



User Manual

DNAKE S103K



REMARK

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

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

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

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PRODUCT FEATURE

1. Support IC (13.56MHz) card
2. Supports 60,000 cards
3. 3 Indicator Lights
4. Lock Control: 2 (1 Relay Out, 1 Electronic Lock)
5. Tamper alarm
6. Keypad supported

TECHNICAL PARAMETER

Power Supply: 2 Wire Interface, DC 48V

Front Panel: Aluminum

Wi-Fi: AP mode for mobile web config

Resolution: 1920 x 1080

Working Temperature: -40°C to +55°C

Storage Temperature: -40°C to +70°C

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

PACKAGE CONTENT

MODEL: S103K (Surface Mounting)



S103K



Wiring Cover



Sealing Plug of
Wiring Port



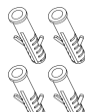
Junction Pressing



PM2.5×6 (4 pcs)



Rear Cover



Screw Fixing Seat
(2 pcs)



PA4×30 (2 pcs)



PM4×20 (2 pcs)



FM3×4.5 (2 pcs)



Wrench Screw



Diode (2 pcs)



Quick Start Guide



RH01 (Optional)



RH08 (Optional)



RH09 (Optional)



RH13 (Optional)

MODEL: S103K (Flush Mounting)



S103K



Wiring Cover



Sealing Plug of
Wiring Port



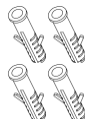
Junction Pressing



PM2.5×6 (4 pcs)



Flush Mounting
Box



Screw Fixing Seat
(4 pcs)



PA4×30 (4 pcs)



Mounting Bracket
(2 pcs)



PM2.5×6 (4 pcs)



FM3×20 (4 pcs)



PM3×8 (2 pcs)



Decorative Panel



Wrench Screw

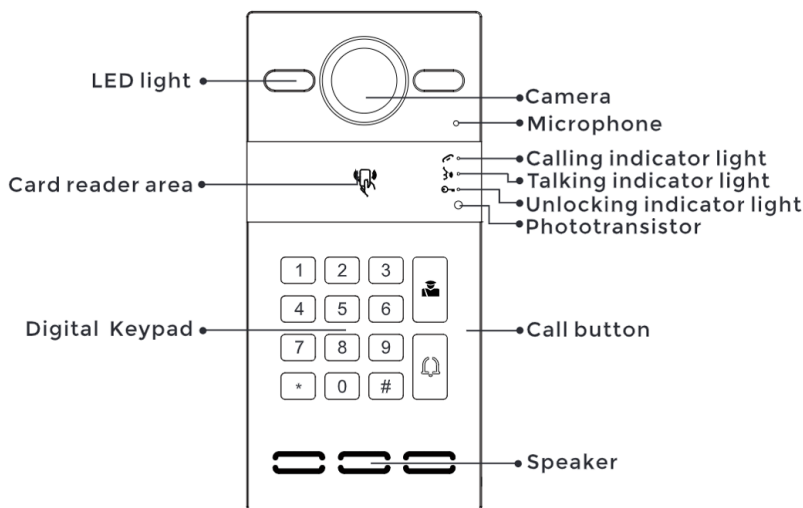


Diode (2 pcs)



Quick Start Guide

OVERVIEW



Note:

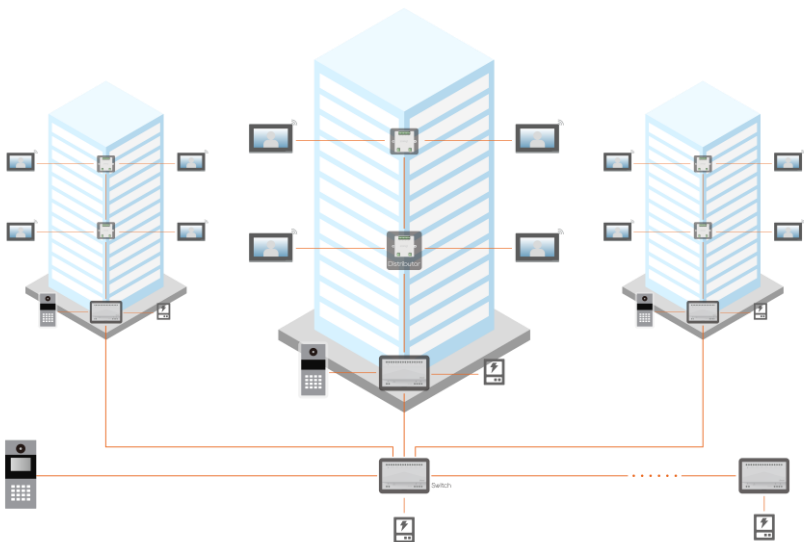
Calling indicator light: The 1st indicator light will activate if the call button is pressed.

Talking indicator light: The 2nd indicator light will activate if the call is picked up or the Door Station is being actively monitored.

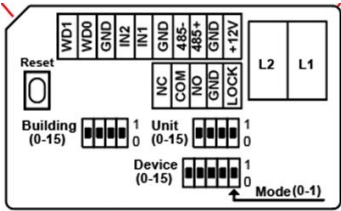
Unlocking indicator light: The 3rd indicator light activates for 3 seconds when the door is unlocked.

Lock Control: 2 (1 Relay Out, 1 Electronic Lock).

SYSTEM DIAGRAM



DEVICE WIRING



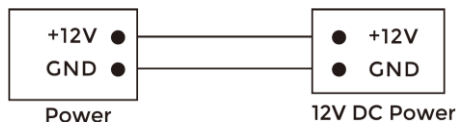
1. Dip Switches Configuration

For the S103K, the Building Number, Unit Number, and Device Number can be configured using the DIP switches located on the back of the device. The DIP switch configuration uses binary encoding.

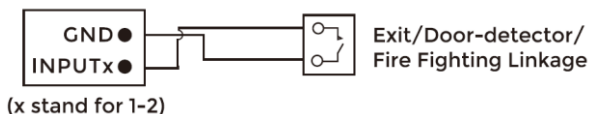
Building (0-15) 	Building (0-15)		Used to configure the building information of the device.
Unit (0-15) 	Unit (0-15)		Used to configure the unit information of the device
Device (0-15) Reset Mode (0-1) 	Device (0-15)		Used to configure the device information of the device
	Mode (0-1)	No. = 0	The device is configured to operate in Door Station Mode.
		No. = 1	The device is configured to operate in Gate Station Mode.

2. Power

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



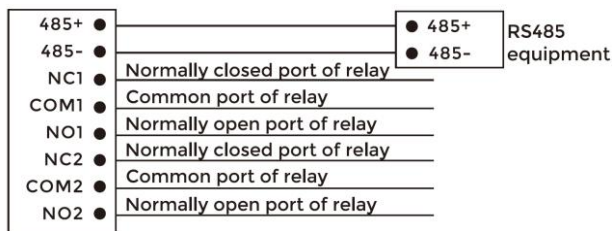
3. Exit/Door-detector/Fire Fighting Linkage



4. RS485/Switching Value Output

Enable to connect equipment with RS485 interface.

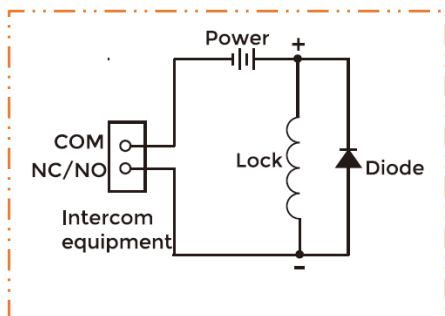
Connect to the lock module (an independent power supply is necessary for the lock).



RS485/Switching Value Output

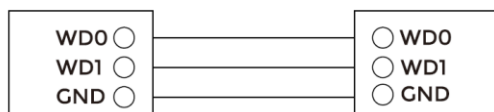
⚠ Warning!

