



User Manual

DNAKE S212



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.

CATALOG

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PRODUCT FEATURE

1. Powered by PoE or power adapter (DC12V/2A)
2. Support IC (13.56MHz) & ID (125kHz) card, NFC
3. 3 Indicator Lights
4. 2 relays supported
5. Tamper alarm

TECHNICAL PARAMETER

Power Supply: PoE (802.3af) or DC 12V/2A

Standby Power: 1.5 W

Rated Power: 3.5 W

Resolution: 1280 x 720

Working Temperature: -40°C to +55°C

Storage Temperature: -40°C to +70°C

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

PACKAGE CONTENT

MODEL: S212 (Surface Mounting)



S212



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



RH10(Optional)



RH11(Optional)



RH12(Optional)



RH01(Optional)

MODEL: S212 (Flush Mounting)



S212



Wiring Cover



Sealing Plug of
Wiring Port



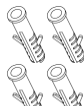
Junction Pressing



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

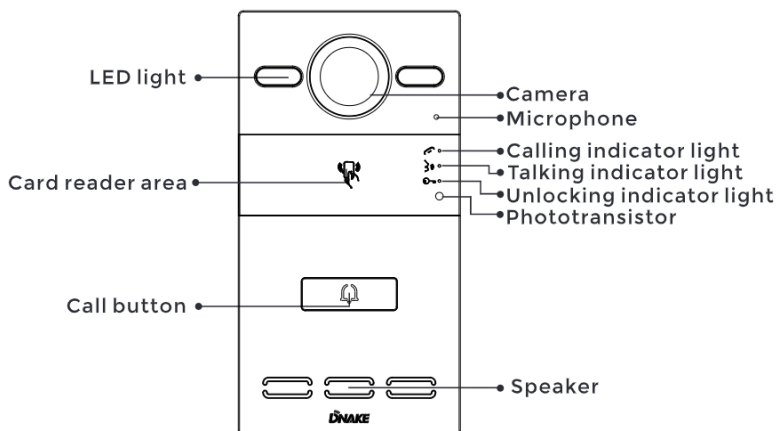


Diode (2 pcs)



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.

Relay Outputs: Supports 2 relay outputs.

BASIC OPERATION

1. Call and Monitor

1.1. Call Indoor Monitor

In standby mode, press button on Villa Station to call Indoor Monitor. 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. Monitor Villa Station

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

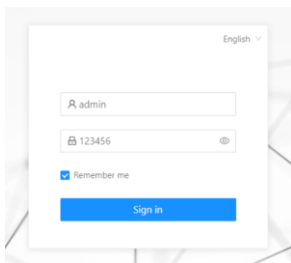
Tap the admin card five times. All the other cards will be deleted.

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

WEB SETTING

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.

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



1. General

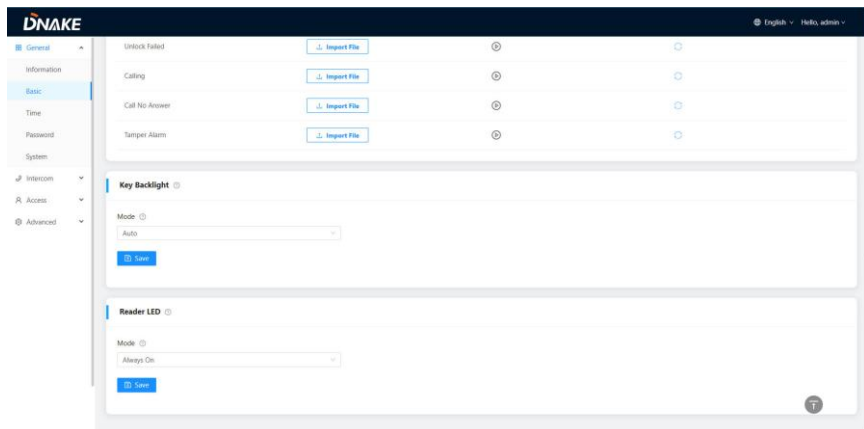
1.1. General > Information

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

	BLE	Bluetooth version 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;

1.2. General > Basic

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



Basic	Web Language:	Configure the display language of the web interface;
	Add Web Language:	Configure the custom language displayed on the web interface. You can submit a custom language package and name this language.
	IP Announcement Language:	configure the language for announcing the device's IP address.;
	Resolution:	3 resolutions supported (640 × 480, 1280 × 720, 1920 × 1080);
Volume	Intercom Vol:	Volume of intercom can be set from 0 to 6;
	Keypad Vol:	Volume of keypad can be set from 0 to 6;
	Prompt Vol:	Volume of prompt can be set from 0 to 6;
	Alarm Vol:	Volume of Alarm can be set from 1 to 6;
Voice Prompt Setting	Type:	The Voice Prompt trigger type, The Voice Prompt trigger type, supports custom audio prompts for specific events, including Unlock Successful, Unlock Failed, Calling, Call No

		Answer, Tamper Alarm, and other supported event types;
	Voice:	Click Import File to upload a voice prompt file;
	Play:	Click Play to preview the voice prompt;
Key Backlight	Mode	Configure the brightness mode of the device's keypad light.
Reader LED	Mode	Configure the brightness mode of the device's reader LED.

