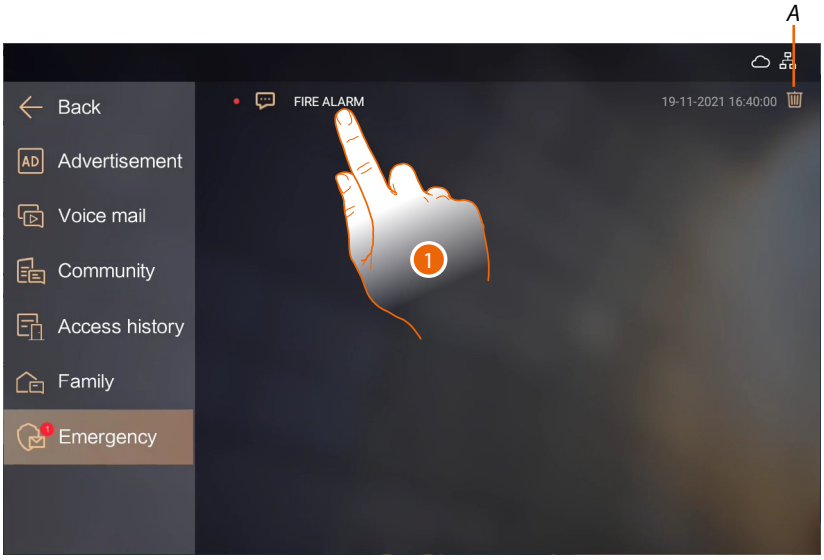
3. Touch to end
4. Touch to save the message

A confirmation message appears



Emergency

In this section it is possible to display the emergency messages, coming from the Facility manager



A *Delete the message*

1. Touch to display the message



Camera

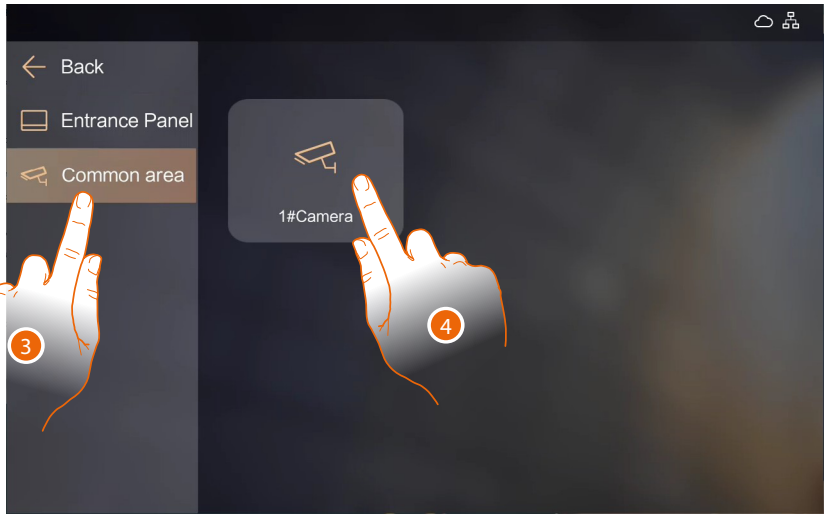
In this section it is possible to directly access the EP you are authorized for (to which you have access to enter the Community) and display the OnVif IP cameras (that you are authorized for)



1. Touch to display the EPs on the system
2. Touch to switch the EP on

The display shows the image taken by the EP camera.
The controls are the same as described in the Receive a call section





3. Touch to display the cameras on the system

Note**: this display must be enabled in the* ***Function setting *section*

4. Touch to display a camera

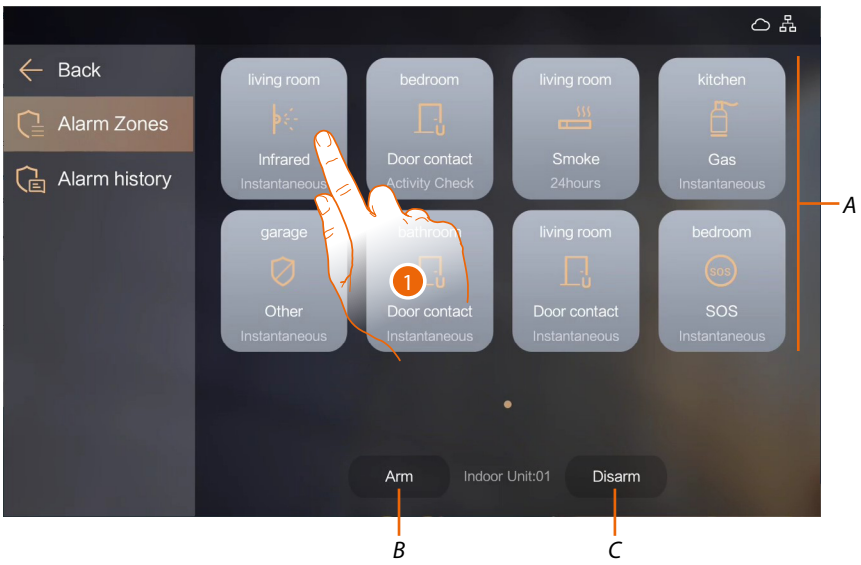


5. Touch to end the display



Alarm

In this section it is possible to manage the alarm system sensors connected to the F1-F8 clamps.
In particular it is possible to activate/deactivate the sensors and manage the alarm status.
It is also possible to display the list of alarms detected by the sensors.



A Configured sensors

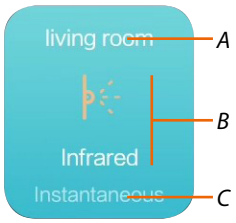
B It arms all the sensors

C It disarms all the sensors

1. Touch to manage the sensors

Sensors

The icon that represents the sensors, shows different information on configuration and status.
See Settings\Installations\Alarm section for details.



A Alarm zone name

B Type of sensor

SOS		Smoke		Gas	
Infrared		Door contact		Others	

C A Type of alarm zone

24hours	The probe is always active, even if the alarms are totally deactivated
Instantaneous	The alarm is immediately communicated
Delay	The alarm is given at a certain time after the triggering condition occurs
Activity check	The alarm is communicated immediately, if the sensor does not detect activities for a preset time
Scheduled	Scheduled activation

Sensor status



Disabled sensor



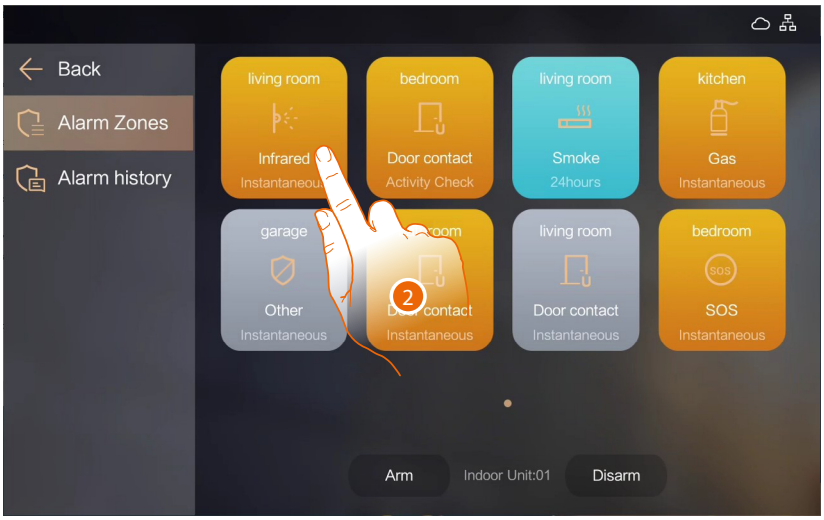
Enabled sensor



Active sensor



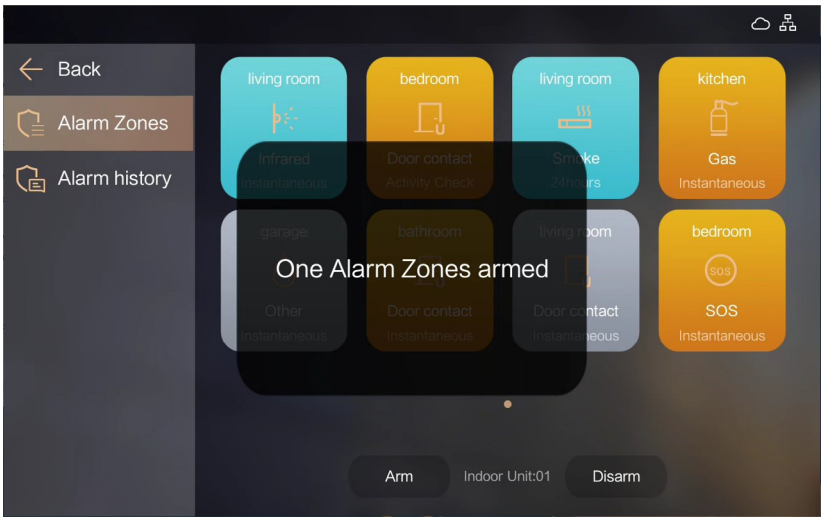
Sensor in alarm



2. Touch to activate the sensor

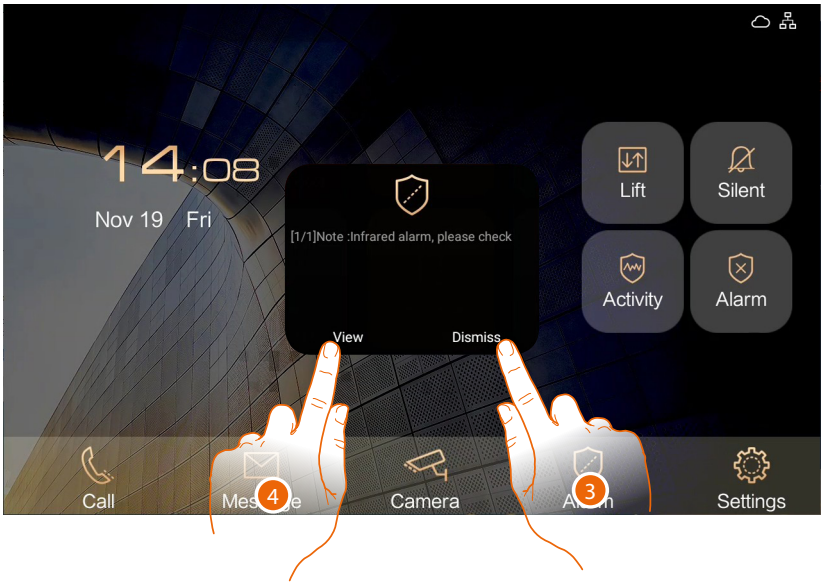
***Note**: to activate the sensor you must first enable it in the Settings\Installations\Alarm section*

