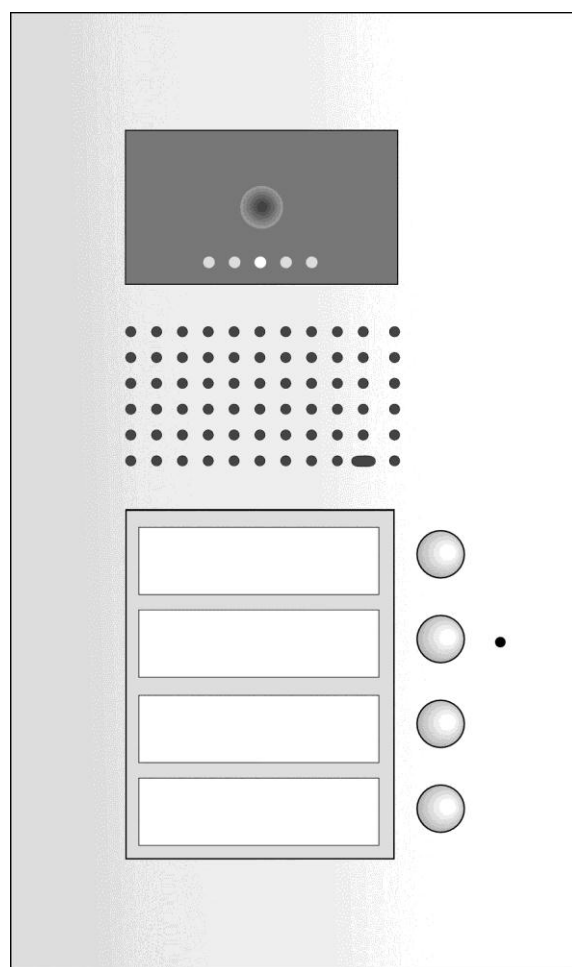




# Product information

## VoiP video front-door station series for flush-mount AVU940x0



## Table of content

<b>Scope of delivery .....</b>	<b>3</b>
<b>Safety instructions.....</b>	<b>3</b>
General safety regulations .....	3
Installation – protective measures .....	3
<b>Device overview .....</b>	<b>4</b>
<b>Indication and operating elements.....</b>	<b>4</b>
<b>Intended use.....</b>	<b>5</b>
<b>Short description .....</b>	<b>5</b>
<b>Mounting and installation .....</b>	<b>5</b>
Installation site .....	5
Installation height .....	5
Install flush-mount box .....	6
Open the front-door station: the win:clip™ system .....	6
Switching diagram: installation with a network .....	8
System requirements for the operation via internet.....	8
Wiring diagram: examples to connect the relays .....	9
Set basic function or standard function on mode switch.....	9
Fix the front-door station in the flush-mount box .....	9
<b>Commissioning .....</b>	<b>10</b>
<b>Set volume.....</b>	<b>10</b>
<b>Configuration .....</b>	<b>11</b>
System requirements .....	11
Prepare network connection.....	11
Reset to factory settings.....	11
Example: network configuration under Windows 7 .....	12
Network settings.....	13
Reset to factory settings .....	14
Basic settings .....	15
SIP parameter .....	16
Audio settings.....	17
Video settings.....	18
Relay contacts.....	19
Time parameter.....	21
Call number storage .....	22
User settings .....	23
Service .....	24
Video.....	26
<b>Labelling the name field .....</b>	<b>27</b>
<b>Technical data .....</b>	<b>27</b>
<b>Error search .....</b>	<b>28</b>
<b>Cleaning.....</b>	<b>29</b>
<b>Conformity.....</b>	<b>29</b>
<b>Information on disposal .....</b>	<b>30</b>
<b>Warranty .....</b>	<b>30</b>
<b>Service .....</b>	<b>30</b>

## Scope of delivery

- 1 x ASU940x0 (incl. flush-mount box)
- 1 x win:clip™ key
- 1 x screwdriver with round-handle
  - name fields, empty and with light symbol
  - hexagon socket screws (to mount the device in the flush-mount box)
  - product information

## Safety instructions

### General safety regulations

**!** Attention! Installation, mounting, commissioning and repair of electrical devices have to be carried out only by qualified electricians. The current standards for the installation of door communication systems must be observed.

When working in systems with 230 V mains voltage, the safety requirements according to DIN VDE 0100 must be observed.

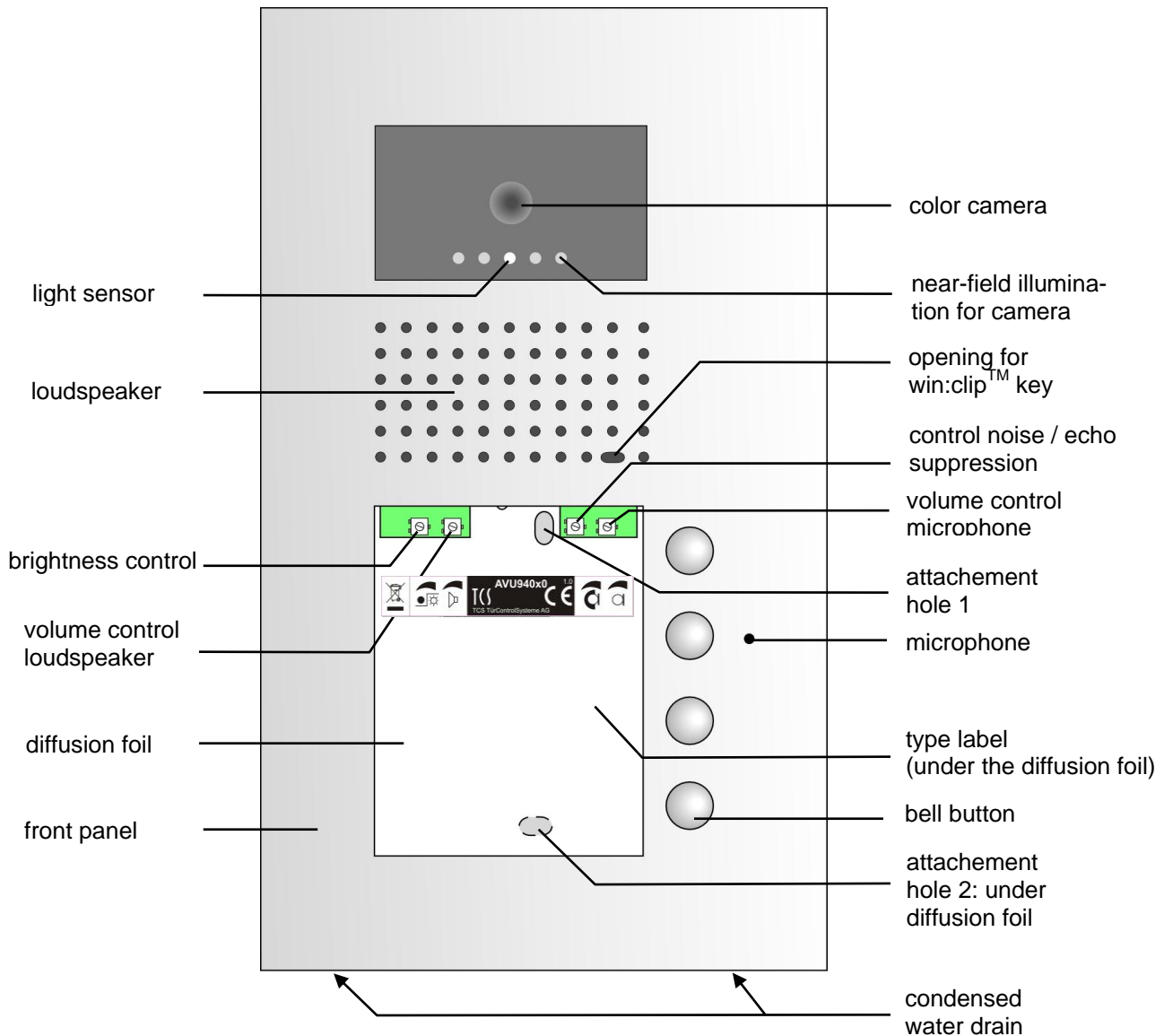
When installing TCS:BUS systems, the general safety regulations for telecommunication systems according to VDE 0800 must be observed. Inter alia:

- separated cabling of heavy and low current lines,
- minimum distance of 10 cm for common cabling,
- use of separators between heavy and low current lines in shared cable ducts,
- use of standard telecommunication lines, e.g. J-Y (St) Y with 0.8 mm diameter,
- existing lines (modernisation) with deviating cross sections can be used in compliance with the loop resistance.

### Installation – protective measures


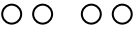
**!** With suitable requirements to protect against lightning, it has to be ensured that a voltage of each 32 V DC is not to be exceeded at the connections + and –.

## Device overview



ASU94040, without name field glass

## Indication and operating elements

	name	function
	<b>bell button</b>	to trigger a call
	<b>4 LED's, white: near-field illumination</b>	<ul style="list-style-type: none"> <li>• <b>OFF:</b> in stand-by mode</li> <li>• <b>ON:</b> when and after a call is triggered, during a voice communication, during call from a SIP telephone/PC</li> <li>• <b>blinks:</b> when starting</li> </ul>

## Intended use

- The front-door stations AVU940x0 are VoiP video front-door stations for door communication with SIP enabled end devices such as SIP telephones or software telephones (TCS:Softphone).
- The door communication can be realised directly with SIP telephones within an ethernet network or via internet.
- They are suitable for flush-mounting or cavity wall mounting outdoors.

## Short description

- for 1 to 4 flats
- browser based configuration
- RJ45 socket to connect the ethernet (10/100 Base-TX) and PoE
- day / night switch
- win:clip™ principle
- bell buttons made of full metal with gold-plated, maintenance-free contacts
- volume, microphone sensitivity, echo / noise suppression can be adjusted manually
- long lasting and energy saving name field illumination
- shatter-proof name plate glass
- acknowledgement tone when pressing the bell button
- camera field: H 40 mm x W 72 mm
- LED illumination for near-field illumination, switchable
- video transmission via JPEG stream, H.263, H264
- 2 x potential-free relay contact (two-way contact: 24 V DC / 2 A), switching time of the relays ex works: 5 seconds
- any bell button can be used to switch the lights, light symbol enclosed

## Mounting and installation

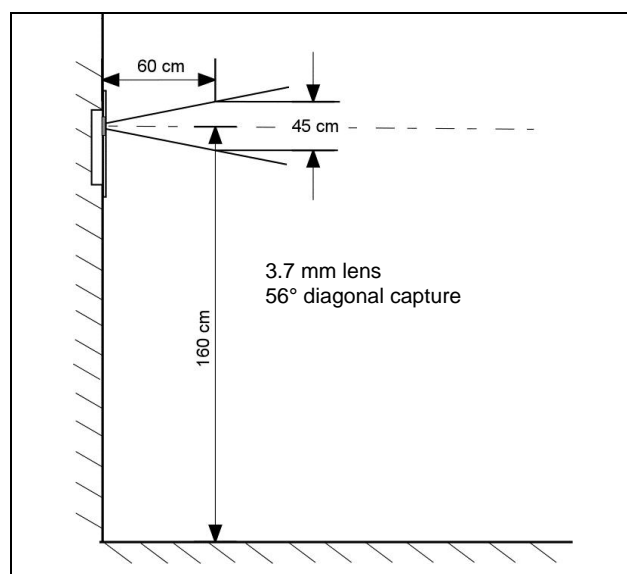
### Installation site

To achieve a good video image quality, do not adjust the camera on:

- solar radiation,
- strong sources of light,
- bright or strongly reflective walls.

### Installation height

When selecting the installation height of the video front-door station, the coverage (see illustration) must be observed. Persons with an average size can be seen optimal by an installation height of 160 cm over ground.



### **Install the flush-mount box**

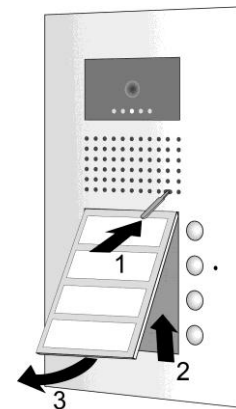
- Guide the connection lines through the cable conduit in the flush-mount box and fix the box with suitable screws to the wall.
- The front-door station should be flush with the wall.

### **Open the front-door station: the win:clip™ system**

The device is equipped with the win:clip™ system. Opening and closing can be realised without any screws.

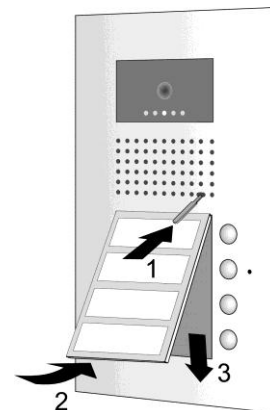
#### **Open the housing**

1. Push the enclosed win:clip™ key into the small opening in the loudspeaker cover.  
Press the key into the opening up to the stop and keep it in this position.
2. Push the name plate glass slightly upwards until it jumps out.
3. Remove the glass.
4. Remove the win:clip™ key.



#### **Close the housing**

1. Push the enclosed win:clip™ key into the small opening in the loudspeaker cover.  
Press the key into the opening up to the stop and keep it in this position.
2. Push the name plate glass under the loudspeaker cover.
3. Press the name plate glass onto the device and push it slightly downwards until it snaps-in.
4. Remove the win:clip™ key.



