



# **User Manual**

**DNAKE E211** 

## 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

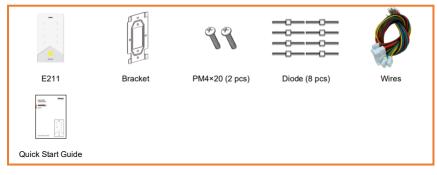
- 1. Elegant Design
- 2. Fade-resistant keys
- 3. Fully functional
- 4. Surface mountable
- 5. Optional handset
- 6. Optional Wi-Fi
- Model Description:
   E211 (Standard); E211W (Wi-Fi);
   E211H (Handset); E211A (Wi-Fi + Handset)

## **TECHNICAL PARAMETER**

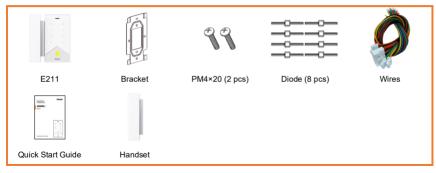
System: Linux Front Panel: Plastic Power Supply: PoE (802.3af) or DC 12V/2A Standby Power: 1.5 W Rated Power: 6 W Wi-Fi: IEEE802.11 b/g/n,@2.4GHz (Optional) Ethernet Port: 1 x RJ45, 10/100 Mbps adaptive Working Temperature: -10°C to +55°C Storage Temperature: -40°C to +70°C Working Humidity: 10% to 90% (non-condensing)

## PACKAGE CONTENT

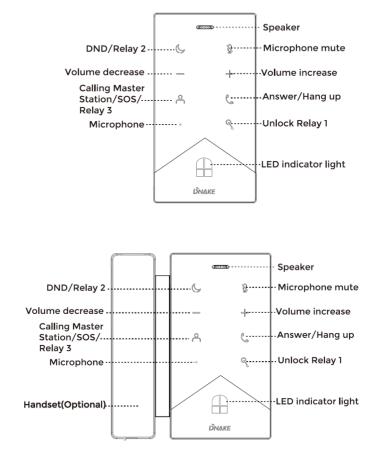
#### MODEL: E211/E211W (No handset)



#### MODEL: E211H/E211A (With handset)



## **OVERVIEW**



### 1. DND 🕓

## a. Short press to turn on/off do not disturb when on standby and no alarm detected.

(Backlight will keep on when DND is enabled. No calls can call in and DND on the device is only for enabling the whole day or disabling. The duration of DND can only be configured on the web.)

#### b. Short press to unlock relay 2 when talking;

(Backlight will flash one time and lock will start to unlock.)

### 2. Microphone Mute

#### a. Short press to mute the microphone when talking.

(Backlight will keep on when Mute is enabled. The party on Door Station won't hear anything from Indoor Monitor. Indoor Monitor will be unmuted again after the call is hang up.)

#### 3. Volume Decrease

## a. Short press to lower the system volume when ringing, calling, or in standby;

(System volume will be decreased gradually after every short press.)

#### b. Short press to lower the call volume when talking;

(Call volume will be decreased gradually after every short press.)

#### 4. Volume Increase

## a. Short press to increase the system volume when ringing, calling, or in standby;

(System volume will be increased gradually after every short press.)

#### b. Short press to increase the call volume when talking:

(Call volume will be increased gradually after every short press.)



#### a. Short press to call Master Station:

(Backlight of Answer/Hang up will flash, Ringback tone can be heard.)

#### b. Long press 2s to send SOS:

(Backlight will keep on for 2s. SOS can be initiated anytime.)

#### c. Short press to unlock relay 3 when talking:

(Backlight will flash one time and lock will start to unlock.)

### 6. Answer/Hang up

#### a. Short press to answer when ringing:

(Backlight will stop flashing and keep on.)

#### b. Short press to hang up when talking;

(Backlight will turn from on to off.)

#### c. Short press to cancel when calling:

(Backlight will stop flashing and turn off.)

#### d. Short press to call target number when in standby mode (Target number should be added beforehand):

(Backlight will flash, Ringback tone can be heard.)

#### e. Short press to terminate the call to Master Station.

(The call to Master Station will be terminated immediately)

## 7. Unlock

#### a. Short press to unlock relay 1 when talking;

(Backlight will flash one time and lock will start to unlock.)

#### b. Long press 2s to clear the alarm;

(Security alarm will be turn off while confirming alarm)

### 8. Volume Increase (<sup>+</sup>) + Volume Decrease (<sup>-</sup>)

# Long press and hold "+" and "-" simultaneously to switch ringtones. Press "+" or "-" to choose; 4 kinds of ringtones available.