***Note**: the sensors with «24hours» activation time are always active*



A message confirms the sensor activation

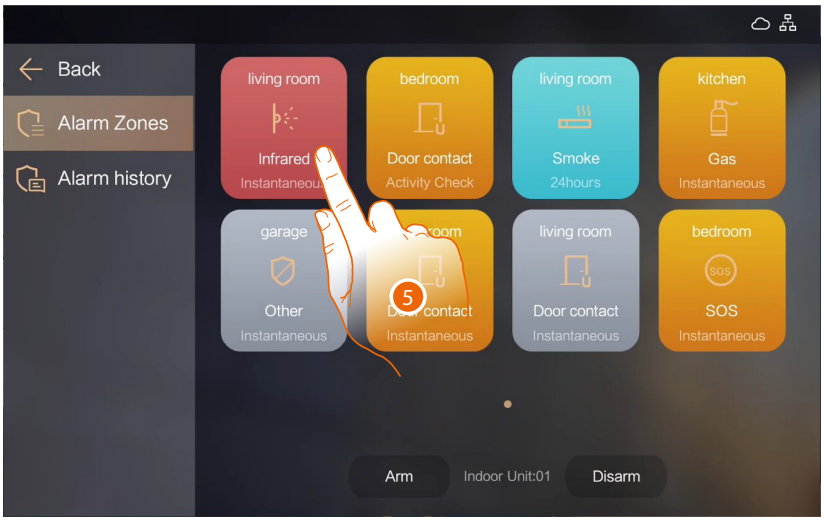
A pop-up appears following an alarm, the IU emits an audible warning and the signal LED on the device flashes



3. Touch to close the pop-up (the alarm is not silenced)

or

4. Touch to open the alarms section to manage the alarm



5. Touch to manage the alarm

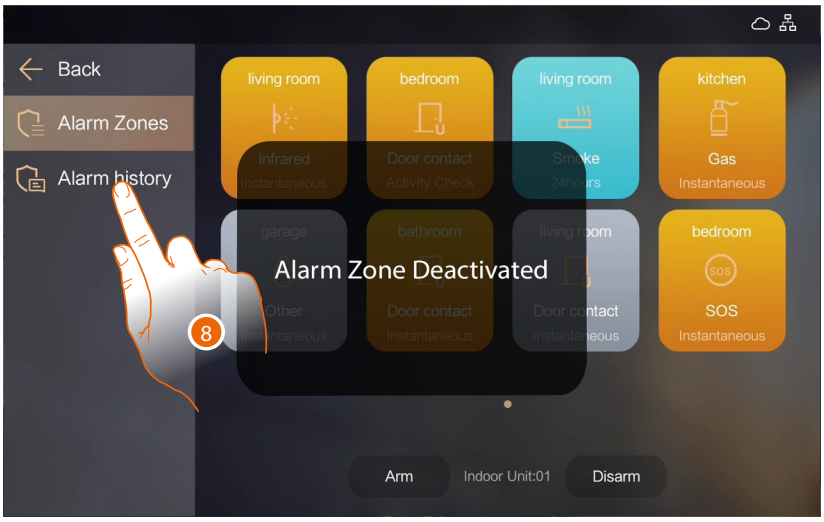


6. Enter the code to silence the alarm (ask the plant manager for your alarm code, available in the device parameters section of the SW)

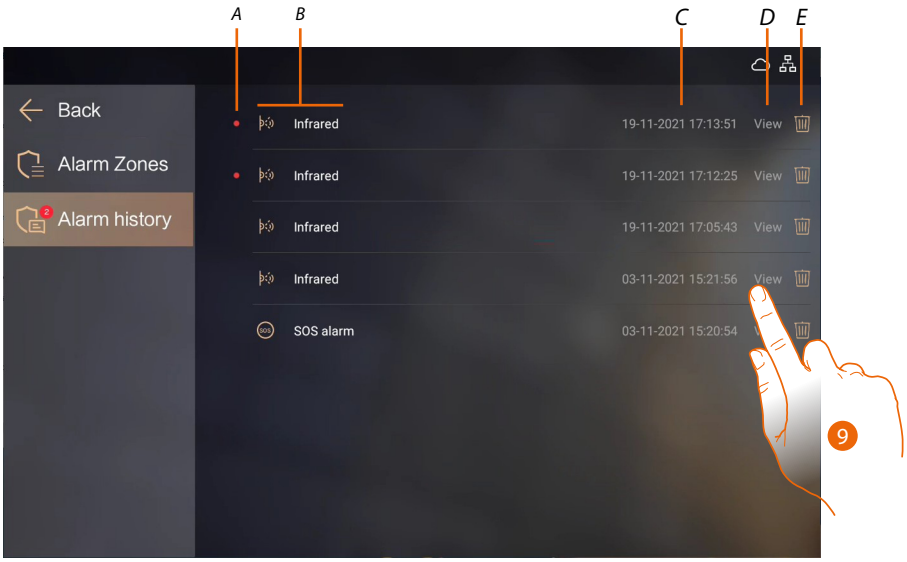
Caution: *Save the codes in a safe place that is always accessible.*
(Cloud backup activation recommended)
If both the SD and the backup are unavailable, it will not be possible to retrieve the codes.

7. Touch to confirm

A message indicates that the operation has been carried out



8. Touch to display the alarm data



A *Alarm to be displayed*

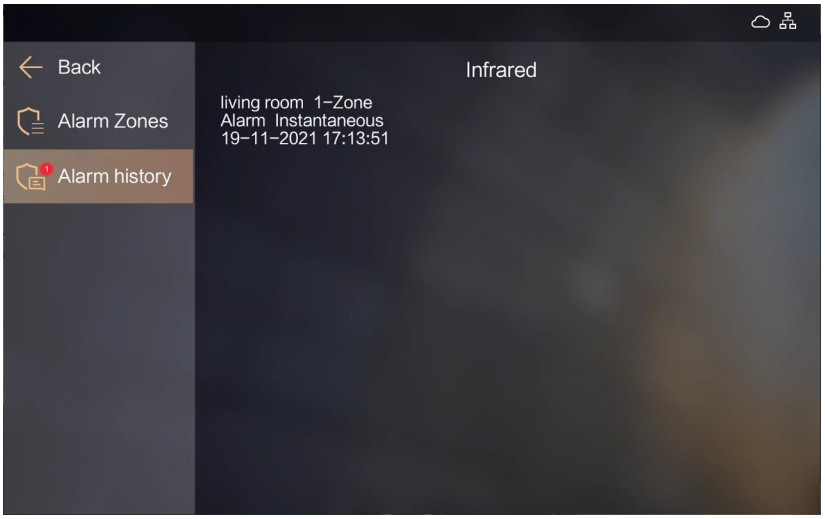
B *Type of probe*

C *Date and time of the alarm*

D *See details*

E *Delete the alarm*

9. Touch to view



Functions with Home+Security App

After following the steps below, you will be able to interact with your device using the free Home+Security App.

1 Make sure your installer has set up your system to allow you to interact with it using the Home+Security app

2 Download the Home+Security App from the Stores

3 Complete the Association with the device
Now it is possible to:

- answer a video door entry call from the Entrance Panel;
- CALL HOME (call your device);
- display the images from the Entrance Panels and Cameras;
- open the door lock of the Entrance Panels;
- activate generic actuators wired on the system;
- enable the video answering function and display the audio/video messages recorded from the Entrance Panel;
- event log (timeline) to display the events already occurred.

Download the Home + Security App

In order to remotely control your device, first of all download the Home + Security App from the Stores (for iOS® devices from App Store, for Android® devices from Play Store)



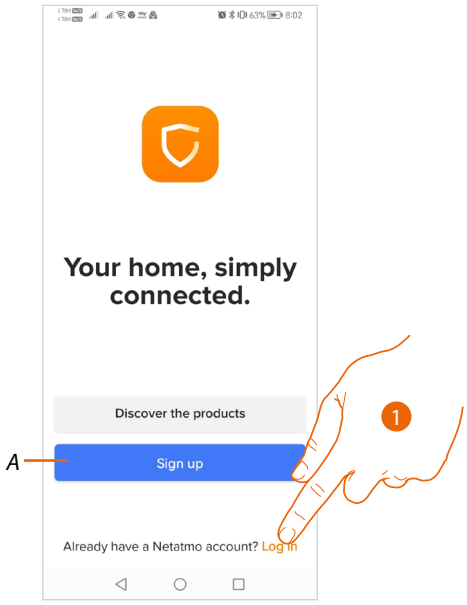
1. On your Smartphone run the App to read the QR codes and then frame the QR Code, or search for the Home + Security App in the stores.

Associate your IP DES Internal Unit

To be able to use the Home + Security App and thus use the functions of your device, it is necessary to:

– connect the IP video door entry system to the Internet
(by connecting the 375001 server to the network cable of the apartment block)
– connect the smartphone to the internet via 4G/5G or Wi-Fi.

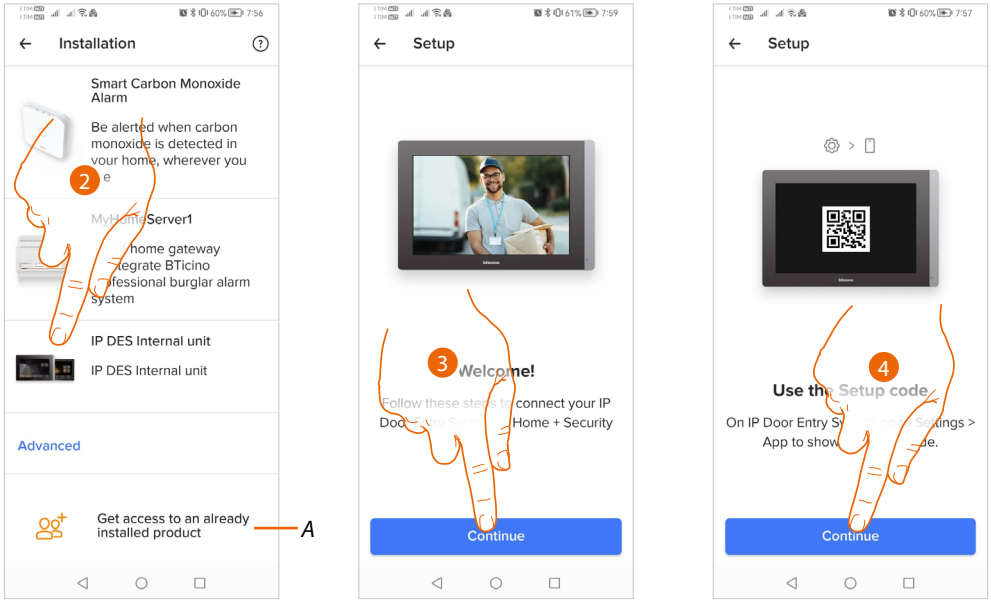
You must also register and create an user account
After opening the App, follow the registration instructions. If you are already register, log in using your credentials.