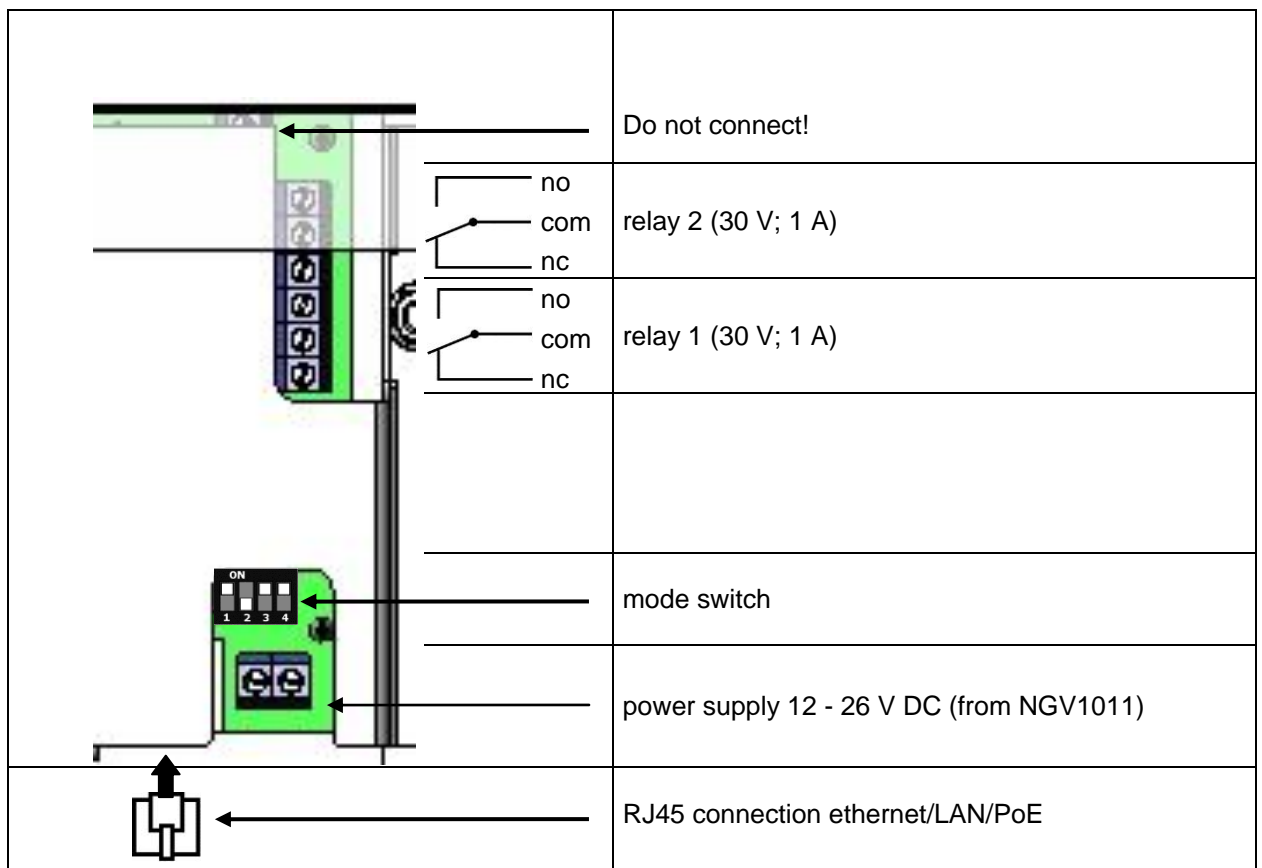
**!** Do not seal the device with silicon under any circumstances! Condensed water must be able to run off and evaporate.

**Connect the lines**

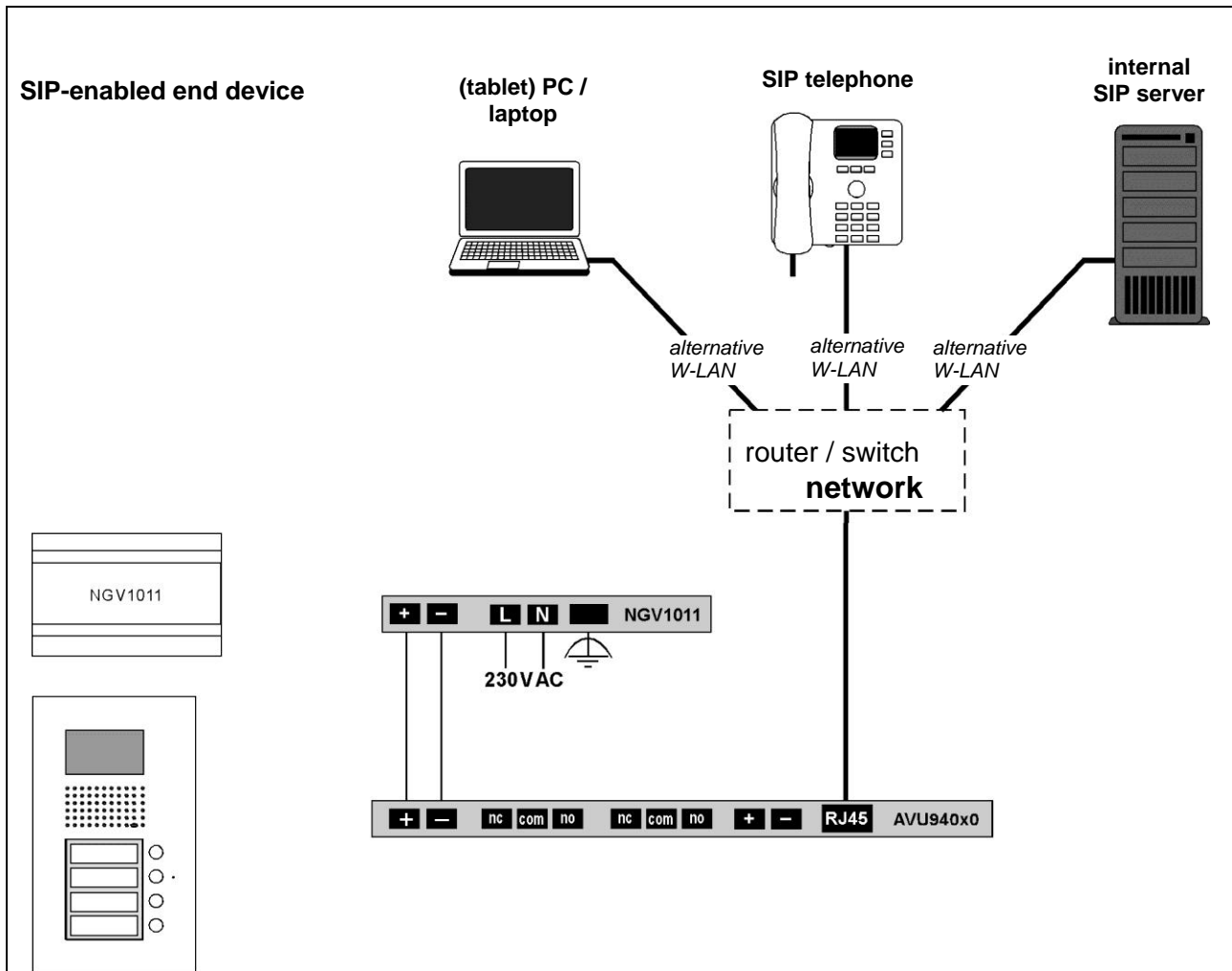
! Use the enclosed small screwdriver to connect the lines and further to prevent damaging the device.