(Both backlights will keep on until you long press and hold them again.)

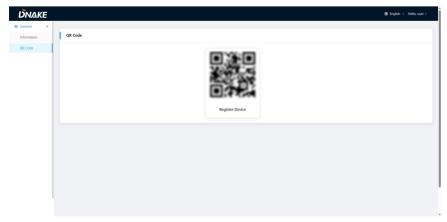
## 9. Microphone Mute ( $^{\ }$ ) + Volume Increase ( $^{+}$ )

Long press and hold " $\overset{\frown}{\mathbb{D}}$ " and "+" simultaneously to turn on/off defense.

(Backlight of LED indicator light below will keep flashing. And Indoor Monitor will make a beep sound.)

#### 1. Get QR Code for DNAKE Smart Life app

Log in the device's web configuration page with account (user) and password (1234). Click QR Code and scan by DNAKE Smart Life app to add this Indoor Monitor to your phone. Only when the license is filled in Internet-connected Indoor Monitor, QR code will be available.



#### 2. Add More Indoor Monitors

Keep Building, Unit, Apartment No., Sync the same as other Indoor Monitors, and Device number should be different. The Device number can be from 0 to 9. But you must have one Indoor Monitor's Device number is 0 and keep it online because 0 here stands for the main one.

Ammin     Proce       Ammin     • Ammin	<b>ŪN</b> ΛKE		English
Annual Annua Annual Annual An	General 🔹		
e audag U i audag U	Information	Device	
me     i       ssecd     i       ssecd     i       state     i	Basic	<ul> <li>Number O</li> </ul>	
amod amod amod amod amod amod amod amod	Time		
<pre>second second seco</pre>	assword		
Above     IIII       Above     IIII       Above     IIII       Above     IIII       Above     IIIII       Above     IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	System	1	
Mar Ale Series Na. ○ e • Overe Na. ○ e • Overe Na. ○ e • Series Na. ○ e • Serie	Intercom 🔹	+ Room ()	
al age and a set of a	Device	1111	
operation     +Spice       113322     -Spice       113322     -Spice       operation     -Spice       operation     -Spice	Network	* Device No. ①	
al Logi 113322 al Logi 113322 To rem and and and and and and and and and and	SIP	0	
al Laga da laga da laga da laga da lag	ai		
confr and a second seco	Call Logs	113322	
aan daaraa da		O Sare	
ana dagaada 🔺	Zone		
danood 🔹			
	Relay		

Or go to Indoor Monitor's webpage and find Ex Phone in Intercom > Call. Users can directly extend to more Indoor Monitors by filling in sip:IP address (6 Max) such as sip:192.168.68.90. (Please refer to WEB SETTING for the way to access to webpage)

<b>DNAKE</b>		Ø English v Helia admin
🖩 General 🔷 🗠		
Information	Call Concierge	
Basic	URL	
Time		
Password	(3) Size	
System		
Intercom o	Law	
Device	Advanced	
Network	Target Number	
SIP	192.168.53.18	
Cal	Ex Phone	
Call Logs	Disabled	
Security ^	(B) Save	
Zone		
Scene	Settings	
Advanced ^		
Relay	Ring Time	
	120 s V	
	Call Time	
	1800 s 🗸 🗸	
	III Save	

## WEB SETTING

Connect Indoor Monitor and PC to a network switch in the same LAN. You can enter the IP address of Indoor Monitor 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.

To get the IP address, you can search by DNAKE Remote Upgrade Tool installed in the same LAN with the devices.



#### 1. General

#### 1.1. General > Information

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

DNAKE					English v Helio, admin v
🗟 General 🔷 🗠					
Information	Product				
Basic Time	Model E211	Firmware Version 160H.1.1.0.9_128M_GA_20230509	9	MAC Address BC:F8:11:09:F6:53	
Password System	Framework 1.6.0 20230504	U 1.1.0 20230509 16M			
P Intercom					
Device	Network				
Network SIP Call	DHCP Disabled	IP Address 192.168.68.133		Mask 255.255.255.0	
Call Logs	Gateway 192.168.68.1	DNS 8.8.8.8			
Zone Scene	SIP Account				
Advanced	Account 1323		Status Register Failed		
Reby	0.45 ₽ 192.168.53.201		Status Register Failed		

Model of the device;
Firmware version of the device;
MAC address of the device;
Framework of the device;
UI of the device;
Status of DHCP;
Current IP address of the device;
Subnet mask of the device;
Gateway of the device;
Domain Name Server of the device;
SIP account of the device;
Status of SIP registration of the device;
IP address of CMS;
Status of CMS registration;

#### 1.2. General > Basic

Some basic settings of the device can be configured in this column.