A Create a new account

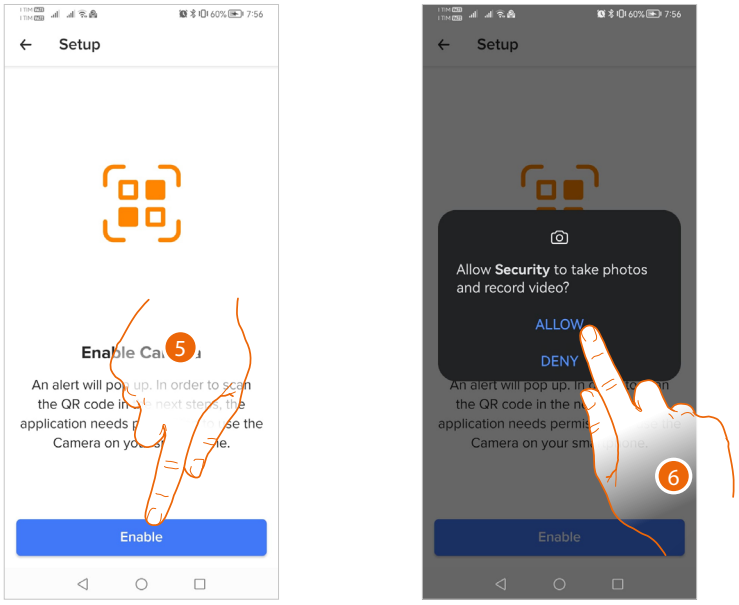
1. Touch to open the login page and enter your credentials

At this point the system will show you a tutorial to help you associate to your device.

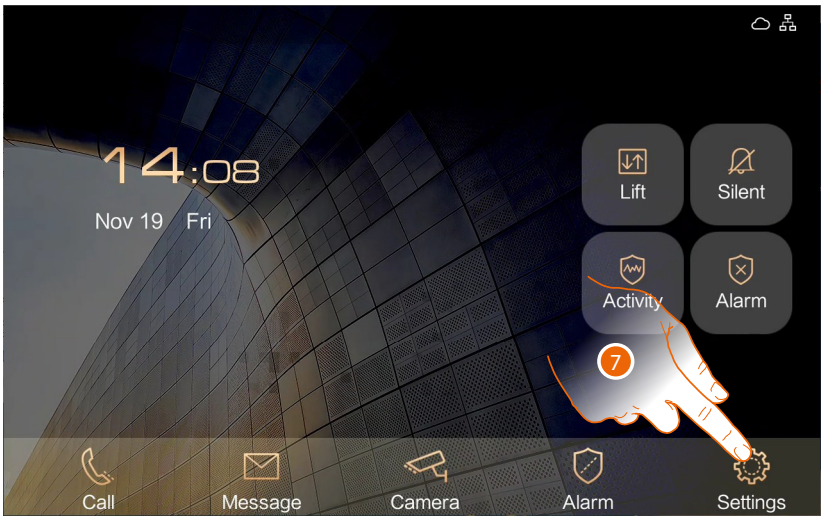


A Touch if you have been invited to manage the home by a user

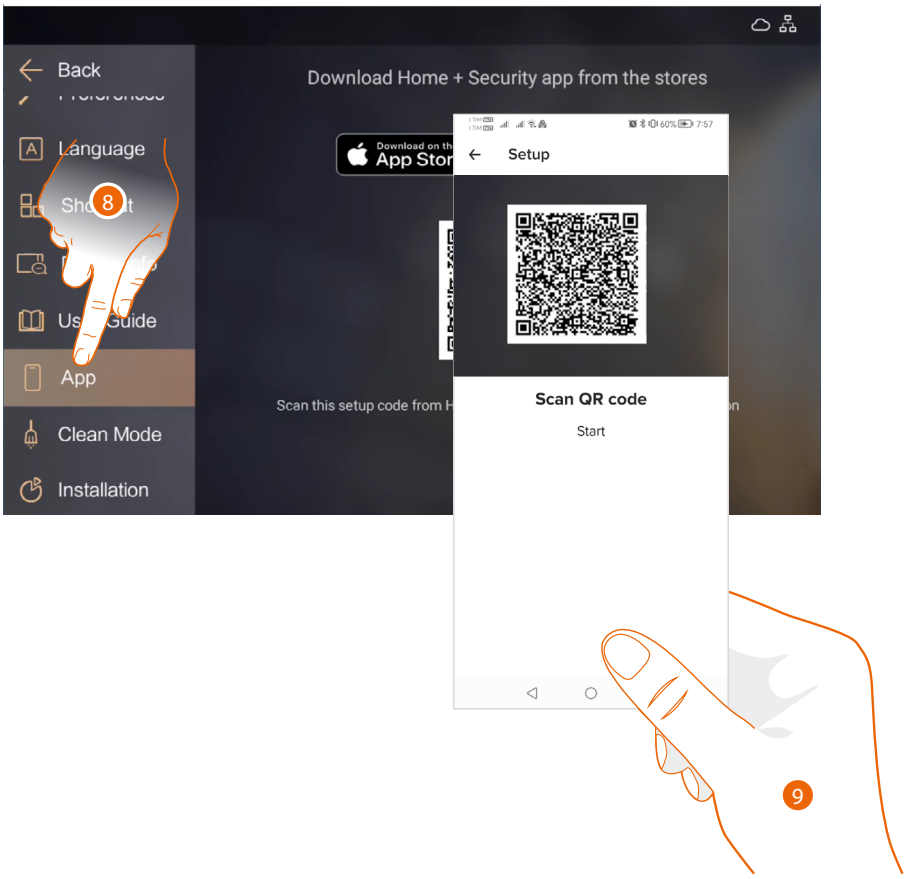
2. Touch to select the IP DES Internal Unit
3. Touch to start the association
4. Touch to scan the QR code in the settings/app section of your device



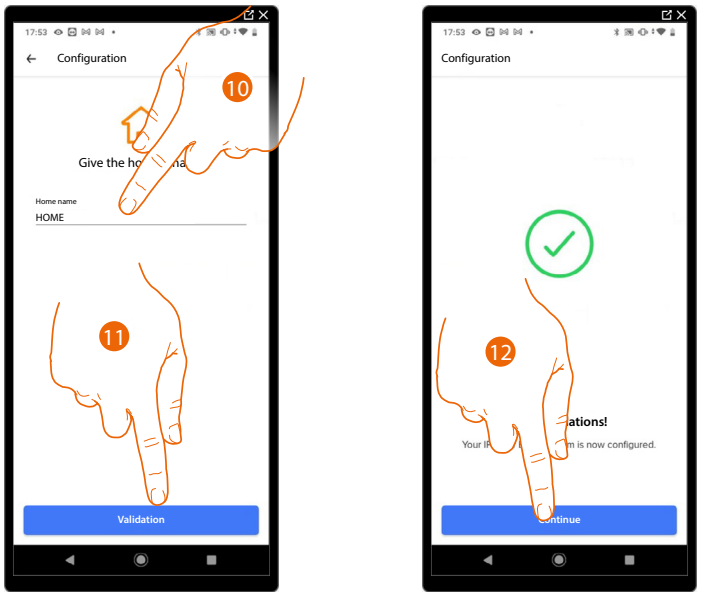
5. Touch to enable the smartphone camera needed to scan the QR Code
6. Touch to continue.



7. Touch to open the Settings menu

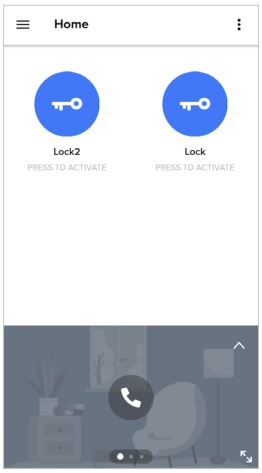


8. Touch to open the "App" section, where you will be able to activate the connection between the Home+Security app and the IP DES Internal Unit
9. Scan the QR code to connect the Home+Security app to the IP DES Internal Unit

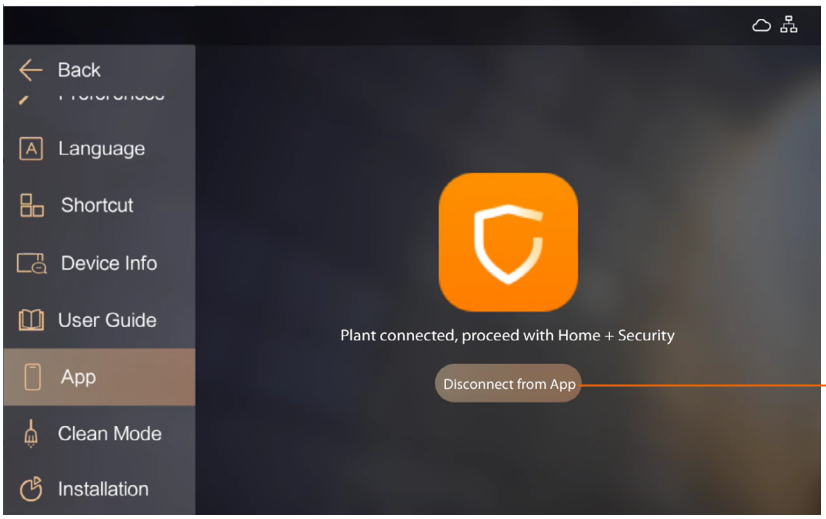


10. Enter a name for the home
11. Touch to create a new Home + Security home
12. Touch to end

After being authenticated, from this page you can interact with your device and with the video door entry system.
It is also possible to access various settings via the pull-down menu.



The following screen appears on the IP DES Internal Unit, confirming that the device is correctly connected to the Home+Security app.



A Disconnect the IP DES Internal Unit from the Home+Security App. All users will be disconnected.