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



5. Card Reader Interface

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



Card Reader Interface

IC/ID Card Reader or Management Device

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

BASIC OPERATION

1. Call and Monitor

1.1. Call Indoor Monitor

In standby mode, press button on Villa Station to call Indoor Monitor. Each button on Door Station is related to the fixed room number as shown in the picture below. During the call, press button on Villa Station again to end the call. If the call fails or Indoor Monitor is busy, Villa Station will make a beep sound.

1.2. Call Indoor Monitor with different room number

Go to Door Station's webpage to change mode into unit. In this mode, users can press room number+#/dial button to call Indoor Monitor with different room numbers.

1.3. Monitor Villa Station

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

1.4. Call Master Station

Press the button " " to call Master Station.

2. Add Cards by Admin Card

2.1. Add other cards

Step 1: Tap the admin card once;

Step 2: And then tap other cards immediately. Other cards you have tapped can be used to open the door;

Step 3: Tap the admin card again to finish.

2.2. Delete other cards one by one

Step 1: Tap the admin card twice;

Step 2: And then tap other cards immediately. Other cards you have tapped will be deleted;

Step 3: Tap the admin card again to finish.

2.3. Delete all other cards

Tap the admin card five times. All the other cards will be deleted.

Tips: The admin card can only be used to manage cards. It cannot be used to open the door.

3. Unlock by PIN Code

In a standby mode, press # button and enter the Password (default is 0000).

Then press # button to confirm. If the password is correct, the door will be unlocked; If not, it will make a clattering sound.

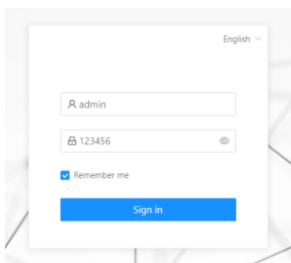
WEB SETTING

1. Access Web Settings

1.1. Access Web Setting > by PC

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

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

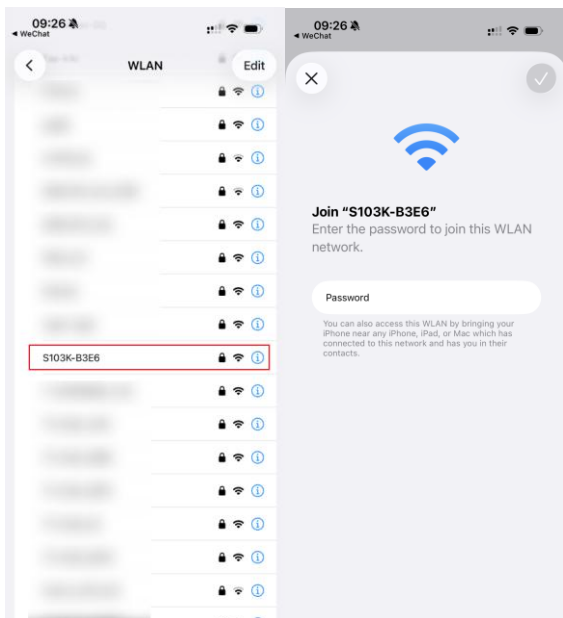


1.2. Access Web Setting > AP Mode

Users can enable AP Mode on the device to access the device's web interface using a mobile phone or laptop.

1. Press and hold the Number 1 key for approximately 3 seconds.
2. When the keypad backlight starts flashing, the device has entered AP Mode. The backlight will continue flashing while AP Mode is active.
3. On a mobile phone or computer, open the Wi-Fi settings and search for the device hotspot.
 - SSID: S103K-XXXX (XXXX represents the last four characters of the device MAC address)

- Default Password: Dnake@123



4. Connect to the hotspot, then open a web browser and enter 192.168.8.1 to access the device web interface for configuration.



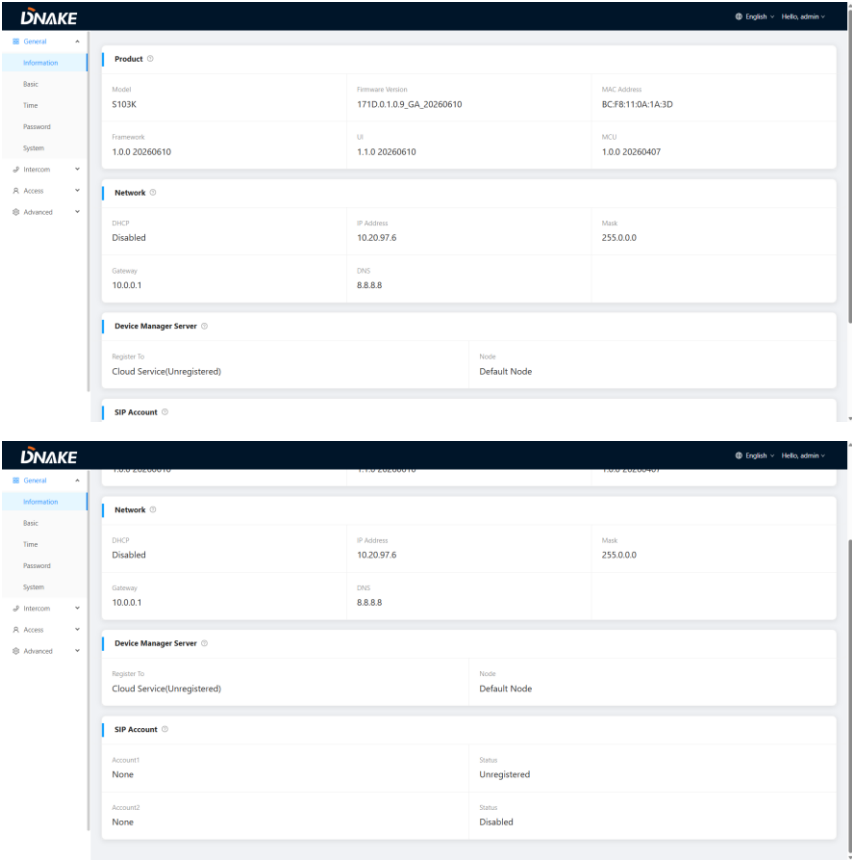
5. AP Mode will automatically exit after 10 minutes. Alternatively, press and hold the Number 1 key for approximately 3 seconds to exit AP Mode manually. When the keypad backlight stops flashing, AP Mode has been exited successfully.

Note: During AP Mode, the keypad backlight continuously flashes to indicate that the hotspot is active.

2. General

2.1. General > Information

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



Product	Model:	Model of the device;
	Firmware Version:	Firmware version of the device;
	MAC Address:	MAC address of the device;

	Framework:	Framework of the device;
	UI:	UI of the device;
	MCU:	MCU of the device;
Network	DHCP:	Status of DHCP;
	IP Address:	Current IP address of the device;
	Mask:	Subnet mask of the device;
	Gateway:	Gateway of the device;
	DNS:	Domain Name Server of the device;
Device Manager Server	Register To	Displays the selected cloud service type and its current status.
	Node	Node information of the management server to which the device is connected
SIP Account	Account:	SIP account of the device;
	Status:	Status of SIP registration of the device;

2.2. General > Basic

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

DNAKE English Help, admin

General Information Basic Time Password System Intercom Access Advanced

Basic

Language English

Resolution 1280x720

Save

Volume

Intercom

System

Save

Unlock Voice

Unlock Voice File

DNAKE English Help, admin

General Information Basic Time Password System Intercom Access Advanced

Basic

Save

Unlock Voice

Unlock Voice File

Click to Upload Delete

File Format: wav

File Size: <500kb

Sample Rate: 8k, 8k, 16

Key Backlight

Mode Auto

Save

Basic	Web Language:	Configure the language displayed on the web interface. 19 languages supported;
	Resolution:	4 resolutions supported (320 × 240, 640 × 480, 1280 × 720 and 1920 × 1080);
Volume	Intercom:	Volume of Intercom can be set from 1 to 6;
	System:	Volume of System can be set from 1 to 6;
Unlock Voice	Unlock Voice File	Used to upload a custom unlock voice prompt. Only .wav files smaller than 500 KB are supported.
Key Backlight	Mode	It is used to configure the brightness mode of the device's keypad light. Auto: The keypad light automatically turns on and off according to the ambient brightness;