DNAKE		© English ∨ Helio, admin v
S General A		
Information	Language	
Basic	Linguage	
Tine	Equit:	
Password	0.50	
System	_	
∂ intercon ∧		
Device	Infercom	
Network	System Visi	
SIP		
Cal	Interview Vol.	
Call Logs		
A Security A	Rogana	
Zone	Rigina 2	
Scene	Sherely LD indicator	
@ Asianced A	C Kay Tana	
Reay	C Add Acteer	
	8.50	
	OND	
	R Disered	
	O Whele Day	
	(B) See	

Languaga	
Language:	16 languages supported (简体中文, English, 繁體
	中文, עברִית, Deutsch, Español, Türk, Tiếng Việt,
	Nederlands, Português, Polski, Русский, عربی,
	Français, Italiano, slovenský);
System Vol:	Volume of System can be set from 1 to 6.
	Volume 6 is the maximum volume (Key tone);
Intercom Vol:	Volume of Intercom can be set from 1 to 6.
	Volume 6 is the maximum volume (Call volume);
Ringtone:	The ringing sound (Ringtone 01-04);
Standby LED Indicator:	The switch for LED light on the device;
Key Tone:	The keytone (Enable or disable);
Auto Answer:	Pick up the phone automatically when receiving
	a call;
DND:	Disable or set a time for do not disturb (Disable,
	Whole Day, or Duration);

#### 1.3. General > Time

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

DNAKE	•	English v He
🖁 General 🔷 🔺		
Information	Time	
Basic	Auto (Time)	
Time		
Password	DateXTime     2023-05-10 11-08-07	
System	• NTP UBL	
Intercom •	poolintp.org	
Device	Time Zone	
Network	UTC+0830	
SIP	D Sine	
Call		
Call Logs		
Security A		
Zone		
Scene		
Advanced •		
Relay		

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 NTP time;
Time Zone:	A region that observes a uniform standard time;

#### 1.4. General > Password

The System password is for the administrator to log in settings on the device while the Web password is for the administrator to log in settings on the web. The default password for both of them is 123456. User for Indoor Monitor is the security password whose default password is 1234.

DNAK	E	🕲 English v Helto,	admin ~
88 General			
Information	Password	1	
Basic	Admin	Old Password	
Time	Admin	ø	
Password		« New Password	
System		ø	
P Intercom	^	* Confirm Password	
Device		ø	
Network		ID Sore	
SIP			
Call			
Call Logs			
A Security	^		
Zone			
Scene			
Advanced	^		
Relay			

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

#### 1.5. General > System

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

ĎΝΛΙ	KE
General	^
Information	
Basic	
Time	
Password System	
Jintercom	^
Device	
Network	
SIP	
Call	
Call Logs	
A Security	^
Zone	
Scene	
Advanced	^
Relay	

Reset:	Reset to factory settings;
Reboot:	Reboot the device;

#### 2. Intercom

#### 2.1. Intercom > Device

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

For Villa Station with one button, the building, unit, and room number should be the same as those in Indoor Monitor.

When users want to use more than 1 Indoor Monitors, keep Building, Unit, Apartment No., Sync the same as other Indoor Monitors, and Device number should be different. The Device number can be from 0 to 9. But you must have one Indoor Monitor's Device number is 0 and keep it online because 0 here stands for the main one.

<b>DN</b> ΛKE		🖲 English 🗸
B General		
Information	Device	
Basic	• Building ()	
Time	1	
Password	* Unit 🛈	
System	1	
Intercom	* Room ①	
Device	1111	
Network	Device No.	
SIP	0	
Call	+ Sync	
Call Logs	113322	
R Security ^	🗈 Søre	
Zone		
Scene		
Advanced     Advanced		
Relay		

Building:	Number of the building (Range: 1-999);
Unit:	Number of the unit (Range: 0-99);
Room:	Number of the apartment (Range: 0-9899);
Device No:	Number of the device (Range: 0-9);
Sync:	A number used to synchronize to other Indoor
	Monitors;

#### 2.2. Intercom > Network

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

parameters should be configured here when you try to register this device to

CMS.