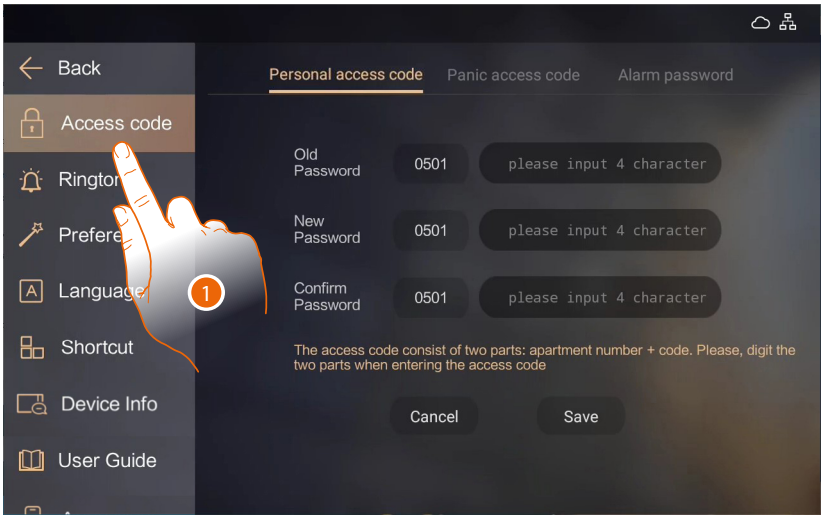
Settings

User settings

In this section it is possible to perform a wide range of customisations that will enable you to make the most of your IU.
There are further configurations in the Installation section (installer access), accessed by means of the installer password.

***Caution**: Save the passwords in a safe place that is always accessible.*
(Cloud backup activation recommended).
If both the SD and the backup are unavailable, it will not be possible to retrieve the passwords.

***Note**: The passwords of the devices incorrectly activated in DEMO mode are: 2000 (EP) and 1111 (IU and GS)*



1. Touch the icon for the desired customisation, choosing among:

Access code	It sets different types of codes
Ringtone	It sets the ringtones for the incoming calls
Preferences	It sets the parameters of the display and some functions
Language	It sets the interface language
Shortcut	It manages the display of some functions in the Home Page
Device Info	It displays the address in the Community
User Guide	It displays the QR code to access the documentation
App	Manages the association of the IP DES Internal Unit with the Home+Security app.
Clean Mode	It activates the «Screen cleaning» function

Installation	It sets the advanced parameters (installer access with installer password)

Access code

In this section it is possible to set different types of code

Personal access code	Set the code which opens the last EP of my community, i.e. the EP closest to the apartment, chosen from those to which I have access (default 4321*). Example: if they are enabled for all the accesses (complete Area/ Building/Riser/Floor/Apartment structure) set the code which opens the Apartment EP.
Panic access code	It sets the emergency code (default 4321*) that opens the door and at the same time sends an alarm message to the GS. Example: if a criminal forces me to forcibly open the door**.
Alarm password	It sets the code to silence the alarm (ask the system manager for your alarm code, available in the device parameters section of the SW*)

****Note**: for safety reasons, modify the code.*

*****Note**: to activate the code, there must be a resident associated with the apartment in the SW (see the SW Community /Person profile management manual).*

***Caution**: Save the codes in a safe place that is always accessible.*
(Cloud backup activation recommended)
If both the SD and the backup are unavailable, it will not be possible to retrieve the codes.



1. Enter the old code
2. Enter the new code
3. Enter the new code again
4. Touch to confirm

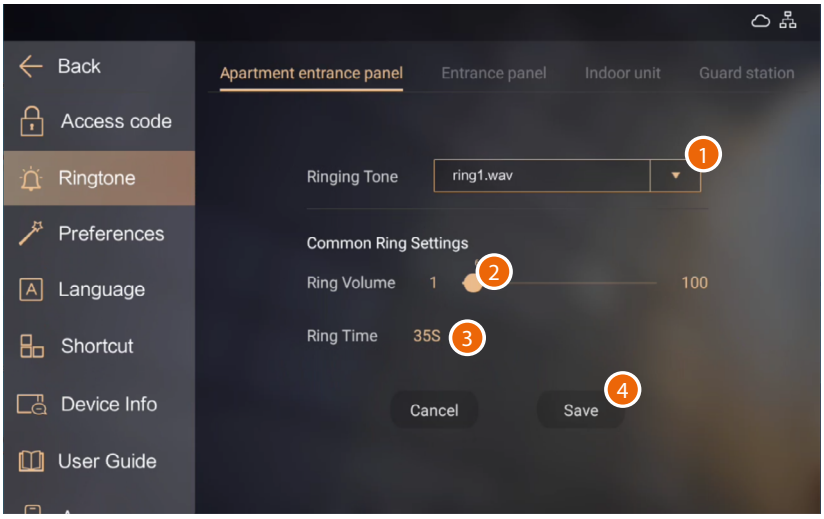
If the procedure has been completed correctly, a confirmation message will appear.

***Note**: for the Personal access and Panic access codes, the code consists of a fixed part (A) with the apartment address and of a customisable part (B).*

Ringtone

In this section it is possible to set the ringtone parameters for the incoming calls, based on the origin.

- Apartment entrance panel
- Entrance panel
- Indoor unit
- Guard station



1. Select the tone
2. Scroll to modify the volume

***Note**: the volume adjustment is the same for all sources.*

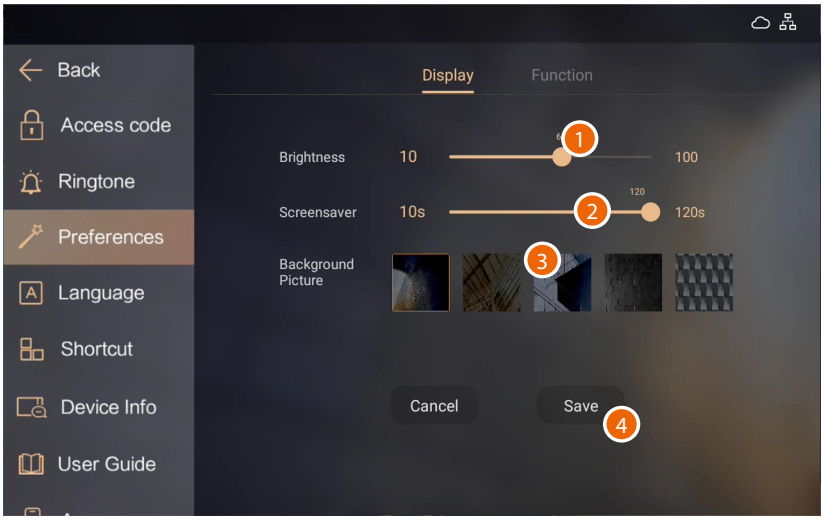
3. Display the ringtone duration time
4. Touch to confirm

If the procedure has been completed correctly, a confirmation message will appear.

Preference

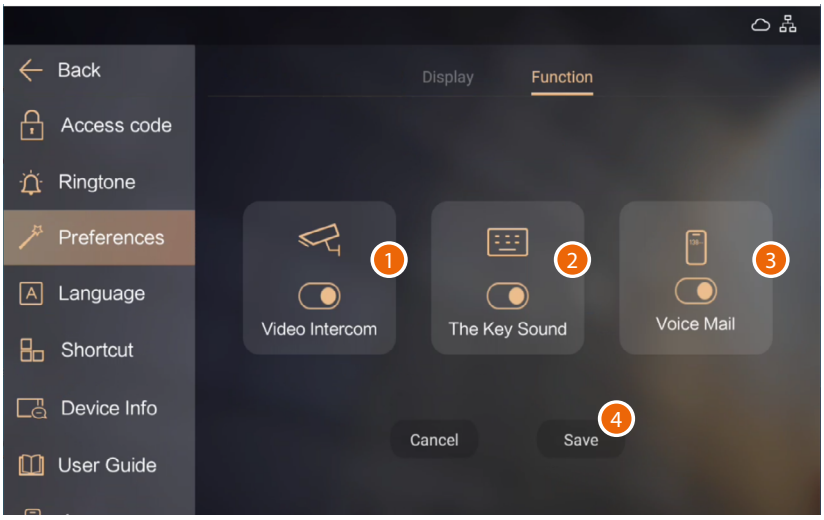
In this section it is possible to modify some display parameters, enable the device camera and the key sound.

Display parameters



1. Touch to modify the display brightness
2. Scroll to set the screen saver activation time
3. Select the display background
4. Touch to confirm

Function setting



1. Touch to enable the device camera (only for 373001/02)
2. Touch to enable the sound when touching the virtual keypad keys
3. Touch to enable the answering machine
4. Touch to confirm

Language

In this section it is possible to set the interface language

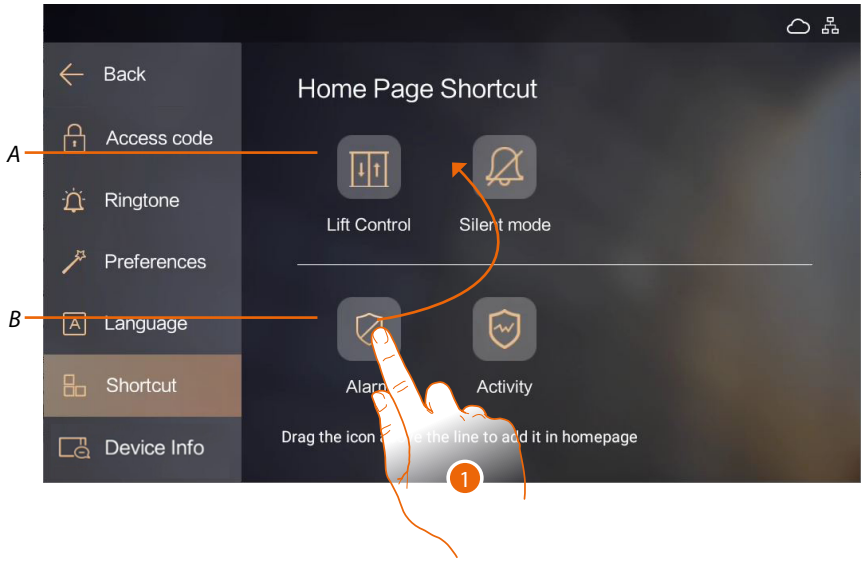


1. Touch to select the language among the ones available

Note: *If you change the language, the keyboard used for searching for contacts (if you have set up the address book with a list of names) and for saving your favourites will always remain with English characters.*

Shortcut

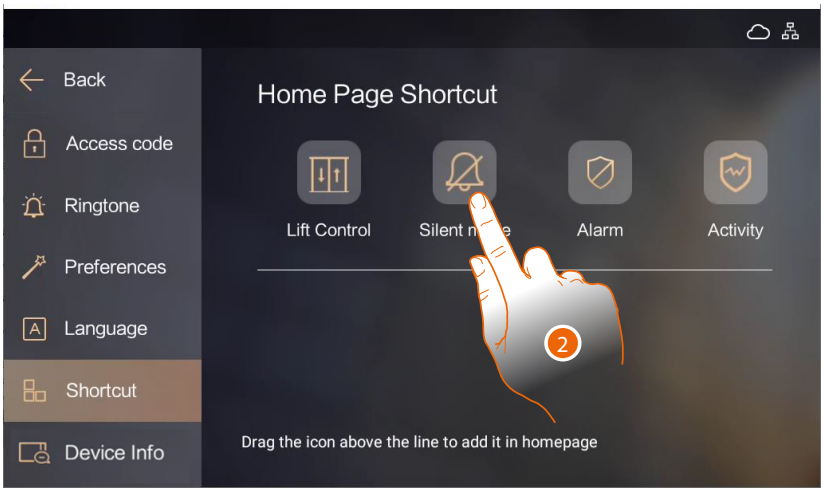
In this section it is possible to define which functions to display in the Home Page and to set up some parameters