- The connections are located at the backside of the front-door station.
- Connect the lines of the door opener and relays according to the labeling on the type plate (and illustration below).  
Observe, that the door opener must be connected depending on the type of power supply (see table below).  
Connect the front-door stations over the RJ45 connector with the ethernet.

! It is not necessary to use an external power supply when using a PoE switch. Using an external power supply could damage the device!



### Switching example: installation with a network

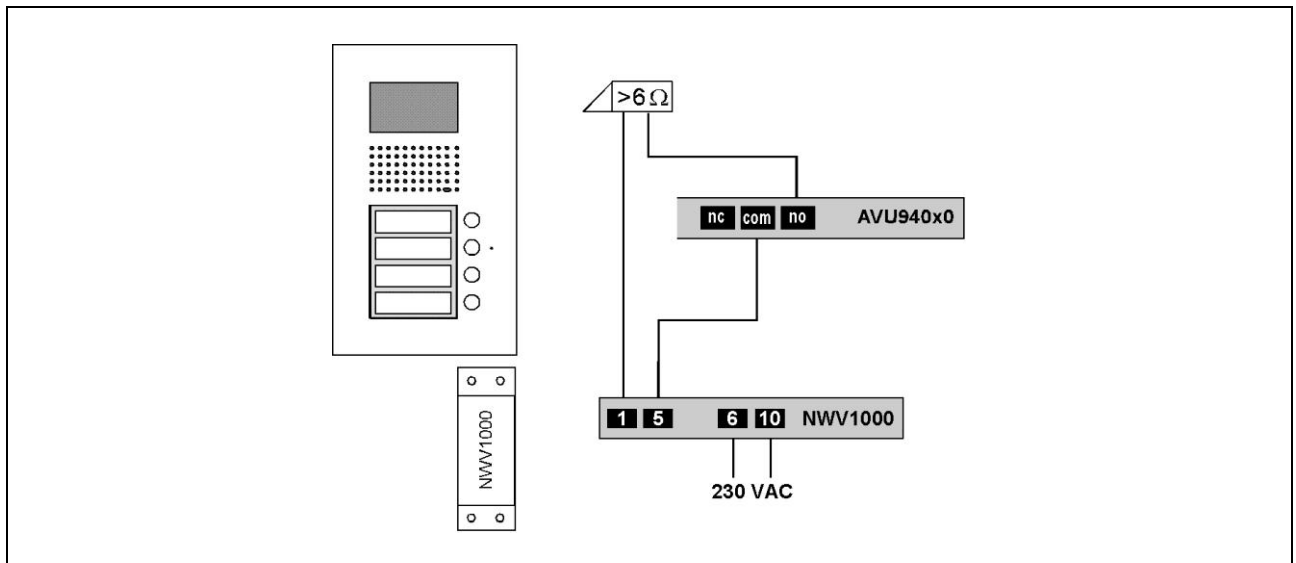


### System requirements for operating via internet

- For the connection via internet telephony you need the widest internet access possible.
- For using the TCS:Softphone please also observe the *manual TCS:Softphone*.



### Wiring diagram: examples for connecting the relay



### Set basic function or standard function at the mode switch

- Select the position of the DIP switch 2 according to your system.
- When starting or restarting the front-door station, the setting is read out. After starting the system, the DIP switches 3 and 4 have to be switched to position ON. If not, newly set values will be overwritten with standard values when restarting the system again.

<p>factory setting</p>	1	not assigned	
	4	<b>ON:</b> normal <b>OFF:</b> standard address 192.168.1.250, load net settings	
	3	<b>ON:</b> normal <b>OFF:</b> load parameter factory setting	
	2	<b>ON:</b> system peer to peer <b>OFF:</b> system SIP server	<i>direct connection with AVU94x0x</i>

### Fix the front-door station in the flush-mount box

- Fix the front-door station with the included hexagon socket screws through the attachment holes on the studs in the flush-mount box.
- Ensure that the screws are not over tightened. The housing of the flush-mount box could deform and front plate and name plate glass can not be installed resp. removed.

## Commissioning

- Install the devices of the system and network completely.
- Check the wires against each other for short-circuits.
- Switch on the voltage supply. After switching on the voltage supply, the front-door station starts automatically.
- The configuration of the front-door station is realised with the help of the integrated web interfaces.





### Notes

**!** The front-door station restarts automatically after a voltage interruption.

**!** Switching off the power supply during a storage process or software update can cause a loss of data or a device defect.

## Set the volume

**!** Use the enclosed small screwdriver for setting the potentiometer!

	name	function
	<b>threshold value camera illumination</b>	<ul style="list-style-type: none"> <li>• Set the brightness-dependent switching threshold for the camera illumination.</li> </ul>
	<b>volume loudspeaker</b>	<ul style="list-style-type: none"> <li>• The volumes are set to an average value ex works. A change is not always necessary.</li> </ul>
	<b>volume microphone</b>	<ul style="list-style-type: none"> <li>• Observe when setting: increasing the loudspeaker and the microphone cannot be realised independently from each other. If the volumes are too large, there will be a feedback effect (whistling).</li> </ul>
	<b>echo / noise suppression</b>	<ul style="list-style-type: none"> <li>• Setting option for the level of the echo / noise suppression</li> </ul>

## Configuration

The configuration is realised through the integrated web interface.

- Connect a PC to the system.

### **System requirements**

For commissioning and the operation of the IP video front-door station you need a PC with the following minimum requirements:

- State-of-the-art technology,
- operating system: WIN2000 or higher, MAC or Linux with graphical user interface,
- network connection to the front-door station
- internet browser (Internet Explorer, FireFox, Opera, Safari, Chrome)

### **Preparing the network connection**

To ensure that the front-door station can be addressed after the installation, the front-door station must be allocated to an IP-address in the address area of your network.