DNAKE		
🕷 General 🔷 🗠		
Information	Ethernet	
Saric Time	C to the second	
Passent	182 . 168 . 68 . 133	
System	+ Made	
Denice	285 255 235 0	
Network	• Gateway 1921 , 106 , 06 , 1	
50		
Call	* DNS	
Cellop	(D) Saw	
A Security A		
Zone	Wi-Fi	
Some © Advanced A	<b>• • •</b>	
Adiation A		
	590 C	
	Jamia 107	8
	(D) Same	
	Register To CMS	
	CN6	
	+ CME #	
	192,196,51,201	
	(D) Serve	

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;
Wi-Fi:	Search and connect to Wi-Fi to access the Internet;
CMS:	Enable to use CMS software to manage devices;
CMS IP:	Server address of CMS;

#### 2.3. Intercom > SIP

The SIP column concerns SIP registration, Display Name, Register Name,

Username, Password, SIP Server Host, Outbound Proxy, Transport Protocol,

Video Payload, etc.

III Good A Internation Face C Proce Capito Jama C Spannon C Spannon C Spannon C Data Stannon C Data S
Sarce         0           Tore         Diphy home           Spann         Diphy home           Spann         Model Mane           V Morrow         121
Tree         Dayley lame           Passord         E111           System         Bayley lame           2 Intram         1221
Tine Diploy huma Pasawol 211 Softem August Hana  J Lateron ∧ 1223
Passool E211 System Register Name J Intercom  132
J Intercom
Device
Network 1323
SP * Password
Call (6)
Call Logs * SIP Server Host * Por
A Security ^ qwer100 77
Zone Outbound Proxy * Por
Scene 50
Advanced     Transport Protocol
Relay VDP V
* Video Rayload () 102
100 CD Save

SIP:	Enable to use SIP;
Display Name:	Display name of SIP account;
Register Name:	Register Name of SIP account;
Username:	Username of SIP account;
Password:	Password of SIP account;
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 server; the default port is 5060;
Transport Protocol:	Transport Protocol (UDP);
Video Payload:	Video payload range is 96-127;

#### 2.4. Intercom > Call

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

DNAKE		🖨 English 🗸 Hello, admin 🗸
8 General ^		
Information	Call Concierge	
Basic	URL	
Time		
Password	(I) Sare	
System		
J Intercom		
Device	Advanced	
Network	Target Number	
SIP	192.168.53.10	
Call	Ex Phone	
Call Logs	Diablid	
A Security ^	(I) Saw	
Zone		
Scene	Settings	
& Advanced		
Relay	Ring Time	
	120.1 V	
	Cal Time	
	1800 s V	

Call Concierge URL:	<ul> <li>Fill in the call destination for concierge button or the single button on the device;</li> <li>IP call: Fill in sip:IP address, e.g., sip:192.168.68.90;</li> <li>SIP call: Fill in sip:sip account@SIP server address:port, e.g., sip:101@192.168.68.90:5060;</li> </ul>
Target Number:	Fill in other device's IP address. Call button on the device will be related to this target number.
Ex Phone:	Extend to more Indoor Monitors by filling in sip:IP address (6 Max) such as sip:192.168.68.90 (6 Max);
Ring Time:	The ring will be ended automatically after a period of time (10s, 20s, 35s, 45s, 60s, 90s, 120s)

Call Time:	The call will be ended automatically after a
	period of time (120s, 300s, 600s, 1200s, 1800s);

#### 2.5. Intercom > Call Logs

All call logs can be checked here.

DNAKE						English – Helio, admir
General ^	Call Logs					
Information	Call Logs					
Basic	Тура		Dated/Time			
Time			V Start date	→ End date		Q, Search Reset
Password	D Delete All					Deport
System	No.	Туре	Name	Number	Duration	Date&Time
Device	0.4	Missed	Concierge01	10001	64	2023-05-10 10:27:33
Network	. 2	Outgoing	Concierge01	10001	55	2023-05-10 10:09:10
se	3	Outgoing	Concierge01	10001	23	2023-05-10 10:08:56
Call	□ 4	Outgoing	Concierge01	10001	95	2023-05-10 10:08:34
Call Logs	□ 5	Answer	Door01	1019901	254	2023-05-10 10:07:37
Zone	6	Annuer	Door01	1019901	15	2023-05-10 10:07:20
Scene	0.7	Answer	Door01	1019901	45	1970-01-01 08:04:35
Advanced ^		Answer	Door01	1019901	75	1970-01-01 08:04:21
Relay	9	Missed	Door01	21219901	05	2023-05-09 1754647
						2023-05-09 11:28:40

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

#### 3. Security

#### 3.1. Security > Zone

Zone column is the setup page for security sensors.