A Function in the home page

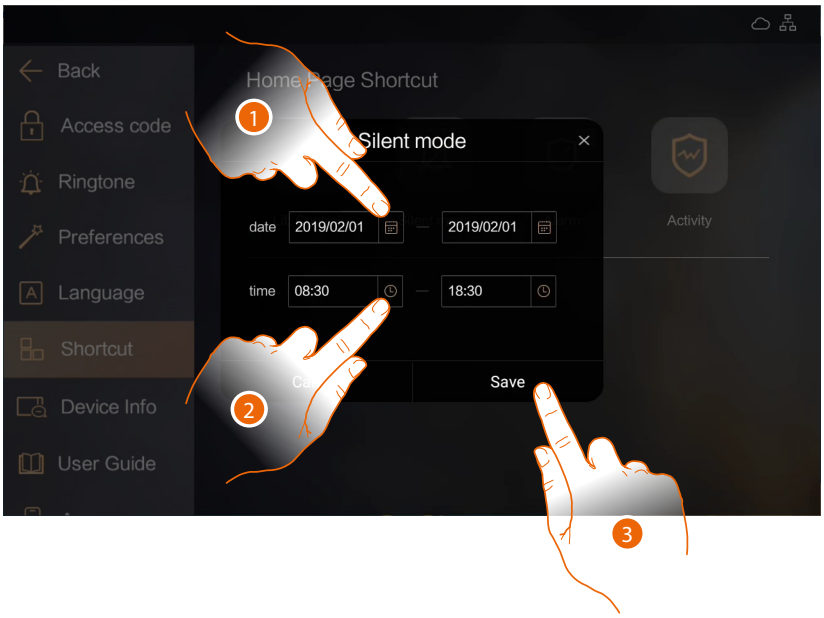
B Available function

1. Touch the icon (keep pressed) and drag it to the upper area to display it on the home page



2. Touch to set the function

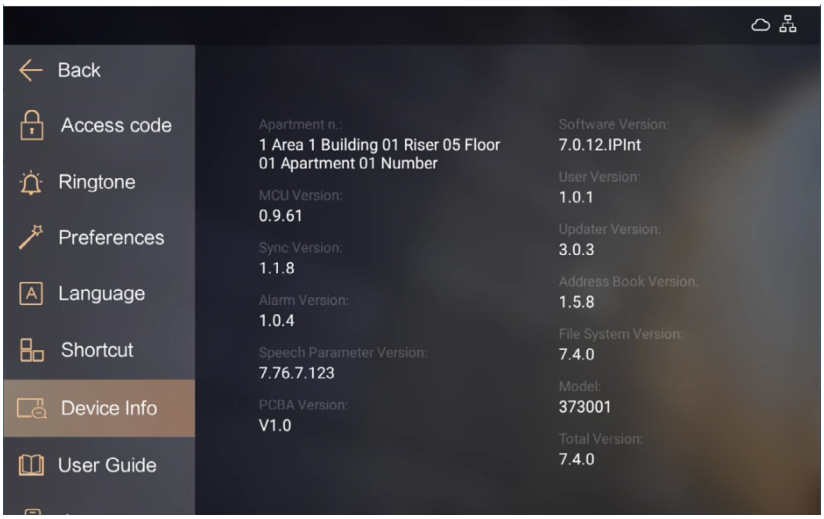
Silent mode (scheduled silencing) settings



1. Touch to select the start and end date to set the ringtone silencing period
2. Touch to select the start and end hour to set the ringtone silencing period
3. Touch to save the setting

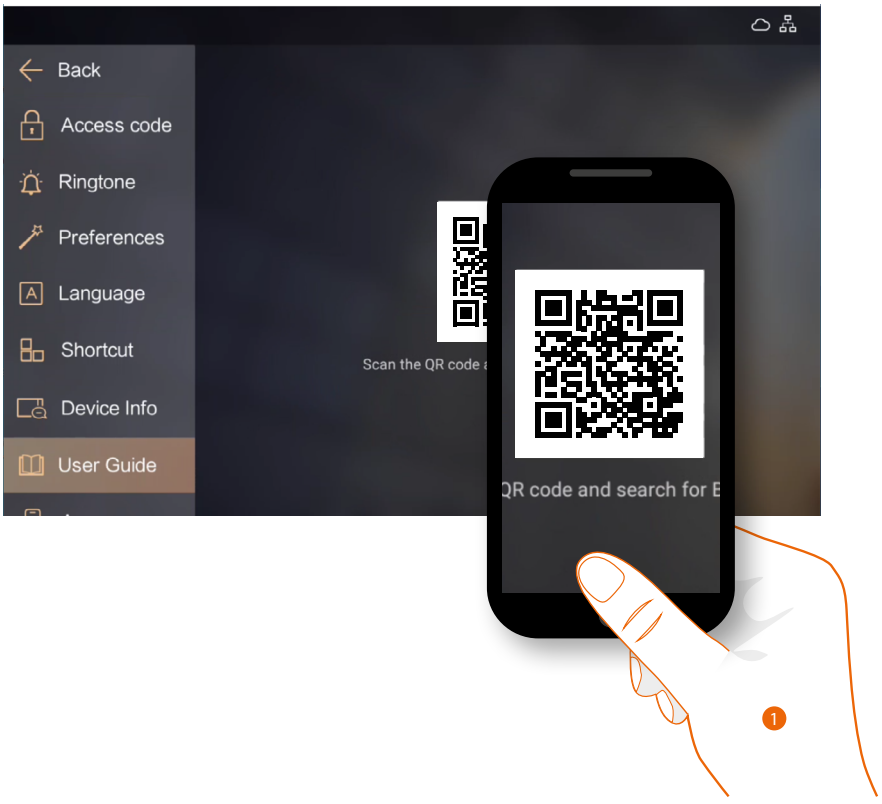
Device in formation

In this section it is possible to display different device parameters



User guide

In this section it is possible to download this manual using the QR code.

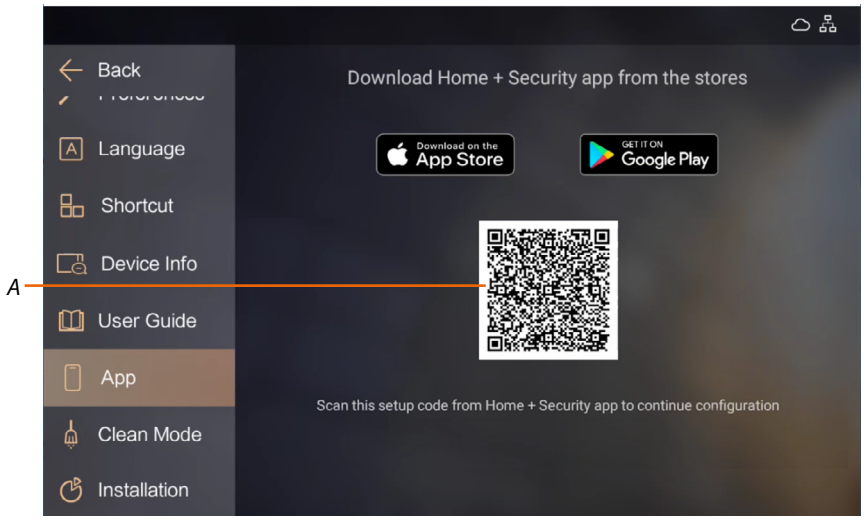


1. Using a smartphone, scan the QR Code

Inside the site, search for the 373001/02/03/04 codes and download the manual

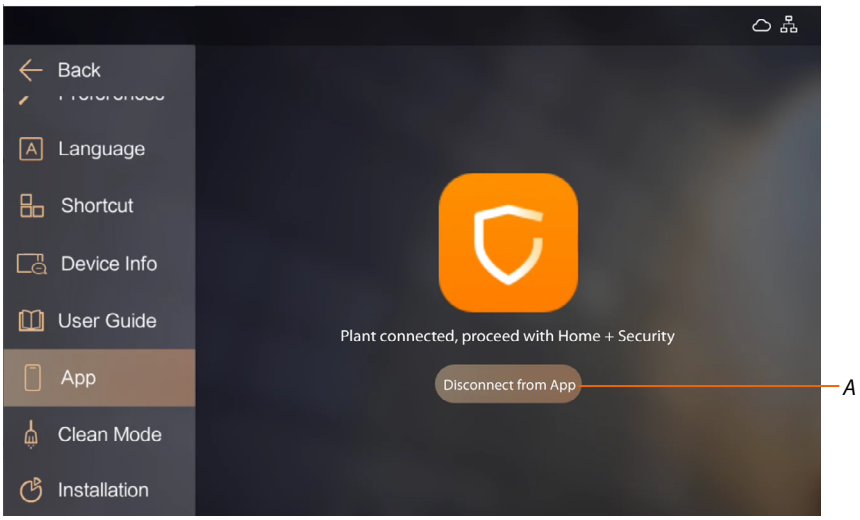
App

This section can be used to manage the association of the DES Internal Unit IP with the Home+Security app.