To have access to the configuration of the front-door station, the PC must be equipped with a network connection and located in the same sub net as the front-door station.

If your network and the front-door stations are working in the 192.168.1 address area (C-net), you can directly access the front-door station (provided that another device is not using the same IP-address.)

Otherwise, the used PC is to be adjusted temporarily to an IP-address in the address area of the front-door station to get a connection.

If several front-door stations in delivery condition be installed in a network, the devices must be commissioned one after the other and assigned to a free IP-address.

- To setup the network connection, you might need administrator rights.
- When in delivery condition, the following characters are preset in the front-door station:

<b>IP address: 192.168.1.250, sub net mask: 255.255.0.0, user: admin, password: 1234</b>
--

### **Reset to factory settings**

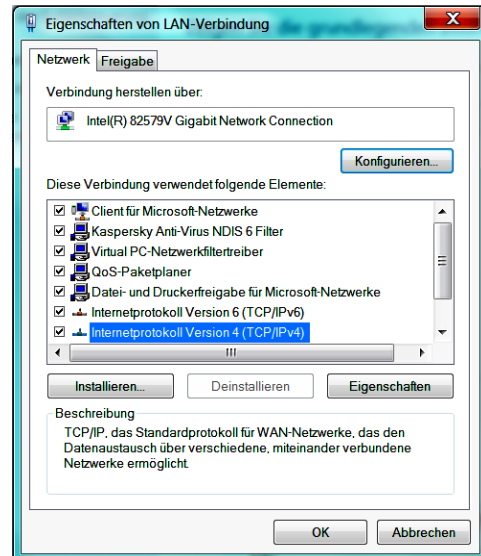
- In every menu, the settings can be reset to factory settings, simply by pressing the button *factory settings*.
- Further all settings can be reset with the mode switch:  
switch 3: all settings (except the network settings),  
switch 4: network settings.

## Example: network setup under Windows 7

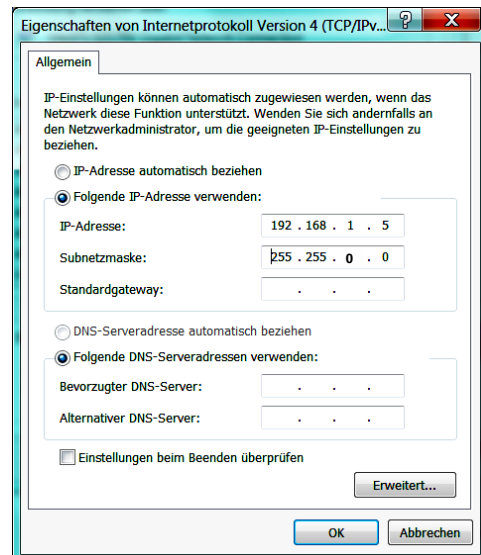
Open the *network and dial-up connections* in one of the following ways:

- Option 1:  
Click with the right mouse key *start > system control > network and sharing center > connections: LAN connection > characteristics*
- Option 2:  
Click with the right mouse key on the network icon in the *taskbar > open network and sharing center > connections: LAN connections > characteristics*

- Click on *internet protocol (TCP/IPv4)* (see illustration).
- Click on the *characteristics* button.



- Activate "use the following IP addresses:"
- Enter an IP address, which differs to those of the TCS:Server only in the last digit, e.g. 192.168.1.5.
- Enter the number of the sub net mask: 255.255.0.0.
- Confirm with *OK*.



## Network setting

- Open an internet browser.
- Enter the IP address of the front-door station in the address line: http://192.168.1.250. The web interface is called.

The screenshot shows the web interface for TCS TürControlSysteme AG - SIP-DoorGuard. The page title is "TCS TürControlSysteme AG - SIP-DoorGuard". On the left, there is a navigation menu with the following items: Day mode, Network setting (selected), Basic parameters, SIP parameters, Setting audio, Setting video, Relays, Time parameters, Memory numbers, User interface, Service, Video, and Help. Below the menu is a "Language:" section with a dropdown menu set to "English" and a "Set" button. The main content area is titled "Network setting:" and contains the following fields:

- Display name: AVU IP
- Setup via DHCP:
- DHCP client ID: (empty)
- IP address: 192.168.1.250
- Network mask: 255.255.255.0
- Default gateway: (empty)
- Primary DNS server: (empty)
- Secondary DNS server: (empty)

At the bottom of the form, there are two buttons: "default values" and "save and restart".

<b>Host name</b>	Name of the front-door station to distinct the front-door station in the network (useful if several front-door stations are used).
<b>Setup via DHCP</b>	For activating or deactivating the settings via DHCP. It is recommended to use a fix IP address to address the front-door station with a unique IP address.
<b>DHCP Client ID</b>	Name of the client to whom an IP address is assigned to.
<b>The IP address</b>	Address of the front-door station, which is also used to establish a connection to the front-door station. Please ask the responsible administrator for the addresses for sub net mask, standard gateway and DNS server.
<b>Gateway and DNS server</b>	Only necessary, if the front-door station is also used via the internet. Is the front-door station only used in an internal network, these fields stay empty. Usually, the address of the Gateway is not the same as the address of the SIP server. This is necessary, if the SIP server needs to be addressed with a name, e.g. <i>Fritz.box</i> . When using a standard router, enter its IP adress in both fields. Enter the secondary DNS server only, if a second server can be used.

- The noise suppression has to be adjusted only by a TCS service staff!
- After finishing the setting press the button *store + restart*, store the settings.

## Reset to factory settings

If the IP address was changed manually, the web browser is no longer able to show the site. If this is the case, enter the new IP address manually in the browser to get back to the start page. You might also change the address area of your PC again.

If the set IP address or the administrator password is not known, the device can be reset to factory settings.

- Switch off the power supply.
- Switch the DIP switches 3 and 4 at the mode switch to OFF.
- Switch on the power supply again.

The factory settings are loaded:

IP address:	192.168.1.250
sub net mask:	255.255.0.0
user:	admin
password:	1234

- After around 2 minutes, the front-door station is accessible again.
- Switch the DIP switches 3 and 4 to ON again.

## Basic settings

The screenshot shows the 'Basic parameters' section of the TCS TürControlSysteme AG - SIP-DoorGuard web interface. The interface is in 'Day mode'. On the left is a navigation menu with options: Network setting, Basic parameters (selected), SIP parameters, Setting audio, Setting video, Relays, Time parameters, Memory numbers, User interface, Service, Video, and Help. Below the menu is a 'Language:' section with a dropdown menu set to 'English' and a 'Set' button. The main content area is titled 'Basic parameters:' and contains the following settings:

- Mode of choice numbers:**
  - Day-Night
  - 2 group of numbers
- Prolongation char:**
  - \* - star
  - # - hash
- Hang up phone:**
  - Code for hang up phone 1:
  - Code for hang up phone 2:
- Code of switching:**
  - Code for switching Day:
  - Code for switching Night:
- Switching between Day Night:**
  - Manually
  - Automatic
- Backlight mode:**
  - Off
  - Auto

At the bottom of the settings area are two buttons: 'default values' and 'save changes'.