					🕲 English 🗸 Helis, admin 🗸
Information	Zone				
Basic Time	No.	Туре	Mode	Delay	Sensor
Pessword System	1	Nemal ×	3C ×	60 s ×	Service $\vee$
P Intercom A	2	24 Hour V	HELL		Smoke 🗸
Network SIP	4	24 Hour v	(mu v		Smoke ×
Call Call Logs	4	24 Hour v	- BELL ···		Smoke v
Security ^ Zone	5	24 Hour 🔍	BELL v		Sendle
Advanced ^ Relay	6	24 Hour v	RELL		Smoke V
	7	24 Hour. V	RELL V		Sensite V
	1	24 Hour ×	BELL V		Seole v
	D) See				

Type:	<ul> <li>Normal: When users enable an alarm scene on the On/Off page, Normal type alarm zone will be activated after activation time.</li> <li>100 seconds is the default activation time, it means the alarm will be activated after 100 seconds.</li> <li>After 100s, once sensor is triggered, Indoor Monitor will send this alarm to Master Station.</li> <li>But sometimes users don't want to send the alarm to Master Station (maybe alarm by mistake), users can set the Delay time, so they can cancel the alarm in the Indoor Monitor during this Delay time (PIR, Door, Window);</li> <li>Emergency: once Panic button is triggered, Indoor Monitor will not initiate an alarm and only Master Station will receive alarms secretly; 24 hours standby even if the security is off (Panic, Pull Cord);</li> <li>24 Hour: Indoor Monitor will also receive alarms. 24 hours standby even if the security is off (Smoke, Gas, Flood);</li> </ul>
Mode:	<ul> <li>3C: for the sensor with 2.2KΩ resistance; Regardless of the connection to NC or NO, the alarm can be triggered normally;</li> <li>NO: normally open;</li> </ul>

	• NC: normally closed; BELL: in BELL mode, Master Station will not receive any alarm. Indoor Monitor is regarded as a doorbell receiver;
Delay:	Once sensor is triggered, Indoor Monitor will send this alarm to Master Station, but users can terminate the alarm sending to Master Station during the delayed time set here. Delay setting is only effective for Normal type (0s, 5s, 15s, 20s, 25s, 40s, 60s);
Sensor:	Sensor types (Smoke, Gas, PIR, Door, Window, Panic, Flood, Pull Cord);

#### 3.2. Security > Scene

Scene column is for security sensors' trigger conditions.

DNAKE									🖶 English 🗸 🛛 Helio, admin 🗸
General									
Information	Scene								
Basic	Activation time								
Time	0 s								
Password		1	2	3	4	5	6	7	8
System									
a Intercom	Scene								
Device									
Network	ID Save								
SIP									
Call									
Call Logs									
A Security A									
Zone									
Scene									
Advanced     Advanced									
Relay	1								

Activation Time:	Only after activation time, will scene be activated. Activation time is only effective for Normal type (NONE, 30s, 40s, 60s, 100s, and 300s);
Mode:	Tick to link sensors to scene;

#### 4. Advanced

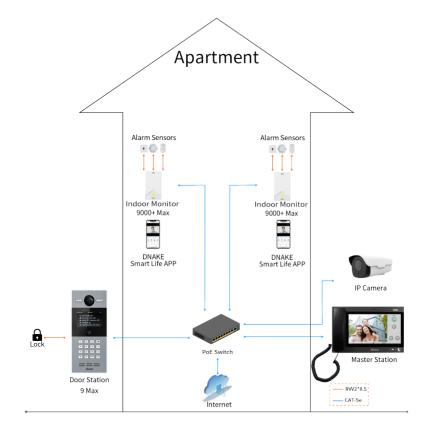
#### 4.1. Advanced > Relay

Relay column is for Local Relay and Door Relay.