A QR Code that allows to complete the association (see [Associate your IP DES Internal Unit](#))

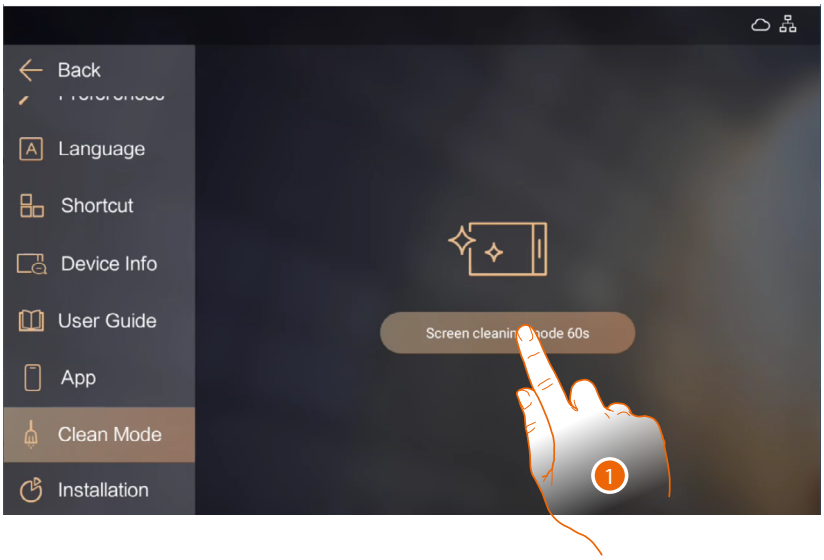
The following screen appears after completing the association



A Disconnect the IP DES Internal Unit from the Home+Security App. All users will be disconnected

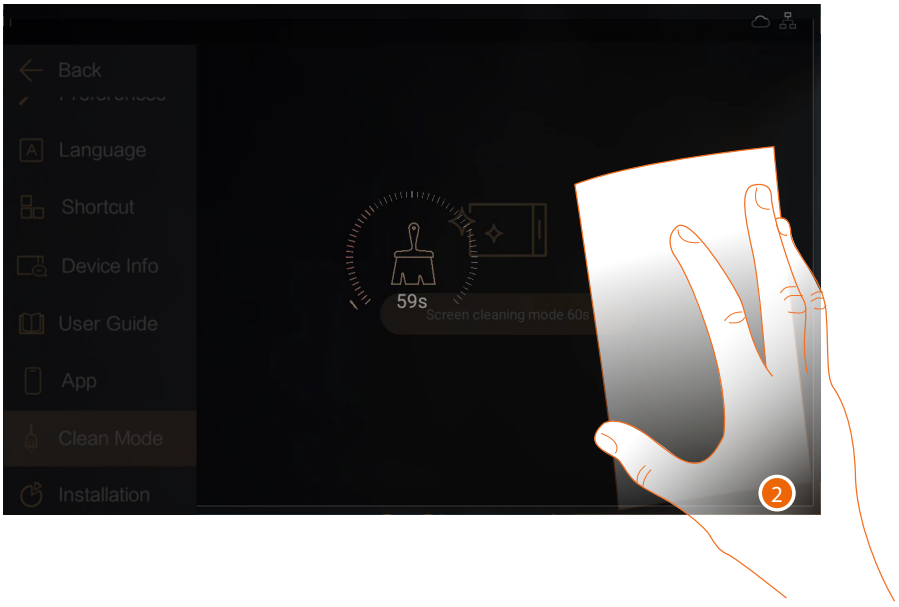
Clean Mode

In this section it is possible to disable the display for cleaning purposes, without the risk of sending unwanted commands.



1. Touch to disable the monitor

After disabling, the display remains in stand-by for 60 seconds.

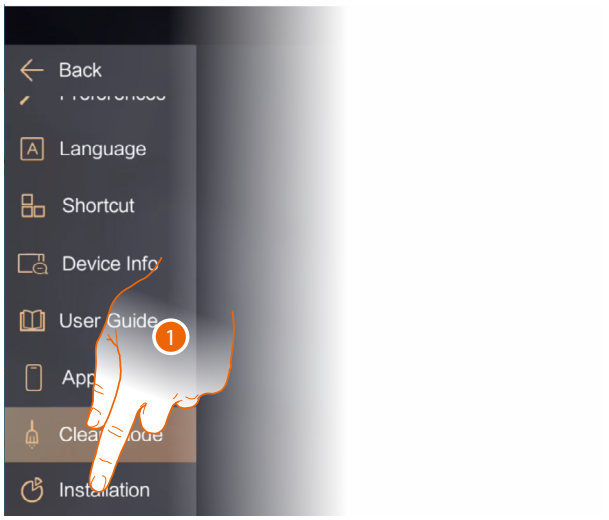


2. During this period, it is possible to clean the monitor

***Note**: do not clean with solvents, thinners etc. or abrasive products. Only use a soft cloth.*

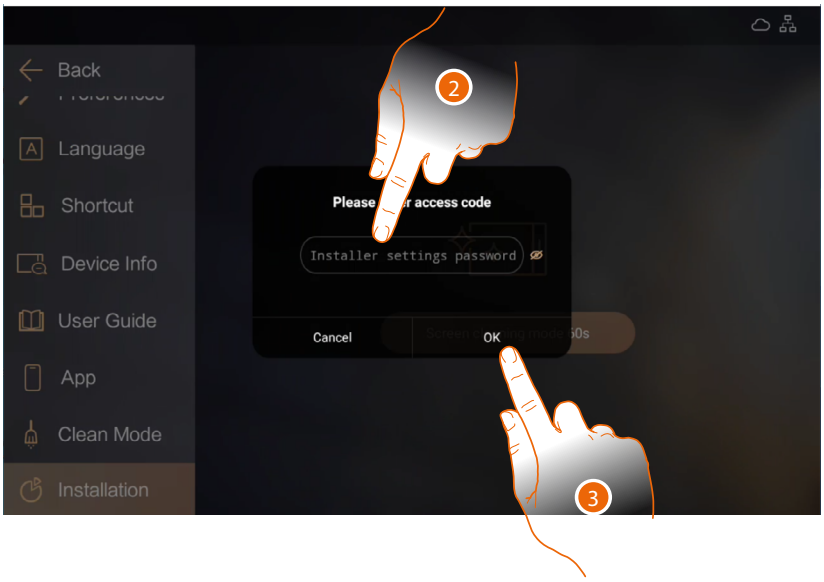
Advanced settings (Installation)

This section can be used to set various parameters, such as enabling the display of functions, performing network tests, setting the installer password, performing resets and more.



1. Touch to modify the advanced settings.

Warning: *access to the Advanced Settings should only be attempted by experienced people, as wrong actions could compromise the operation of the device*



2. Enter the installer password (the password can be viewed in the device parameters section of the SW)

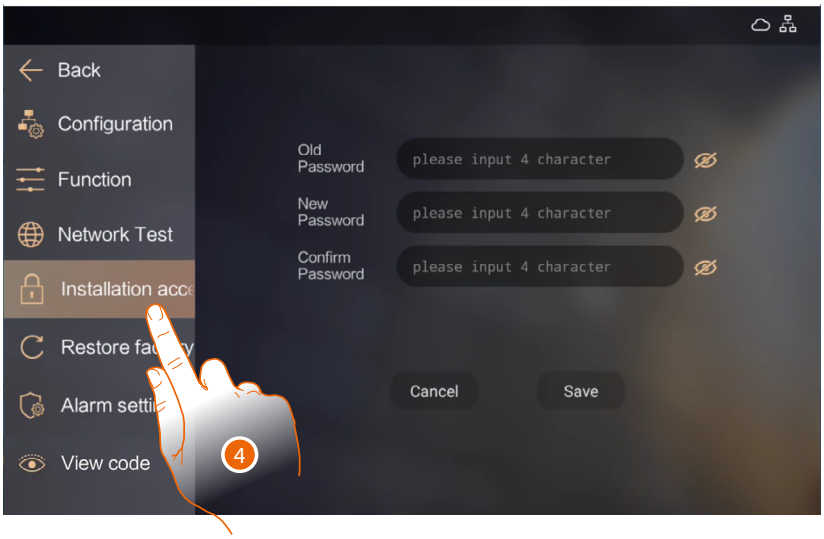
Caution*: Save the passwords in a safe place that is always accessible.*
(Cloud backup activation recommended).
If both the SD and the backup are unavailable, it will not be possible to retrieve the passwords.

Note*: The passwords of the devices incorrectly activated in DEMO mode are: 2000 (EP) and 1111 (IU and GS)*

Note*: for safety reasons, modify the password.*

3. Touch to confirm

Note*: it is not possible to enter this section if there are active alarms*



4. Touch the icon for the desired customisation, choosing among:

Configuration	It sets the Local Address in Demo mode
Function	It enables the display of some functions on the home page and in other menus
Network Test	It makes test calls to test the system
Installation acc	It sets the installer password
Restore factory	It restores the factory values of the device
Alarm setting	It displays and sets the Alarm system probes
View code	It displays the passwords or the system access codes

Function setting

In this section it is possible to enable the display of some functions on the home page and in other menus.



1. Touch to enable the function display as shown in the following table:

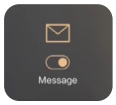
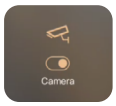


Message section

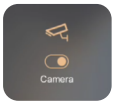
	It enables the display of the Access history function		It enables the display of the Voice mail function
	It enables the display of the Family function		It enables the display of the Community function
	It enables the display of the Emergency function		It enables the display of the Advertisement function

The Emergency notification message will arrive even if the message function is disabled.

Home page

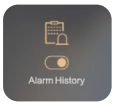
	It enables the display of the Call function		It enables the display of the Alarm function
	It enables the display of the Message function		It enables the display of the Lift function
	It enables the display of the Camera function		It enables the display of the Settings function

Camera section



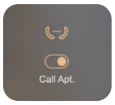
It enables the display of the Common area function

Alarm section



It enables the display of the Alarm history function

Call section



It enables the display of the Call apt. function



It enables the display of the Blacklist function

Device section



It enables Tamper input

User settings



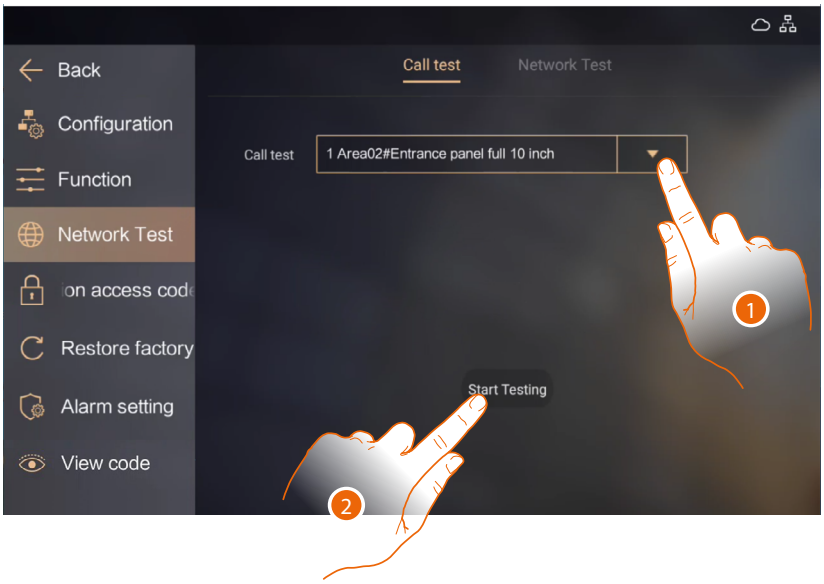
It enables the display of the app menu

Network test

In this section it is possible to make a test call and test the data network

Call test

This function performs call tests between devices configured in the AB.