2.3. General > Time

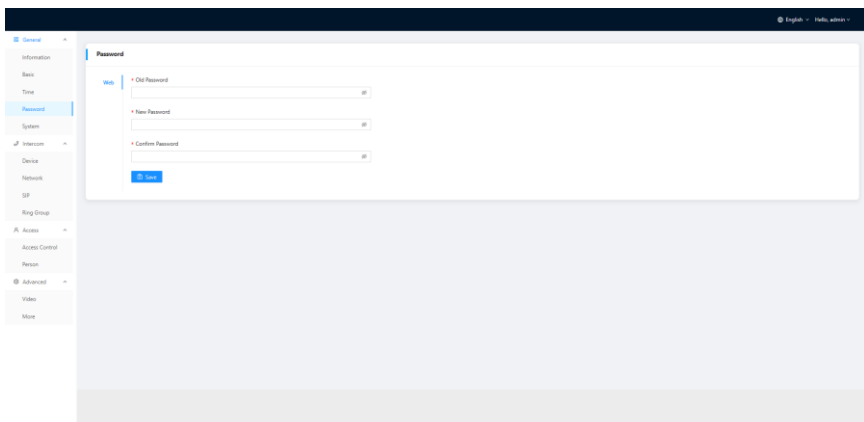
Time of the device can be configured. Daylight Saving Time is also supported.

The screenshot shows the DINAKE web interface. On the left is a sidebar with a menu: General (selected), Information, Basic, Time, Password, System, Intercom, Access, and Advanced. The main content area is titled 'Time' and contains two sections. The first section, 'Time', has a toggle switch for 'Auto (Time)' which is turned on. Below it are three fields: 'Date/Time' with the value '2023-01-01 08:00:00', 'NTP URL' with the value 'pool.ntp.org', and 'Time Zone' with a dropdown menu showing 'UTC+08:00'. A 'Save' button is at the bottom of this section. The second section, 'Daylight-saving Time', has a toggle switch for 'Daylight-saving Time' which is turned off. Below it are three rows of fields: 'Start Time' (Month: October, Day: 1st, Time: 01:00), 'End Time' (Month: April, Day: 1st, Time: 01:00), and 'Offset Time' (01:00). A 'Save' button is at the bottom of this section.

Time	Auto (Time):	Enable to synchronize computer time;
	Date & Time:	Date and time can be set manually;
	NTP URL:	Network Time Protocol (NTP) is a protocol used to synchronize computer time;
	Time Zone:	A region that observes a uniform standard time;
Daylight-saving Time	Daylight-saving Time:	Enable or disable to set DST;
	Start Time:	The beginning of DST;
	End Time:	The ending of DST;
	Offset Time:	The default value is 60 minutes;

2.4. General > Password

The Web password is for the administrator to log in settings on the web. The default password is 123456.



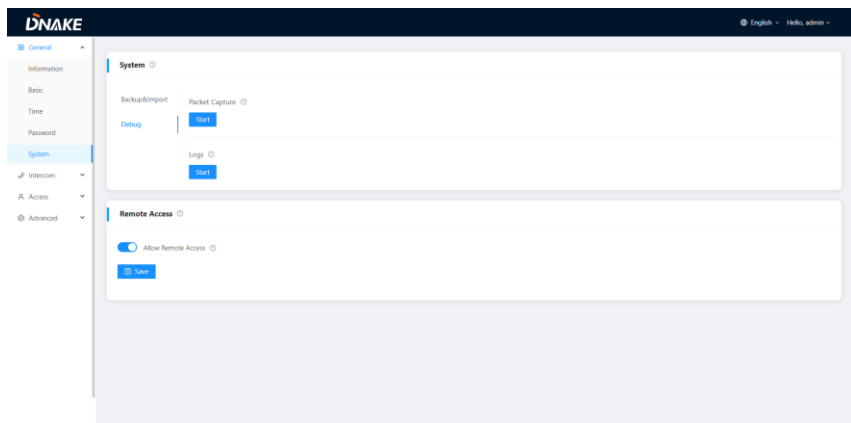
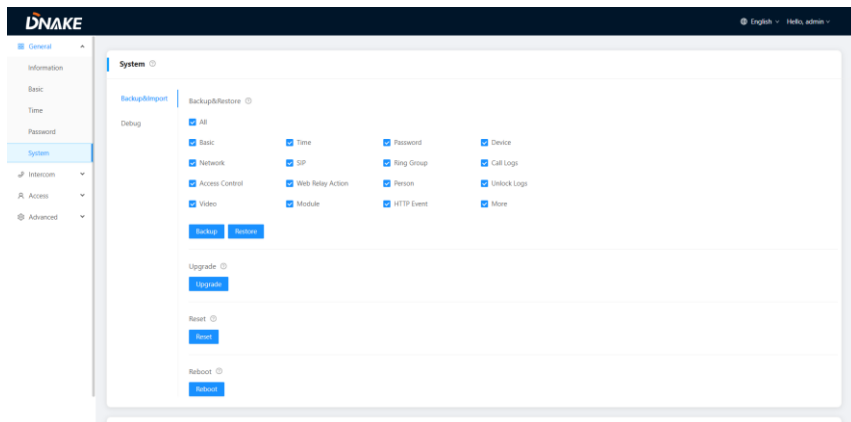
Password	Web Old Password:	Current administrator password of the web (Default 123456);
	Web New Password:	New administrator password of the web;

Web Confirm
Password:

Confirm administrator password of
the web;

2.5. General > System

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



Backup & Import	Backup & Restore:	Backup all setting and restore settings;
	Upgrade:	Upgrade equipment;
	Reset:	Reset to factory settings;
	Reboot:	Reboot the device;
Debug	Packet Capture:	Capturing packets can help developers reproduce positioning problems;
	Logs:	Device logs;
Remote Access	Allow Remote Access	configure whether the device allows the cloud platform remote WebUI

3. Intercom

3.1. Intercom > Device

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

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

Note: Mode, Building No., Unit No., and Device No. can only be configured using the DIP switches on the back of the device.

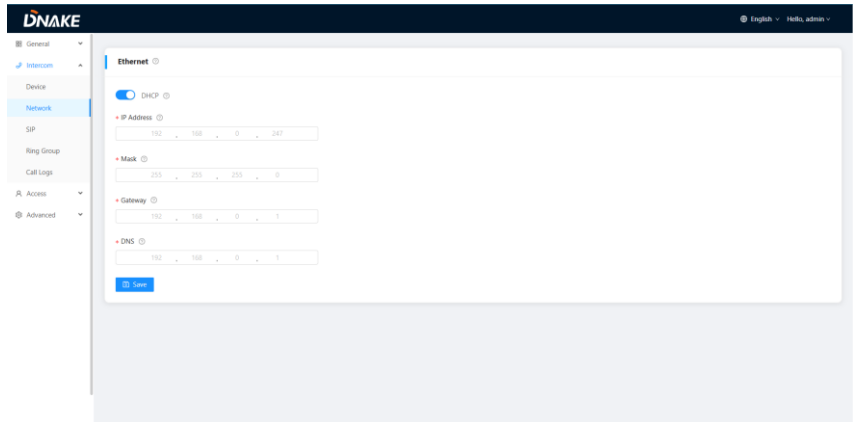
The screenshot shows the Dnake web interface. On the left is a navigation menu with options: General, Information, Basic, Time, Password, System, Intercom, Device (selected), Network, SIP, Ring Group, Call Logs, Access, and Advanced. The main content area is divided into two sections:

- Device Manager Server:** Contains a 'Register To' dropdown menu (set to 'Cloud Service'), a 'Site ID' text input field, and a 'Node' field showing 'Default Node(Not Connected)' with a 'Select' button.
- Device:** Contains a 'Device Name' text input field (0 / 16), a 'Mode' dropdown menu (set to 'Door Station'), and two expandable sections: 'Building No.' (showing 'A') and 'Unit No.' (showing '1').