<b>operation mode</b>	<ul style="list-style-type: none"> <li>• <b>2-group-mode:</b> If a number is inaccessible or occupied, the number of the second group is dialed automatically.</li> <li>• <b>day/night-mode:</b> In day-mode, the number of the first group is dialed, in night-mode the number of the second group.</li> </ul>
<b>button to extend the communication</b>	<ul style="list-style-type: none"> <li>• Before the maximum communication time is up, the *-button or #-button can be pressed at the indoor station in order to extend the communication time. (10 seconds before the communication is terminated automatically, the front-door station sends a signal tone).</li> </ul>
<b>internal hang-up</b>	<ul style="list-style-type: none"> <li>• If this code (2 digits) is entered, the communication ends automatically.</li> <li>• If the codes are identical with those that actuate the relays, the communication ends after the relay is activated.</li> </ul>
<b>code to switch over</b>	<ul style="list-style-type: none"> <li>• To switch between day / night-mode.</li> </ul> <p><i>Note: After a loss of voltage, please switch in the required mode manually for safety reasons.</i></p>
<b>switch between day/night</b>	<ul style="list-style-type: none"> <li>• <b>manually:</b> by entering the fixed codes</li> <li>• <b>automatic:</b> A new menu appears, in which the switch over can be fixed depending on time. The entry of a time server (menu <i>service</i>) is necessary!</li> </ul>

- After finishing the settings press the save button.

## SIP parameter

The screenshot shows the 'SIP parameters' configuration page. On the left is a navigation menu with options like 'Network setting', 'Basic parameters', 'SIP parameters', 'Setting audio', 'Setting video', 'Relays', 'Time parameters', 'Memory numbers', 'User interface', 'Service', 'Video', and 'Help'. Below the menu is a 'Language' dropdown set to 'English' and a 'Set' button. The main content area is titled 'SIP parameters:' and contains several input fields:

- SIP proxy server:** Address: 192.168.1.1, Port: 5060
- SIP registrar server:** Address: 192.168.1.1, Port: 5060
- Outbound proxy:** Address: (empty), Port: 5060
- Account module:** Name: 621, Password: 621, Auth. Id: 621, Expiration [sec]: 600

Below the input fields, there are three checkboxes: 'Use (180 Ringing):' (checked), 'Use (183 Session progress):' (unchecked), and 'Enable Simmetric RTP:' (unchecked). At the bottom are two buttons: 'default values' and 'save changes'.

### SIP Proxy server SIP registration server

- Enter IP-address and port of the server, if these data differ from the standard 5060, to send the registration or divert calls.
- Name and password are not absolutely necessary, but must be entered exactly according to the server data.

### output proxy SIP account data

- After the entered data was stored, a registration attempt is triggered (if the name field is not empty). The result is displayed.
- If the registration failed, the reason is displayed in the *registration log in* in the menu *service*.
- Name and password are not absolutely necessary, but must be entered exactly according to the server data.

### use '180 Ringing' / '183 Session pro- gress' activate 'Simmetric RTP'

- Standard selection of the signalling of incoming calls "180 Ringing", change possible to "183 Session progress", if it is necessary for the SIP-Proxy server.
- If it is necessary for the SIP-Proxy server.

- After finishing the settings press the *save* button.



## Audio setting

TCS<sup>®</sup> TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

Setting audio:

Priority 1:

Priority 2:

Priority 3:

Priority 4:

Language:

### Please execute modifications only in case of audio problems!

- In case of audio problems, try to arrange the codecs in another priority to save bandwidth or to improve the audio quality.
- Check the audio settings of the SIP enabled end devices. The SIP enabled end device must support the codec of the front-door station.

#### preferred voice codec

- **PCMU** (G.711  $\mu$ -Law) is standard for digital communication in Europe. Very good voice quality, but also a very high data volume of around 80 to 100 kbit/s.
- **PCMA** (G.711 A-law) is standard for digital communication in North America and Japan. Very good voice quality, but also a very high data volume of around 80 to 100 kbit/s.
- **G.726-32**  
Causes a data volume of around 32 kbit/s with a moderate voice quality.
- **GSM 6.10** comes from the field of mobile telecommunication. It causes only a low data volume, by just acceptable quality.

- The echo suppression has to be adjusted only by TCS service staff!
- After finishing the settings press the save button.

## Video setting


The screenshot displays the 'Video setting' page of the TCS TürControlSysteme AG - SIP-DoorGuard web interface. The page is titled 'Setting video:' and features a sidebar on the left with navigation options: Network setting, Basic parameters, SIP parameters, Setting audio, Setting video (selected), Relays, Time parameters, Memory numbers, User interface, Service, Video, and Help. Below the sidebar, there is a 'Language:' section with a dropdown menu set to 'English' and a 'Set' button. The main content area contains the following settings:

- Image size: 320 × 240 (dropdown)
- Numbers image per sec.: 2 (dropdown)
- Brightness: 50 (slider)
- Contrast: 50 (slider)
- Colour: 64 (slider)
- Hue: 0 (slider)
- Gamma: 25 (slider)
- Video codec priority 1: H263 (dropdown)
- Video codec priority 2: H264 (dropdown)

At the bottom of the settings area, there are two buttons: 'default values' and 'save changes'.

- If there is only a low network bandwidth available, set the value for pictures per second to a lower value or select a smaller image format.
- After finishing the settings press the save button.

## Relay contacts


TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

Network setting

Basic parameters

SIP parameters

Setting audio

Setting video

Relays

Time parameters

Memory numbers

User interface

Service

Video

Help

**Language:**

English ▼ Set

**Relays:**

**Relay 1:**

Relay mode:

Internal code from phone:

Relay closing [sec]:

Control of incoming call:

**Relay 2:**

Relay mode:

Internal code from phone:

Relay closing [sec]:

Control of incoming call:

Delay between 1 and 2 in mode 5:

### relay mode

- 1 = switching relay closes for the determined period of time when activated
- 2 = camera relay closes when the call number is dialed and opens if the communication is over (for external illumination).
- 3 = staircase light relay closes when dialing the call number and stays closed for the determined period of time after the communication is over.
- 4 = bell relay closes after the call button was pressed and opens after the determined period of time (for external bell).
- 5 = cascade connection, this mode is only for relay 2, if the relay was programmed in mode 1.