1.3. General > Time

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

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 to set DST;
	Start Time:	The beginning of DST;
	End Time:	The ending of DST;
	Offset Time:	The default value is 60 minutes;

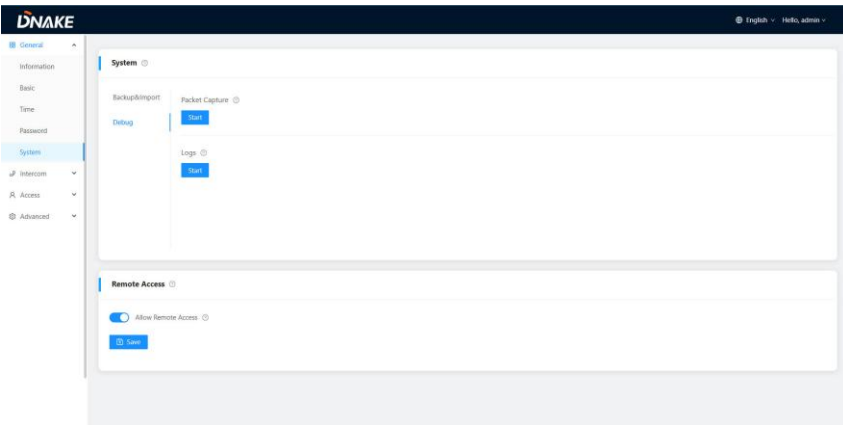
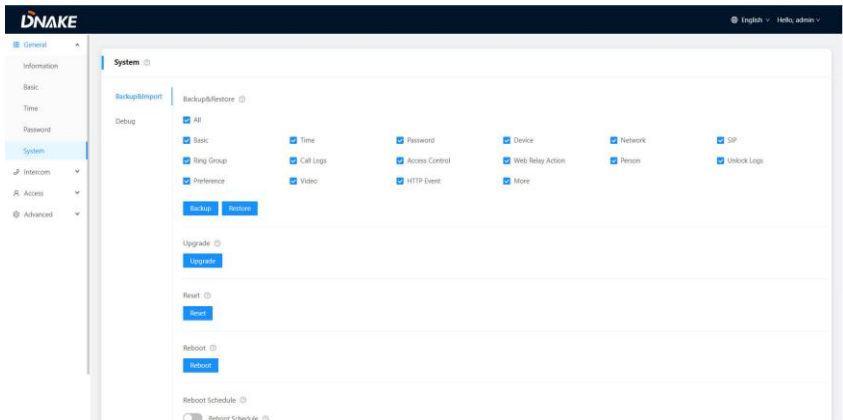
1.4. General > Password

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

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;

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.



Backup & Import	Backup & Restore:	Backup all setting and restore settings;
	Upgrade:	Upgrade equipment;
	Reset:	Reset to factory settings;
	Reboot:	Reboot the device;

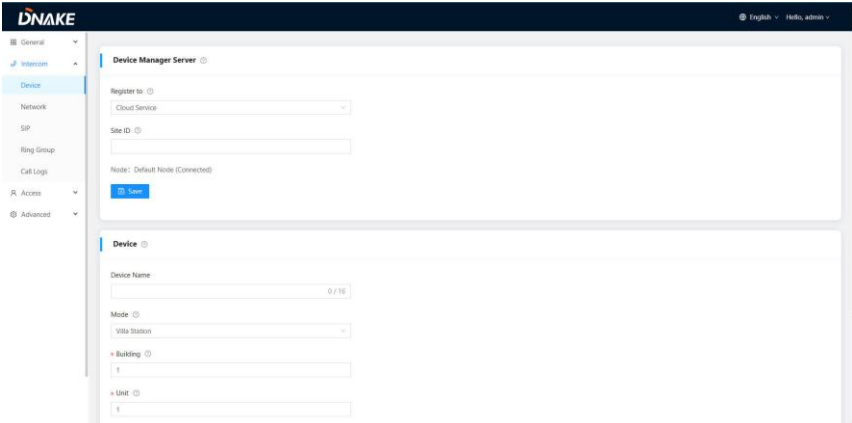
	Reboot Schedule	When enabled, the door station will automatically reboot at the scheduled time every day.
Debug	Packet Capture:	Capturing packets can help developers reproduce positioning problems;
	Logs:	Device logs;
	Screenshot:	Screenshot device interface;
Remote Access	Allow Remote Access	Configure whether the device allows the cloud platform remote WebUI

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.

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



The screenshot shows the Dnake web interface. The top header has the 'Dnake' logo and a user profile 'Hello, admin'. The left sidebar has three main tabs: 'General', 'Intercom', and 'Advanced'. Under 'Intercom', there are sub-tabs: 'Device', 'Network', 'SIP', 'Ring Group', 'Call Logs', 'Access', and 'Advanced'. The 'Device' sub-tab is selected, displaying a form with the following fields: 'Device Name' (text input, 0/16), 'Mode' (dropdown menu, currently 'Villa Station'), 'Building' (text input, 1), 'Unit' (text input, 1), 'Apartment No.' (text input, 1111), and 'Device No.' (text input, 1). A 'Save' button is located at the bottom right of the form.