Device Manager Server	Register to	Configure CMS or Cloud Platform device management server the device registers with
	Site ID / CMS IP	When Cloud Platform Service is selected, enter the corresponding Site ID in this field. When CMS service is selected, enter the corresponding CMS IP in this field.
	Node	When the Cloud Platform Service is enabled, the Node field displays the cloud platform node to which the device is currently connected, along with its connection status.
Device	Device Name:	Name of the Device
	Device Mode:	Mode for apt. and wall (Unit and wall);
	Building No:	Number of the building;
	Unit No:	Number of the unit;
	Device No:	Number of the device;

3.2. Intercom > Network

The device network can be set to either DHCP or a static IP address.



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

3.3. Intercom > SIP

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

DNAKE English Help Admin

- General
 - Information
 - Basic
 - Time
 - Password
 - System
 - Intercom
 - Device
 - Network
 - SIP
 - Ring Group
 - Call Logs
 - Access
 - Advanced

Account 1

Status (cloud service): Unregistered

Account 2

☐ SIP

Display Name

Register Name

Username

Password

SIP Server Host Port 5060

Outbound Proxy Port 5060

DNAKE English Help Admin

- General
 - Information
 - Basic
 - Time
 - Password
 - System
 - Intercom
 - Device
 - Network
 - SIP
 - Ring Group
 - Call Logs
 - Access
 - Advanced

Outbound Proxy Port 5060

Registration Duration 1800

Transport Protocol UDP

☐ SIP

Other

Ring Code 180

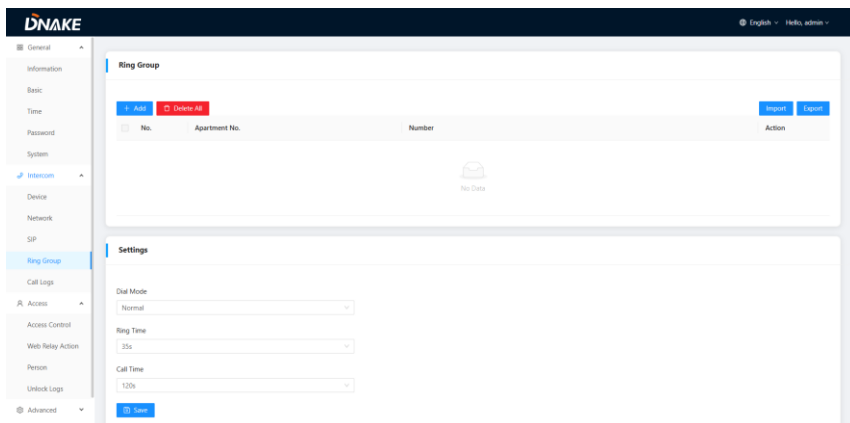
Video Payload 102

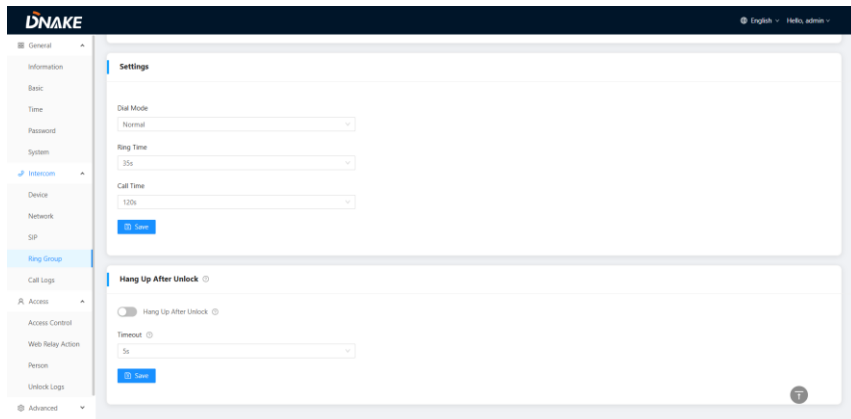
Account 1	Account1	When the device is registered to the cloud platform, Account 1 is reserved for cloud platform services. In this case, Account 1 will display the cloud registration status.
Account 2	SIP:	Enable to use SIP;
	Display Name:	Display name of SIP;
	Register Name:	Register Name of SIP;

	Username:	Username of SIP;
	Password:	Password of SIP;
	SIP Server Host:	Directly fill in SIP server's address e.g., 192.168.68.90; The default port is 5060;
	Outbound Proxy:	Outbound Proxy of SIP; the default port is 5060;
	Registration Duration	Configure the registration duration when the device registers with the SIP server.
	Transfer Protocol:	Transfer Protocol (UDP, TCP, TLS);
Other	Ring Code	You can select either 180 or 183 as the ring code.
	Video Payload:	Video payload range is 96-127;

3.4. Intercom > Ring Group

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

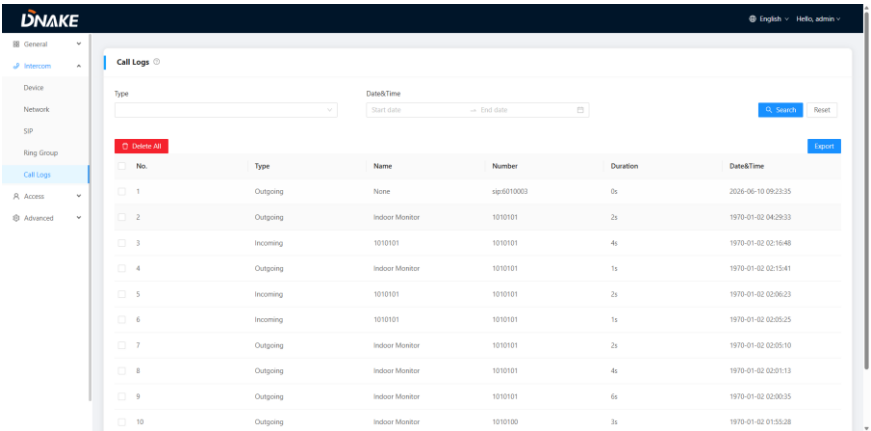




Ring Group	Ring Group:	This option allows you to add and delete Ring Groups.
Settings	Dial Mode:	2 dial modes supported (Normal, Repeat);
	Ring Time:	The ring will be ended automatically after a period of time (10s, 20s, 35s, 45s, 60s, 90s, 120s)
	Call Time:	The call will be ended automatically after a period of time (120s, 300s, 600s, 1200s, 1800s);
Hang Up After Unlock	Hang Up After Unlock	It is used to configure whether the device automatically ends the call after unlocking.
	Timeout	Configure the time (second) when the device automatically ends the call after unlocking.

3.5. Intercom > Call Log

On this page, you can view all Call Logs stored on the device. You can filter the records by call type and time, or delete all call logs with a single tap.

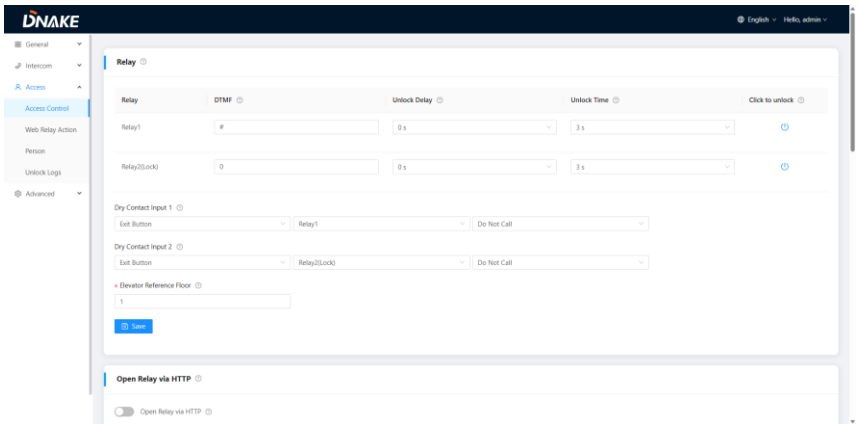


4. Access

4.1. Access > Access Control

Relays, access cards, PIN code can be configured here.