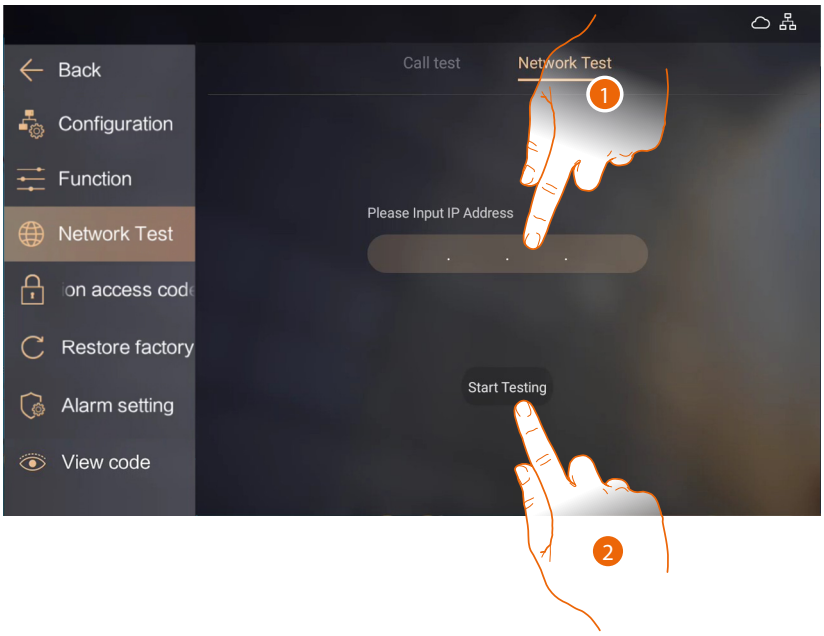
1. Select the device to make the test call.
2. Touch to start the test



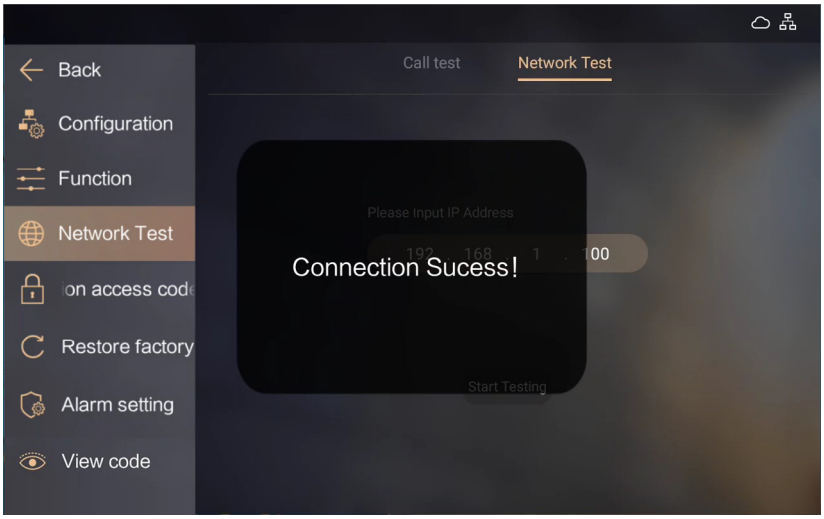
If the communication is activated, the test has passed

Network test

This function performs call tests of devices whose IP address is known



1. Enter the IP address of the device to test the connection
2. Touch to start the test



If the test is successful, a confirmation message appears

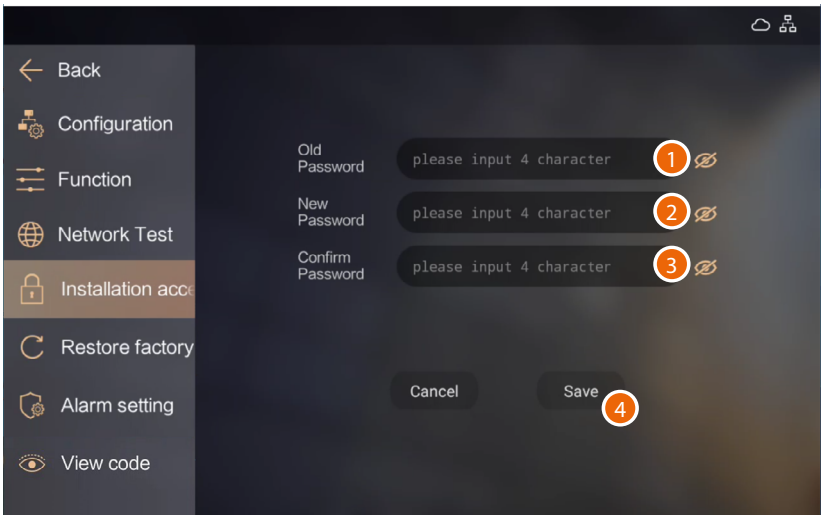
Install Password

In this section it is possible to modify the installer password (the password can be viewed in the device parameters section of the SW*)

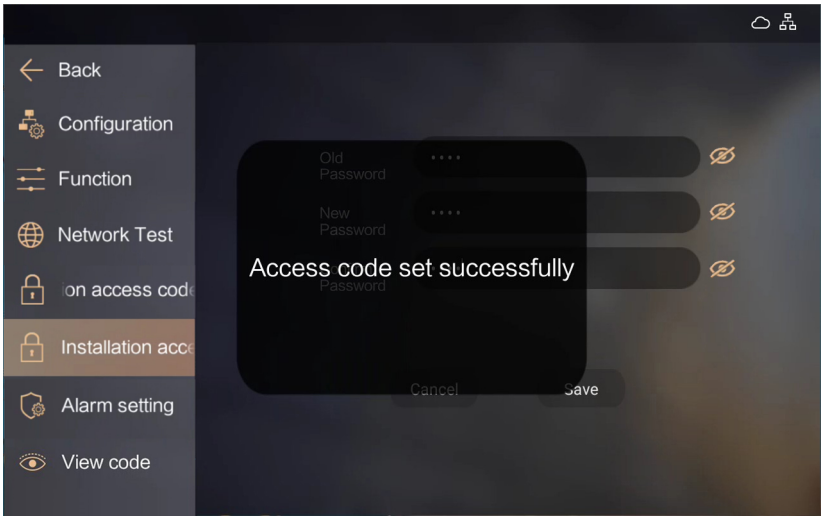
***Caution**: Save the passwords in a safe place that is always accessible.*
(Cloud backup activation recommended).
If both the SD and the backup are unavailable, it will not be possible to retrieve the passwords.

***Note**: The passwords of the devices incorrectly activated in DEMO mode are: 2000 (EP) and 1111 (IU and GS)*

****Note**: for safety reasons, modify the password.*



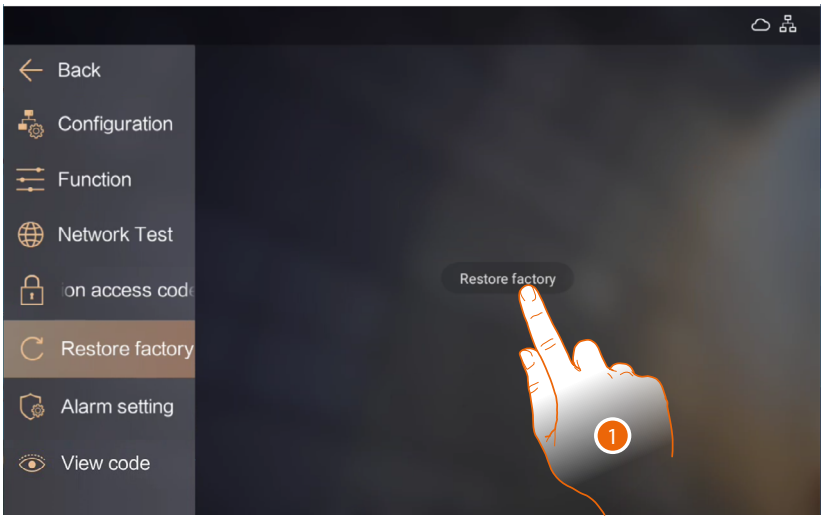
1. Enter the old installer password
2. Enter the new installer password
3. Enter the new installer password again
4. Touch to confirm



A message confirms the modification

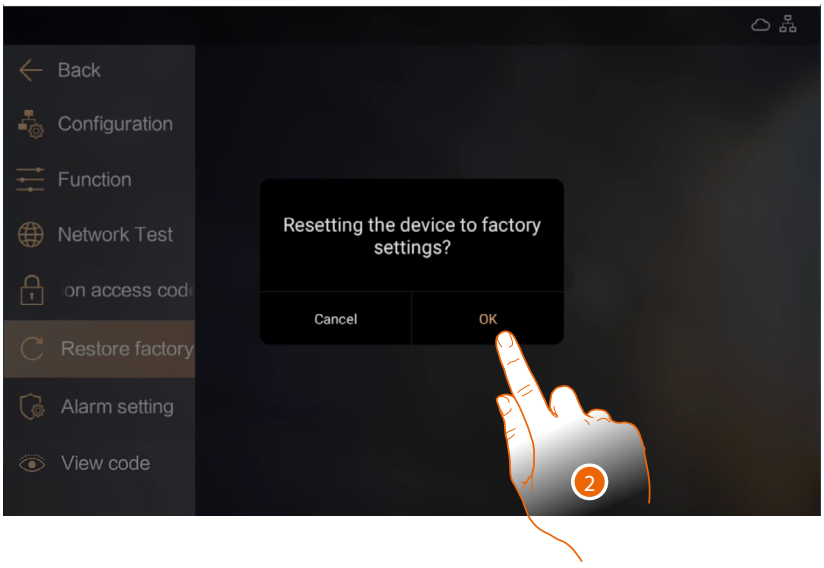
Restore factory

In this section it is possible to restore the factory values of the device



1. Touch to start the procedure

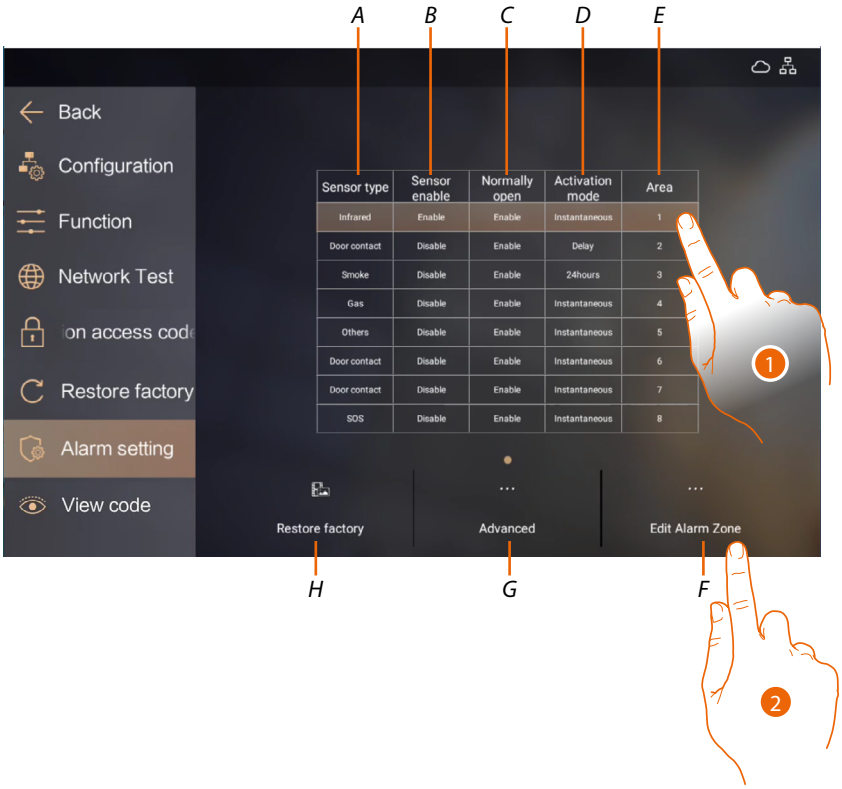
***Warning**: all settings will be deleted and the parameters will be restored to factory values*



2. Touch to confirm

Alarm setting

In this section it is possible to display and set the Alarm system probes, connected to the device.