Function: Relay 1 is activated for the determined period of time. The determined delay time passes by, then the relay 2 is activated for the determined period of time.

*Note: This process is only started in case relay 1 is activated. Regardless of this, relay 2 can be activated with the code.*

<b>activation code</b>	<ul style="list-style-type: none"> <li>• Activation code: With this code the relay is activated by the telephone. The same code can be used for both relays, thus both relays are activated at the same time.</li> <li>• Activation codes are entered with the numeric keypad of the SIP enabled end device.</li> </ul> <p><i>If *7 is entered in the field, it is only necessary to press 7 on the telephone (* only fills the digit because the code must have 2 digits.)</i></p>
<b>relay switch time</b>	<ul style="list-style-type: none"> <li>• Is entered double-digit in seconds [01-99].</li> </ul>
<b>To activate a relay permitted by any incoming call</b>	<ul style="list-style-type: none"> <li>• Relay switches when a call comes in.</li> </ul>
<b>delay between relay 1 and 2 in mode 5</b>	<ul style="list-style-type: none"> <li>• Time in seconds between closing the relay contact 2 after relay contact 1, if relay 2 was programmed in mode 5, double-digit [01-99].</li> </ul>

- After finishing the settings press the save button.

## Time parameter

TCS<sup>®</sup> TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

Network setting  
Basic parameters  
SIP parameters  
Setting audio  
Setting video  
Relays  
Time parameters  
Memory numbers  
User interface  
Service  
Video  
Help

Language:  
English ▾ Set

**Time parameters:**

Maximum call duration [min]:

Time between key presses [sec]:

Time hang up before redial [sec]:

Time before redial [sec]:

Audio signaling - opening/closing:

Audio signaling - others tones:

default values save changes

<b>maximum conversation time</b>	<ul style="list-style-type: none"> <li>In the determined period of time it is possible to communicate, then the front-door station ends the conversation. The time can be extended, if the button to extend (buttons * or #, see menu <i>basic settings</i>) is pressed at the telephone.</li> </ul>
<b>time between key-stroke</b> <b>time between hang up and recall</b>	<ul style="list-style-type: none"> <li>This values must not be changed.</li> <li>This function is not used.</li> </ul>
<b>time before recall</b>	<ul style="list-style-type: none"> <li>Break between the dialing attempt. In case of a cascade call, this period is only kept if a redial is realised. In case of a change of the call number the dialing attempt is realised immediately!</li> </ul>
<b>signalling</b>	<ul style="list-style-type: none"> <li>In factory setting the front-door station is signalling the activation of the relay and other states acoustically. This signalling can be (de-)activated.</li> </ul>

- After finishing the settings press the save button.

## Call number memory

TCS® TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

Memory numbers:

	Group DAY	Group NIGHT
Button 1:	<input type="text"/>	<input type="text"/>
Button 2:	<input type="text"/>	<input type="text"/>
Button 3:	<input type="text"/>	<input type="text"/>
Button 4:	<input type="text"/>	<input type="text"/>

Language:

- Here you enter the numbers of the indoor station with up to 16 digits. The numbers that are usually used are those of the group 1/day. When using P2P the number is written in the following format: 192\*168\*1\*250, although '\*' does stand for '!'. When using a SIP-Proxy server, the numbers are entered as numerical sequence (e.g. 117). When using the second group 2/night enter the numbers the same way as explained above.

*Note: The adjusted group 1 or 2 also remains after the voltage supply is interrupted.*

- After finishing the settings press the save button.

## User settings

TCS<sup>®</sup> TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

Network setting  
Basic parameters  
SIP parameters  
Setting audio  
Setting video  
Relays  
Time parameters  
Memory numbers  
User interface  
Service  
Video  
Help

Language:  
English ▾ Set

**User interface:**

Video on start page:

Protect video by password:

Video surveillance (H.264):

Push video:


Web interface tcp port:

default values save and restart

<b>video on start page</b>	<ul style="list-style-type: none"> <li>When calling the start page, the video image of the front-door station is shown immediately: activate or deactivate.</li> </ul>
<b>password for video on start page</b>	<ul style="list-style-type: none"> <li>The password is requested when the <i>video</i> menu is called.</li> </ul>
<b>video call (H.264)</b>	<ul style="list-style-type: none"> <li>Activate or deactivate video in case of VoIP call.</li> </ul>
<b>web interface port</b>	<ul style="list-style-type: none"> <li>Standard port: 80</li> </ul>

- After finishing the setting press the save button.

## Service


TCS TürControlSysteme AG - SIP-DoorGuard

Day mode

- Network setting
- Basic parameters
- SIP parameters
- Setting audio
- Setting video
- Relays
- Time parameters
- Memory numbers
- User interface
- Service
- Video
- Help

**Language:**

English ▾ Set

**Admin services:**

VoIP version: 1.69 UDV version: 1.1

[Download log file](#) start enhanced log

[Show call log](#)  
[Show register log](#)  
[Show VoIP log](#)

Time server:  
 GMT+1 save

Syslog server:  
 save

Firmware upgrade:  
 browse save

Upload language:  
 browse save

Save configuration:  
save

Upload configuration:  
 browse save

Service password:  
 Retype password:  save

restart

### Download protocol

This is necessary to provide technical support if problems occur.

Carry out the following steps:

1. Press the button *extended protocol*.
2. Carry out the application, which caused problems. This is stored in the Log-File.
3. Press *download protocol*, store the File and send it to the technical support after a telephone consultation.



### Show call protocol log

In the log, calls are stored and any errors are named.

### Show registration protocol log

Errors caused during the registration at a SIP server are protocolled.

A successful registration is realised in 2 steps: The client sends a request to the server and the server answers. Then the client sends his identity and the server confirms it with admission or refusal.

### Show VoIP protocol

Pressing *show VoIP protocol* starts the *VoIP monitor*, a protocol which shows the states in a separate browser window in real time.

<b>time server</b>	In this line you enter the IP address of the NTP server. Important for the automatic day/night switch. Don't forget to save the settings!
<b>firmware upgrade</b>	Under the point firmware upgrade, a new firmware version can be imported. Please consult the technical support before the upgrade, import when the firmware is released by the support!!! Do not switch off the device during the firmware upgrades! After the firmware upgrade is finished, press the <i>restart</i> button.
<b>upload language file</b>	Other language files can be imported here. Consult the technical support before the upload and import after the release! The name of the file appears in the language selection box left in the menu.
<b>store configuration</b>	Saves the latest configuration (backup for all settings).
<b>upload configuration</b>	Wiederherstellung der kompletten Konfiguration aus einem Backup.
<b>service password</b>	Change the password here. Please change the password set ex works during the first commissioning!