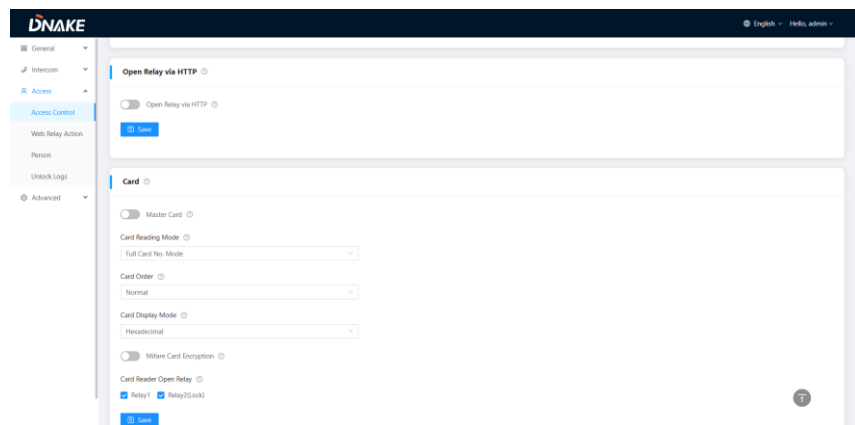
4.1.1. Relay



Relay:	2 supported (1 Relay Out, 1 Electronic Lock);
DTMF:	Dual-tone multi-frequency signaling (Relay1: #, Relay2:0, relay3: *);

Unlock Delay:	The length of unlock delay time (1-9s);
Unlock Time:	The length of unlock time (1-9s);
Dry Contact Input 1-2:	3 modes of dry contact inputs are supported (Exit Button, Door Sensor, Fire Linkage);
Elevator Floor Configure:	The floor Door Station is installed at (Range: -9-99);

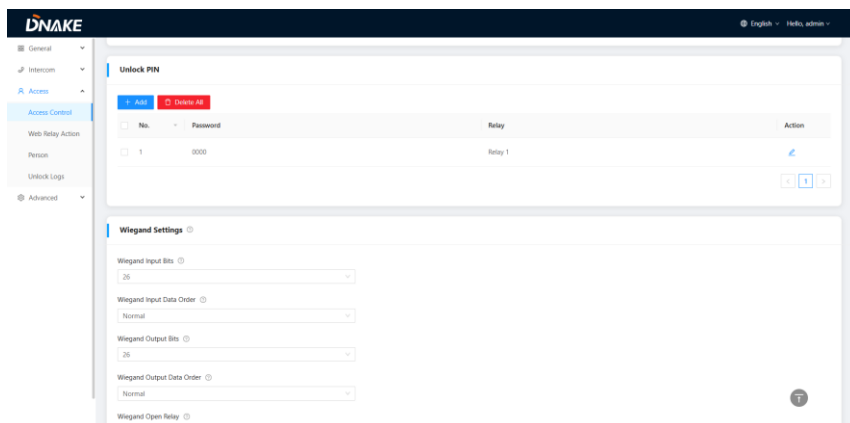
4.1.2. Card



Master Card:	Click read to add Master card to manage cards;
Card Reading Mode	It is used to configure the mode of the device to read the access card. Compatible mode: read a specific card number in the card Full Card No. mode: read all card numbers in the card
Card Order	It is used to configure the order in which the device reads all the card numbers in the access card
Card Display Mode	It is used to configure the display style after the device reads all the card numbers in the access card

MIFARE Card Encryption	Enable or disable the device's MIFARE Card Encryption function.
Sector	When MIFARE Card Encryption is enabled, you must select the corresponding sector number.
Block	When MIFARE Card Encryption is enabled, you must select the corresponding block number.
Block Key	When MIFARE Card Encryption is enabled, you must enter the corresponding Block Key. Key lengths from 6 to 16 bytes are supported.
Card Reader Open Relay	It is used to configure the relay that opens after the access card is read by the device card reader

4.1.3. Wiegand Settings



Wiegand Input Bits:	It is used to configure the bits of the value obtained by the device's Wiegand port from an external card reader;
Wiegand Input Data Order:	It is used to configure the input sequence of the data obtained by the door station from the external card reader;

Wiegand Output Bits:	It is used to configure the bits of the value sent by the device's Wiegand interface to the external device;
Wiegand Output Data Order	It is used to configure the sequence of data that the door station sends to external devices
Wiegand Open Relay	It is used to configure the relay that opens after the access card is read by external Wiegand

4.2. Access >Web Relay Action

The screenshot shows the 'Web Relay Action' configuration interface. On the left is a sidebar with navigation options: General, Intercom, Access, Web Relay Action (selected), Person, Unlock Logic, and Advanced. The main area contains the following fields and table:

- IP Address:** A text input field.
- Username:** A text input field with a character count of 0/256.
- Password:** A text input field with a character count of 0/256.
- Table:** A table with 5 rows (Action1 to Action5) and 3 columns:

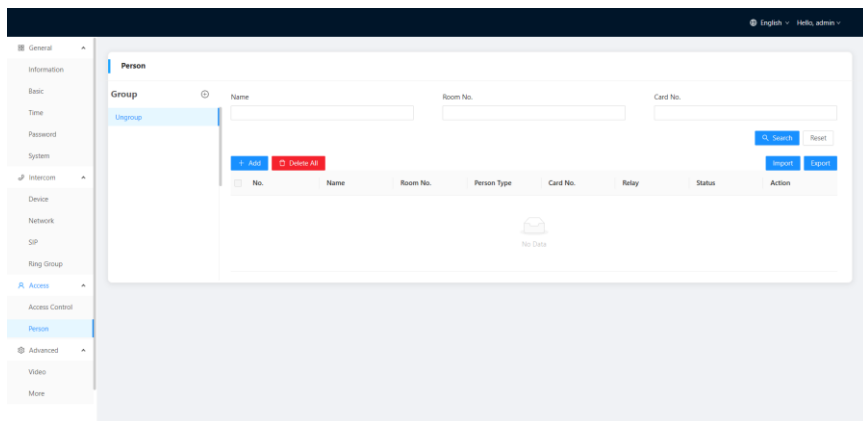
No.	Web Relay Key	Action URL	Web Relay Permission
Action1	0/4	0/999	0/256
Action2	0/4	0/999	0/256
Action3	0/4	0/999	0/256
Action4	0/4	0/999	0/256
Action5	0/4	0/999	0/256

IP Address:	The IP address of the Web Relay;
Username:	Configure the username used by web relay for authentication
Password:	Configure the password used by web relay for authentication
Web Relay Key	It is used to configure the DTMF key that triggers the web relay action. When the device receives the DTMF value from the other end during a call, it can trigger the web relay to perform the configured action.
Action URL	It is used to configure the operation to be performed after receiving the web relay, usually an http

	command, for example, http://username:password@IP/state.xml?relayState=2
Web Relay Permission	It is used to configure the legal devices that are allowed to trigger the web relay. If it is empty, all terminals that talk to the device can trigger it. If the IP or SIP account of a specified device (xxx.xxx.xxx.xxx or xxx@xxx) is configured, can only be triggered by the specified device

4.3. Access > Person

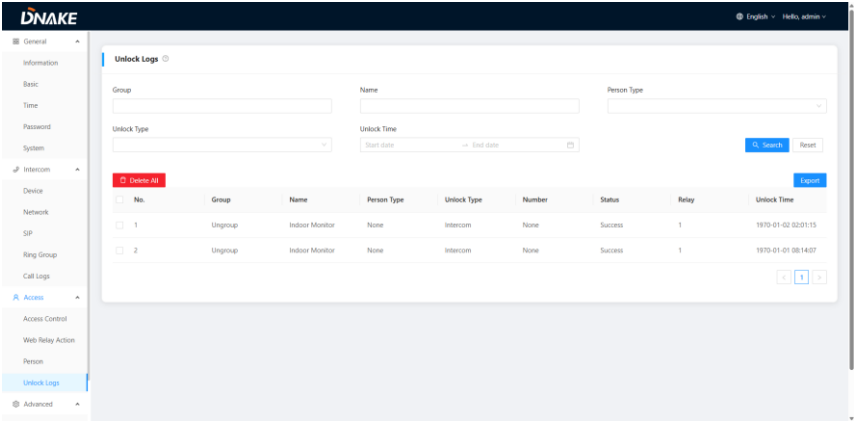
Person column is for access authorization.