A Sensor type

B Sensor enable (enable/disable)

C Normally open (enable/disable)

D Activation mode

E Device number (it corresponds to the contact from F1 to F8 to which the probe is connected)

F Set the sensor parameters

G Set the Advanced parameters

*H Restore the factory values**

***Warning**: the procedure does not ask for confirmation and is therefore activated immediately*

1. Select the sensor to set
2. Touch to open the setting screen

Sensor parameters

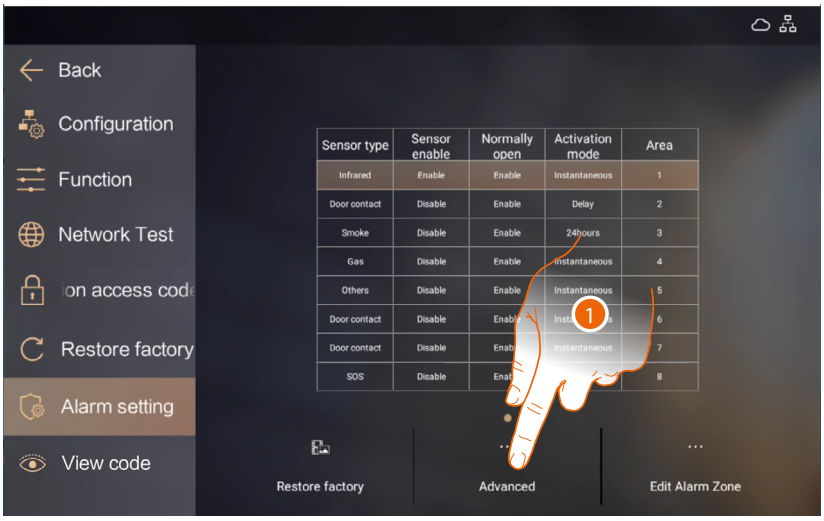


1. Select the type of sensor based on the device connected among:
   - SOS
   - Smoke
   - Gas
   - Infrared
   - Door contact
   - Other
2. Enter the zone name
3. Enable/disable the sensor
4. Enable the reception of a notification on the device when an alarm is generated
5. Select the zone activation mode
6. Select if the probe is normally open or closed
7. Touch to confirm the modifications

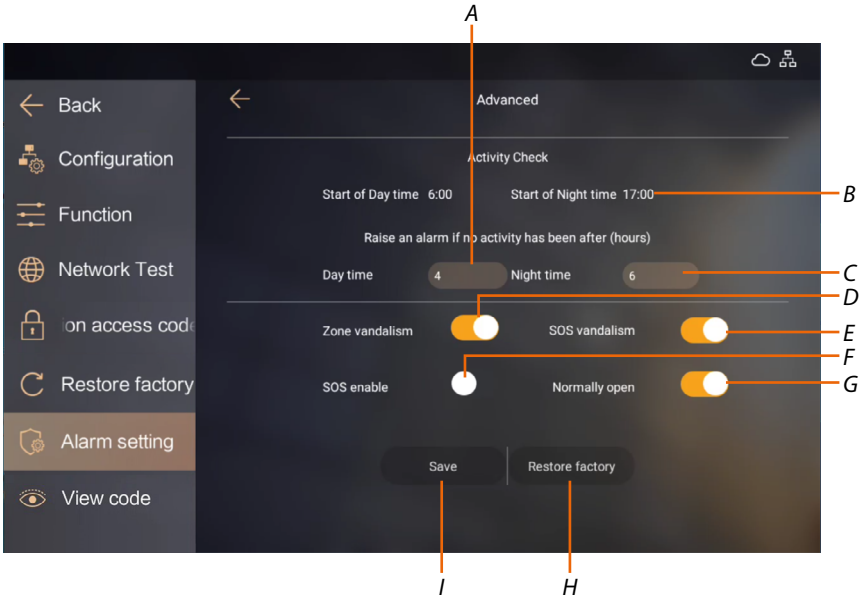
Probe activation mode
Different parameters must be entered according to the type of delay:

Activation mode	Operation	Additional parameters
24hours	The sensor is always active and the alarm is given at a certain time after the triggering condition occurs	Alarm delay (0-255s)
Instantaneous	The alarm is immediately communicated	
Delay	The alarm is given at a certain time after the triggering condition occurs	Alarm delay (0-255s)
	The alarm is given at a certain time after the user gives the command.	Defence delay (0-255s) (activation delay)
Activity check	The alarm is communicated immediately, if the sensor does not detect activities for a preset time	See Advanced settings
Scheduled	Scheduled activation	Start time (o-23:59)
	Scheduled activation	End time (o-23:59)

Advanced parameters



1. Touch to modify the advanced settings



A *It sets the maximum time in which the sensor can detect an action; if the sensor does not give signals for 4 hours it triggers an alarm*

B *It displays when the "day" and "night" conditions start. They can only be set by SW.*

C *Same as point A but for the night*

D *It sets the type of alarm detection (from F1 to F8), which can be of two types:*
Disabled (Detection of open - closed)
Enabled (Detection of open - closed - cable cutting - short circuit)

E *It sets the type of SOS alarm detection, which can be of two types:*
Disabled (Detection of open - closed)
Enabled (Detection of open - closed - cable cutting - short circuit)

F *It enables the SOS sensor on the back of the device to which an extra SOS sensor can be connected.*

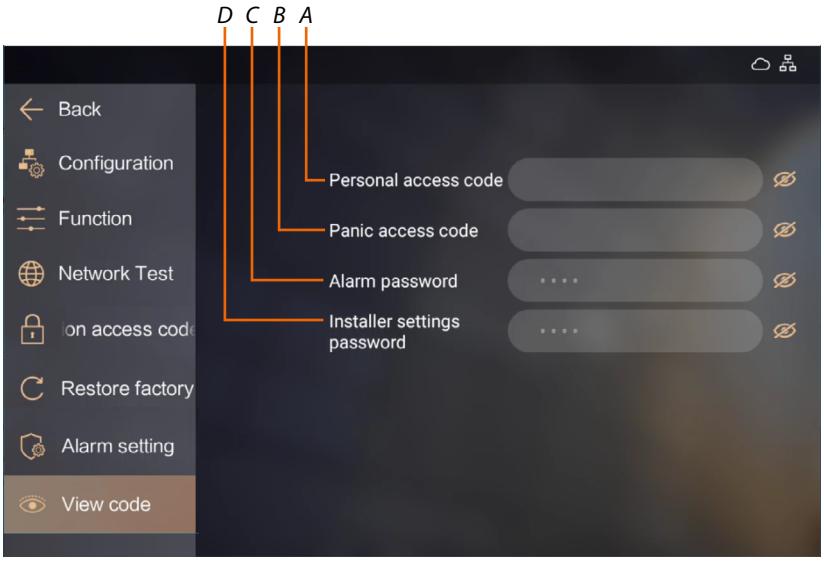
G *Disabled (NC) - enabled (NO)*

H *Restore the factory settings*

I *Save the settings*

View code

In this section it is possible to display the passwords or the system access codes



A It displays the code which opens the last EP of my community, i.e. the EP closest to the apartment, from those to which I have access (default 4321).*
Example: if they are enabled to all the accesses (complete Area/Building/Riser/Floor/Apartment structure) I set the code which opens the Apartment EP.

B It displays the emergency code (default 4321) that opens the door and at the same time sends an alarm message to the GS.*
Example: if a criminal forces me to forcibly open the door.

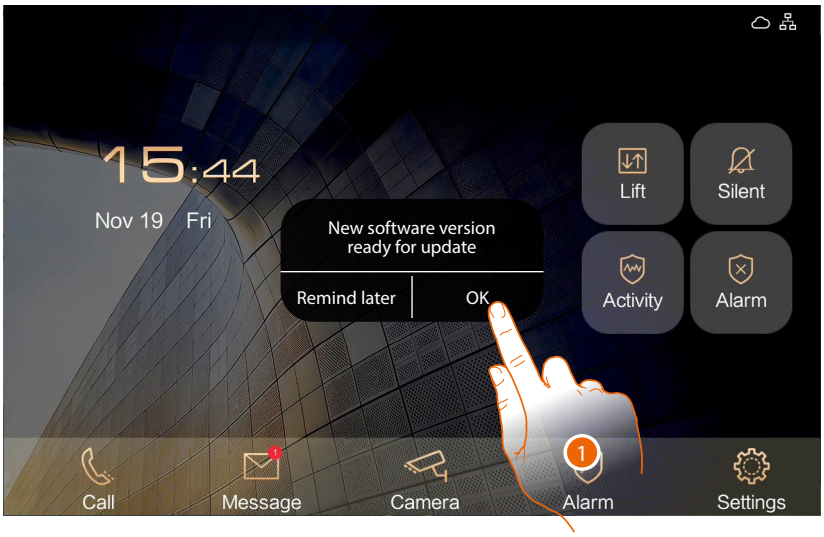
***Note:** to activate the code, there must be a resident associated with the apartment in the SW (see SW manual).*

C It displays the code that disarms the alarm

D It displays the installer password

Firmware update

If a firmware update is available, the system sends an alert message



1. Touch to update

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