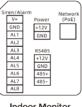
1					
DNAKE					
🗄 General 🖌					
Information		Relay			
Basic		Door Relay			
Time		Button 1			
Password		• Type		+ Value	
System		DTMF		4	
		Button 2			
Device					
Network		Type     DTMF		+ Value	
SIP		DIMP		U .	
		Button 3			
Call		+ Type		+ Value	
Call Logs		DTMF			
A Security		ID Save			
Zone					
Scene	L				
Advanced	1				
Relay					

Unlock Button 1-3:	Enable or disable relays for unlock buttons:
Unlock Button 1-3: Type:	Enable or disable relays for unlock buttons; Type 1-2: 2 types of unlock way are optional (DTMF/HTTP) HTTP—the format is http://192.168.3.119/cgi- bin/webapi.cgi?api=unlock&index =2&username=admin&password =E10ADC3949BA59ABBE56E057F20F883E; Note: • "192.168.3.119" is the IP address of Door Station; • The number "2" after "index=" is the number for relay. (Relay 1 is 0; relay 2 is 1; relay 3 is 2); • "admin" here should be changed to your admin account; • "Password" is Password of admin; • "E10ADC3949BA59ABBE56E057F20F883E" here is MD5 (Message-Digest Algorithm) encrypted. Users need to use account password to encrypt and change it. DTMF—Dual-tone multi-frequency signaling, Relay1: #, Relay2:0, relay3: *;

## SYSTEM DIAGRAM



## **DEVICE WIRING**





Indoor Monitor

Handset(Optional)

#### 1. Network (PoE)

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

PSE shall comply with IEEE 802.3af (PoE) and its output power not less than 15.4W and its output voltage not be less than 50V.



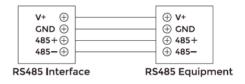
#### 2. Power

The power interface of Indoor Monitor connects to 12V DC power.



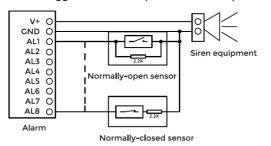
#### 3. RS485

Enable to connect equipment with RS485 interface. RS485 interface can output 12V/100mA power supply. If RS485 equipment to be connected doesn't require the power supply, there is no need to connect to +12V.

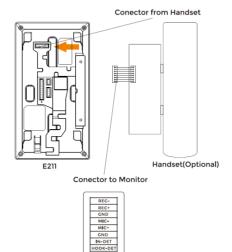


#### 4. Siren/Alarm

Interface of alarm zones connects with normally-open or normally-closed switch. When the alarm zone is triggered, it will output 12V/100mA power.

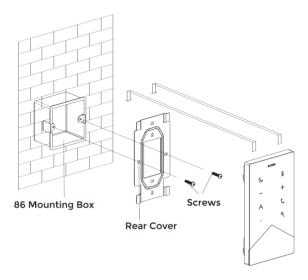


5. Handset Interface

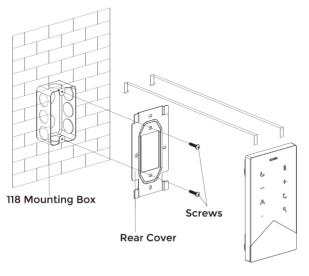


## INSTALLATION

#### Surface Mounting-86 Mounting Box (E211/E211W)

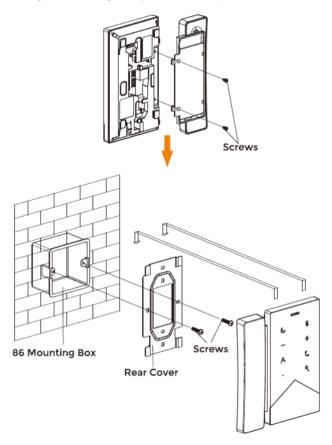


Product size: Surface Mounting size: 100 × 184 × 25 mm 100 × 184 × 28 mm



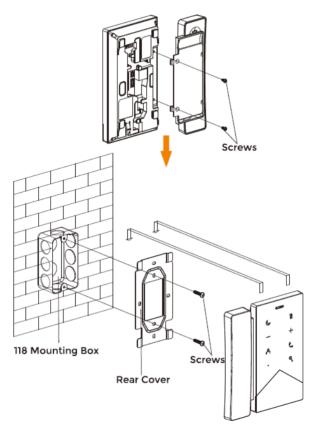
Product size: 100 × 184 × 25 mm Surface Mounting size: 100 × 184 × 28 mm

Surface Mounting-86 Mounting Box (E211H/E211A)



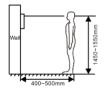
Product size: 100 × 184 × 25 mm Surface Mounting size: 100 × 184 × 28 mm

Surface Mounting-118 Mounting Box (E211H/E211A)



Product size: 100 × 184 × 25 mm Surface Mounting size: 100 × 184 × 28 mm





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 flopover 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.