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

4.4. Access > Unlock Logs

On this page, you can view all unlock logs recorded by the device. The logs can be filtered by group, unlock user type, name, unlock method, and unlock time. You can also delete all unlock records with a single click.



5. Advanced

5.1. Advanced > Module

On this page, you can configure the extension module buttons to call specific room numbers, with the option to link each room number to a ring group for group calling.

Expansion Module

Type

All

Delete All

Search

☐	No.	Type	Device UID	Device Number	State	Action
☐	1	Direct Call	0x1FFF F7AC	1	Online	Edit Delete
☐	2	Direct Call and Nameplate	0x1FFF F7E8	2	Conflict	Edit Delete
☐	3	Direct Call	0x1FFF 7A10	2	Conflict	Edit Delete
☐	4	Direct Call	0x1FFF F9D3	4	Offline	Edit Delete

<

1

>

Type:	You can choose from three expansion modes: All, Direct Call, and Direct Call and Nameplate.
Search:	Manually search for expansion modules.
Edit:	Configure the room number assigned to each expansion module button. Two configuration modes are available: - Select a resident from the Resident drop-down list to automatically populate the corresponding room number. - Select Not Registered to manually enter the room number assigned to the button.

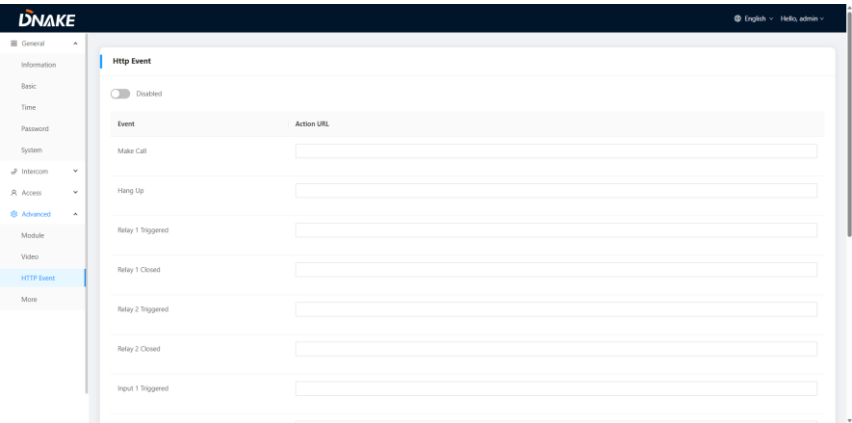
5.2. Advanced > Video

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

Video Stream OSD	Video Stream OSD	Enable or disable the Video Stream OSD (On-Screen Display) function.
	OSD Font Color	Configure the OSD Font Color by selecting either White or Black.
RTSP LED	RTSP LED	It is used to configure the LED settings when the device is used as a video surveillance device.
RTSP Feed	RTSP Feed	It is used to configure the device's RTSP Feed settings. If configured, you need to fill in the URL

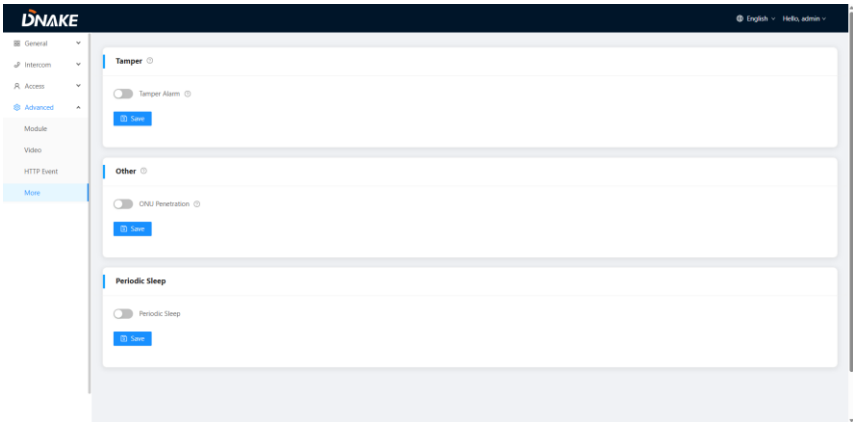
5.3. Advanced > HTTP Event

On this page, you can enable or disable the HTTP Event function. To use HTTP Event features, enter the corresponding URL in the Action URL field.



5.4. Advanced > More

More column is for Tamper Alarm and ONU Penetration.

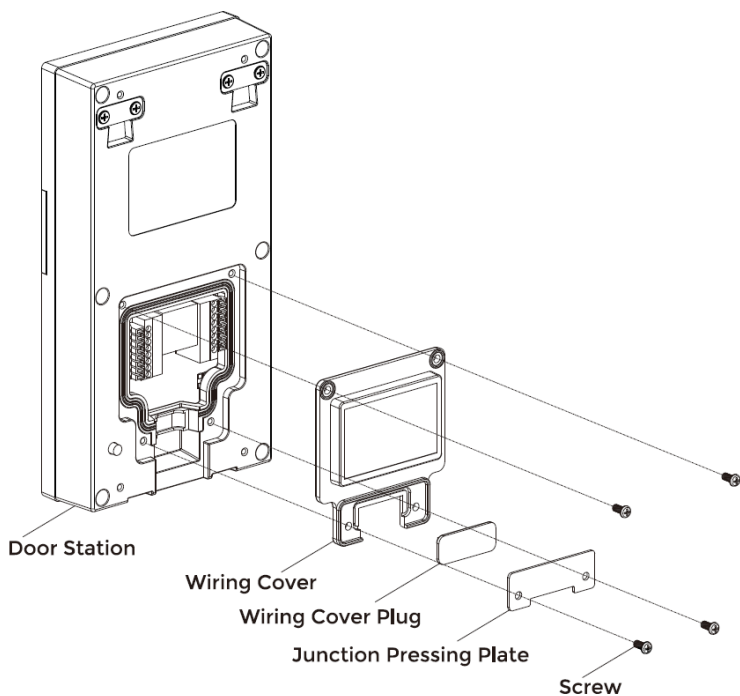


Tamper	Tamper Alarm:	Enable to use Tamper alarm;
Other	ONU Penetration:	Enable to prevent ONU from banning multicast;

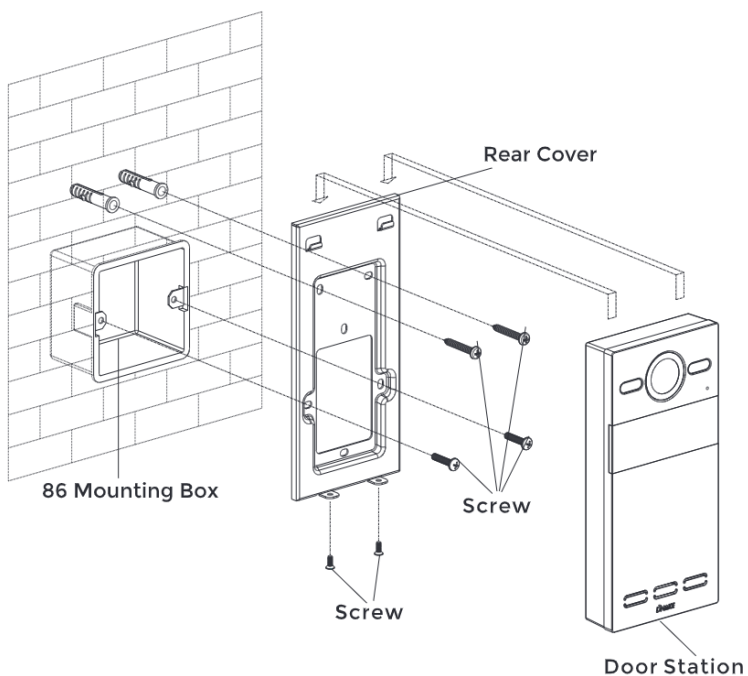
	Call Mode	It is used to configure the call mode corresponding to the number entered on the device dial pad.
Periodic Sleep	Periodic Sleep	It is used to configure whether the device has scheduled sleep function enabled. If enabled, you can configure the start, end, and day of the week within the effective time.