**Video**

- Select *video*.
- The image from the currently used front-door station appears.



stop, play	The running image transmission is stopped; the image sended last is shown. The image transmission is continued.
setup	back to the start page

## Labeling the name plate

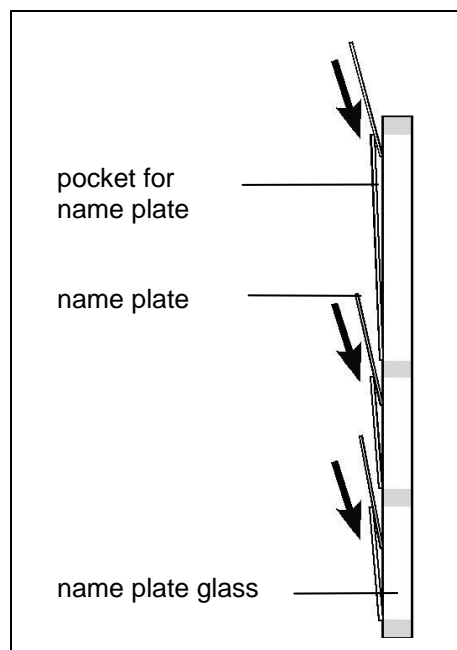
Remove the name plate glass (the name plate glasses), refer to *Open the front-door station: the win:clip™ system*, page 6.

Please find the templates on our homepage: **www.tcsag.de** \ downloads \ product use \ samples for name plate labeling \ name plate labeling for front-door stations of the series PAK and PUK

1. Enter the required names into the template. Print the name plates on the special foil\* and cut it in form. Or label the enclosed plates.
2. Push the cut foil plates into the pockets of the name plate glass from above. To make it easier, use the insertion aid (plastic platelet, included in the delivery), to open the pockets.

The inserted name plates project 2 mm over the pocket, thus can be easily pulled out for changes.

\* We recommend printing the name plates on a durable special foil. It is possible to order the foil directly at TCS: Polyester foil for name plates DIN A4 that can be labeled.



## Technical data

supply voltage:	
DC power supply	+12 ...+26 V
over PoE	<b>Use the NGV1011-0400 provided byTCS!</b> 44 ... 57 V / 5 W
housing:	aluminium, anodised (colors as in price list)
dimension (in mm):	
front panel:	H 252 x W 150 x D 3
flush-mount box:	H 203 x W 126 x D 40
name plate glass:	acrylic glass
weight	1050 g
acceptable ambient temperature:	-25 °C to 50 °C
maximum input current:	I(max) = 650 mA by 12 V, I(max) = 200 mA by 26 V,
maximum cable length LAN / PoE:	100 m

## camera

color camera, CMOS sensor:	640 x 480 Pixel (H x V) 0.4 cm (1/7 Zoll)
light sensitivity:	0.2 Lux automatic day/night switch
focal length Pinhole lens:	f = 3.7 mm
diagonal detecting angle:	56 °

Auto Gain Control (AGC), Auto White Balance (AWB)

Recommended mounting height camera position: 1.6 m.

## Error detection

Most problems can be solved with the help of the technical support. In difficult cases, the technical support needs a detailed system description as well as the individual protocols. The protocols must be send to the customer service of the manufacturer and proofed there, this cannot be realised via telephone and will need some time. To save the protocol, carry out the following steps:

1. Press *extended protocol* in the menu *service*.
2. Carry out the action which caused the problem. It will be protocolled step by step.
3. Press *download protocol*, save the file and send it to the technical support after it was requested. Include a detailed description of your problems.

## Registration

no successful registration	Click <i>registration protocol</i> in the menu <i>service</i> . A list of all registration attempts is shown.
	In the protocol appears the error: timeout <ul style="list-style-type: none"> <li>• The SIP server cannot be reached. Check the server address in the menu <i>SIP parameter</i>.</li> <li>• Check the network connection and if the SIP server is operating and connected with the network.</li> </ul>
	In the protocol appears the error: 404 (not found) <ul style="list-style-type: none"> <li>• Check the IP address of the SIP server, port and the registration name in the menu <i>SIP parameter</i>.</li> </ul>
	In the protocol appears the error: <i>unauthorised</i> or <i>access denied</i> . <ul style="list-style-type: none"> <li>• Check the registration name and password. These must be identical to those of the SIP server.</li> <li>• Check the log file of the SIP server.</li> </ul>

## Call

no connection possible	<ul style="list-style-type: none"> <li>Click <i>show call protocol</i> in the menu <i>service</i>. A window with the stored calls and possible faults appears.</li> </ul>
the entry <i>bypass SIP server</i> is shown in the protocol	<ul style="list-style-type: none"> <li>The SIP server settings of the telephone are not correct. Check the server settings.</li> <li>Enter the IP address instead of the host name of the SIP server.</li> </ul>
the entry <i>unsupported media type</i> is shown in the protocol	<ul style="list-style-type: none"> <li>Select the codec G711<math>\mu</math> as priority 1, G711a as priority 2, and so on in the menu <i>audio settings</i>.</li> <li>Check the settings of the telephone. Here the codecs G711<math>\mu</math> or G711a must be activated.</li> </ul>

### Acoustic

poor quality	<ul style="list-style-type: none"> <li>Select the codec G711<math>\mu</math> as priority 1, G711a as priority 2, and so on in the menu <i>audio settings</i>.</li> <li>Check the settings of the SIP enabled end device. The codecs G711<math>\mu</math> or G711a must also be active in the end devices.</li> </ul>
still poor quality	<ul style="list-style-type: none"> <li>Try another combination of the codec priority.</li> </ul>

## Cleaning



Avoid water from entering the device!  
Do not use any abrasive detergents!

Clean the device with a dry or slightly moist cloth.  
Remove stronger stains with a mild plastic cleaner.

## Conformity



Declarations of conformity are available under [www.tcsag.de](http://www.tcsag.de), Downloads, trade information.

## Information on disposal



The adjoining symbol shows that the device has to be disposed separately from domestic waste. The materials used are recyclable. Please do help protecting our environment and dispose the device via a collecting point for electronic scrap.



Dispose the parts of the packaging in collecting tanks for cardboard and paper resp. plastics.

## Warranty

We offer a **simplified processing** in case of warranty for electrician.

- Note our **conditions of sale and delivery**, download from [www.tcsag.de](http://www.tcsag.de), Downloads, trade information.
- Please contact us: **hotline@tcsag.de**.

## Service

Please send your questions and inquiries to  
**hotline@tcsag.de**

### headquarters

TCS TürControlSysteme AG, Geschwister-Scholl-Str. 7, D-39307 Genthin  
Mail: [info@tcsag.de](mailto:info@tcsag.de), [www.tcsag.de](http://www.tcsag.de)