INSTALLATION

Installation of Wiring Cover



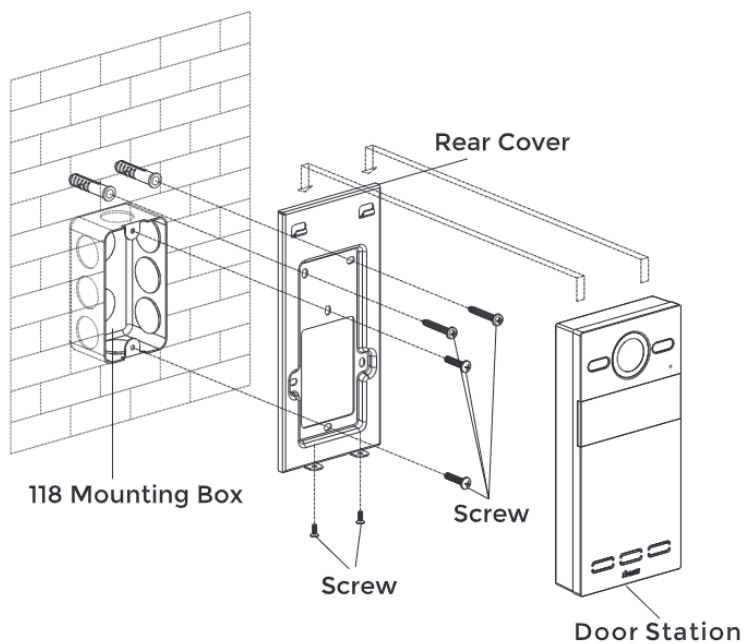
Surface Mounting-86 Mounting Box



Product size: 88 × 188 × 32.5 mm

Surface Mounting size: 88 × 188 × 34 mm

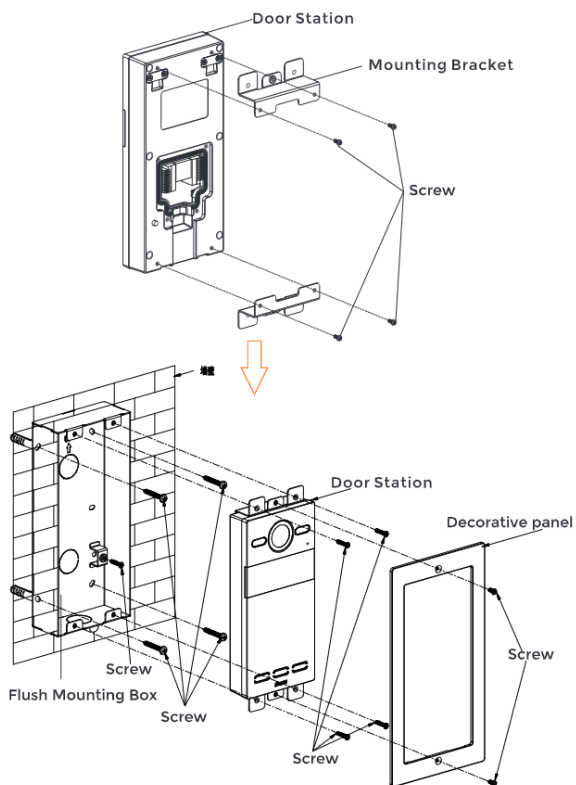
Surface Mounting-118 Mounting Box



Product size: 88 × 188 × 32.5 mm

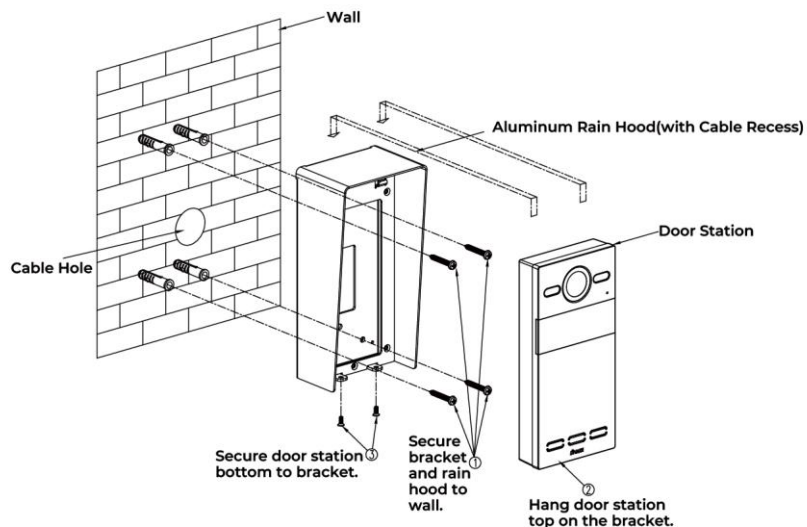
Surface Mounting size: 88 × 188 × 34 mm

Flush Mounting



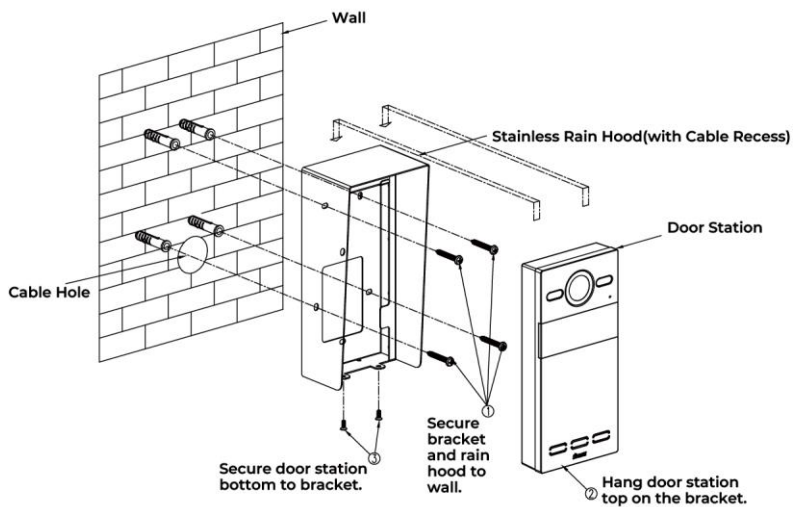
Product size: 88 × 188 × 32.5 mm
Flush Mounting size: 120 × 230 × 48 mm
Hole-cutting size: 98 × 219 × 42 mm

Surface Mounting *Aluminum Rain Hood(with Cable Recess) RH09



Product size: 88 × 188 × 32.5 mm
Surface Mounting size: 194 × 94 × 66 mm

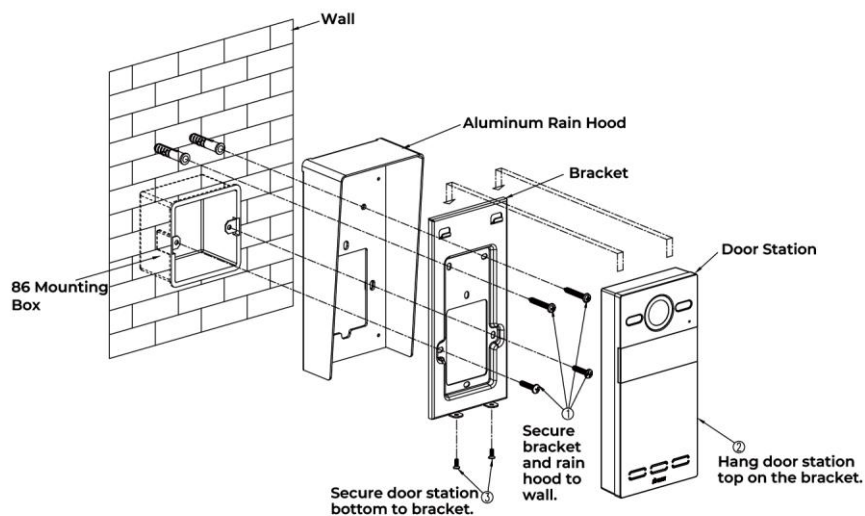
Surface Mounting *Stainless Rain Hood(with Cable Recess) RH13



Product size: 88 × 188 × 32.5 mm

Surface Mounting size: 193 × 89 × 64.5 mm

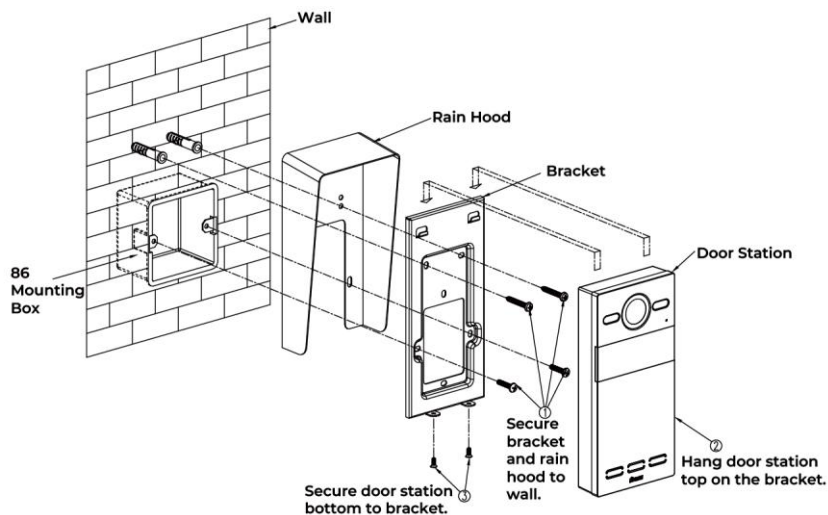
Surface Mounting -86 Mounting Box *Aluminum Rain Hood RH08



Product size: 88 × 188 × 32.5 mm

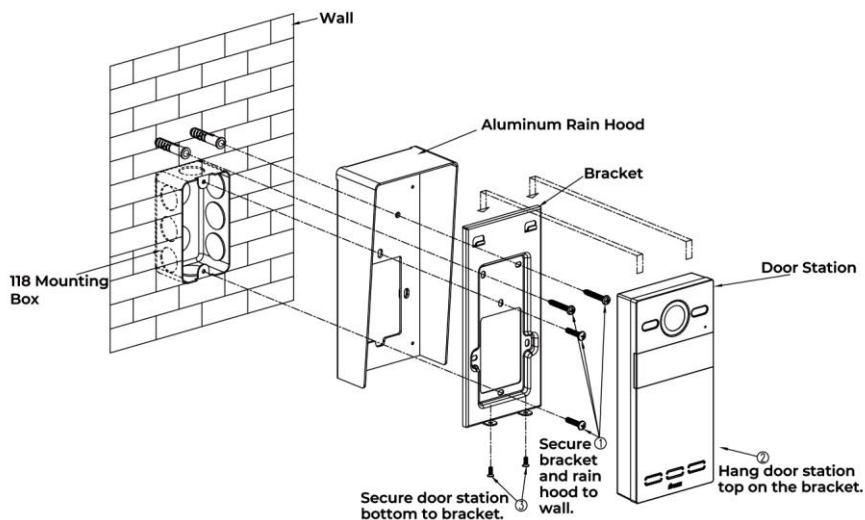
Surface Mounting size: 193.5 x 94 x 53 mm

Surface Mounting-86 Mounting Box *Stainless Rain Hood RH01



Product size: 88 × 188 × 32.5 mm
Surface Mounting size: 179 × 92.8 × 50.5 mm

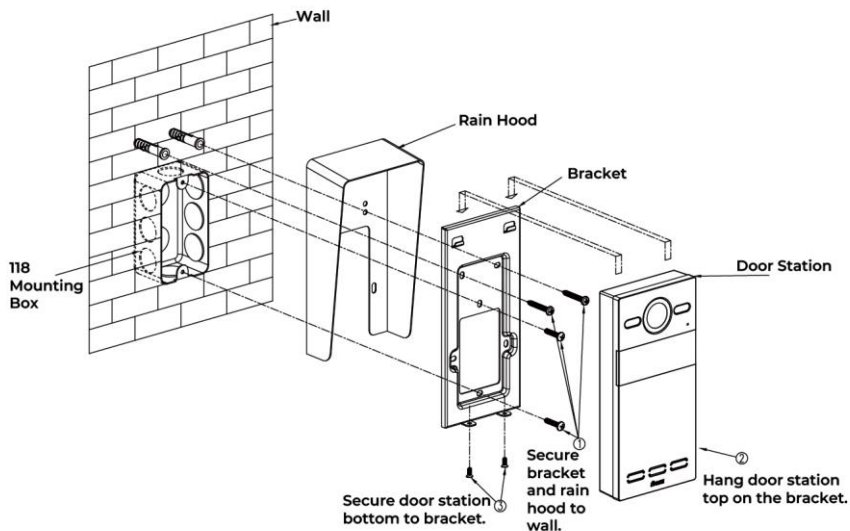
Surface Mounting-118 Mounting Box *Aluminum Rain Hood RH08



Product size: 88 × 188 × 32.5 mm

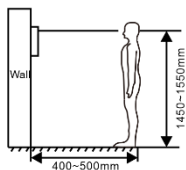
Surface Mounting size: 193.5 × 94 × 53 mm

Surface Mounting-118 Mounting Box *Stainless Rain Hood RH01



Product size: $88 \times 188 \times 32.5$ mm
Surface Mounting size: $179 \times 92.8 \times 50.5$ mm

Tips:



The camera should be 1450~1550mm above the ground.
The camera at this height can capture human face perfectly.

TROUBLESHOOTING

The Indoor Monitor cannot start up or power off automatically.

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

The Indoor Monitor display screen is too dim.

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

No sound during the communication.

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

The Indoor Monitor cannot monitor the Door Station.

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

Multimedia files cannot be played normally.

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

No response when clicking Indoor Monitor display screen.

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

Touchscreen responses slowly or cannot make calibration.

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

The temperature of device is too high.

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

SAFETY INSTRUCTION

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

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

Guard against electric shock, fire and explosion:

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

Clean Device Surface

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

Other Tips

- In order to prevent damage to the paint layer or the case, please do not expose the device to chemical products, such as the diluent, gasoline, alcohol, insect-resist agents, opacifying agent and insecticide.
- Do not knock on the device with hard objects.
- Do not press the screen surface. Overexertion might cause flopper or damage to the device.
- Please be careful when standing up from the area under the device.
- Do not disassemble, repair or modify the device at your own discretion.
- The arbitrary modification is not covered under warranty. When any repair required, please contact the customer service center.

- If there is abnormal sound, smell or fume in the device, please unplug the power cord immediately and contact the customer service center.
- When the device isn't used for a long time, the adaptor and memory card can be removed and placed in dry environment.
- When moving, please hand over the manual to new tenant for proper usage of the device.