Device Manager Server	Reg 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.
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;

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.

The screenshot shows the Dnake web interface. On the left is a sidebar with a menu: General, Intercom, Device, Network (selected), SIP, Ring Group, Call Logs, Access, and Advanced. The main content area has two sections. The 'Network' section has a 'DHCP' toggle switch turned on. Below it are input fields for IP Address (192.168.0.1), Mask (255.255.255.0), Gateway (192.168.0.1), and DNS (192.168.0.1), each with a 'Save' button. The 'RTP Settings' section has input fields for Audio RTP Port (5000) and Video RTP Port, with radio buttons for 'Fixed Value' (selected) and 'Random Value'.

Network	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;
RTP Settings	Audio RTP Port	Configure the audio RTP port
	Video RTP Port	Configure the video RTP port

2.3. Intercom > SIP

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

Account1 ⓘ

Status(via cloud service) : Unregistered

Account2 ⓘ

☐ SIP ⓘ

Display Name ⓘ

Register Name ⓘ

Username ⓘ

Password ⓘ

SIP Server Host ⓘ + Port 5060

Outbound Proxy ⓘ + Port 5060

Account2 ⓘ

SIP Server Host ⓘ + Port 5060

Outbound Proxy ⓘ + Port 5060

+ Registration Duration ⓘ 1800

Transport Protocol ⓘ UDP

☐ DNS SRV ⓘ

[Save](#)

Other ⓘ

+ Video Payload ⓘ 102

☒ JvRt

[Save](#)

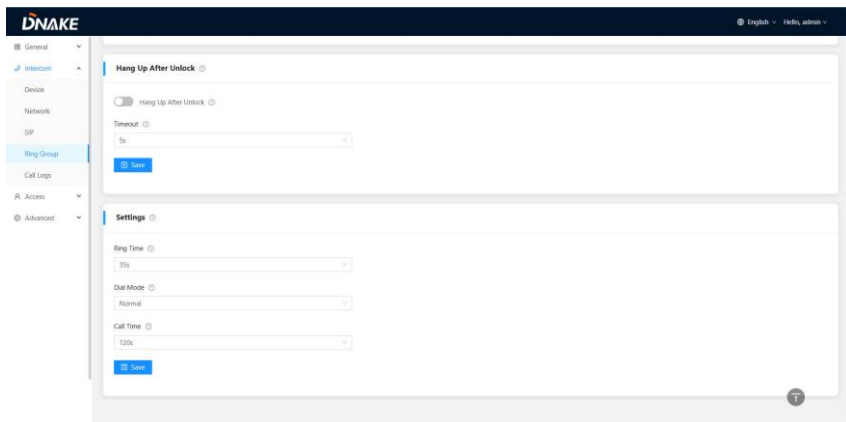
Account 1	Account1	When the device is registered to the cloud platform, Account 1 is reserved for cloud platform services. In this case, Account 1 will display the cloud registration status.
Account 2	SIP:	Enable to use SIP;
	Display Name:	Display name of SIP;
	Register Name:	Register Name of SIP;

	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	Video Payload:	Video payload range is 96-127;
	AVPF	Enable or disable the AVPF function.

2.4. 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.

The screenshot shows the Dnake Intercom configuration interface. The left sidebar contains a menu with options: General, Intercom, Device, Network, SIP, Ring Group (selected), Call Logs, Access, and Advanced. The main content area is titled 'Ring Group' and includes a table for configuring ring group members. The table has columns for 'No.', 'Apartment No.', 'Number', and 'Action'. There are buttons for 'Add', 'Delete All', 'Import', and 'Export'. Below the table is a 'Save' button. The 'Call Concierge' section is also visible, featuring a toggle switch for 'Concierge', a text input for 'Concierge NO.', and another set of 'Add', 'Delete All', 'Import', and 'Export' buttons.



Ring Group	Call Mode:	2 modes supported (one by one, all at once);
Call Concierge	Concierge:	It is used to configure the device to enable the concierge function. If Disable, the concierge icon on the device LCD will not be visible, and the concierge button on the keyboard (if any) will not respond when pressed.
	Concierge Code:	It is used to configure the number that the device calls the concierge. If configured, the enter number will be displayed on the LCD.
	Call Mode:	2 modes supported (one by one, all at once);
Hang Up After Unlock	Hang Up After Unlock	It is used to configure whether the device automatically ends the call after unlocking.
	Timeout	It is used to configure the time (second) when the device automatically ends the call after unlocking.

Settings	Auto Dial	It is used to configure the time (second) after which the device automatically make a call after you stop enter digits
	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);
	Dial Mode	It is used to configure whether to call the SIP number again if the other party does not answer.
	Video Active	It configures the video call feature for the device, If you disable, it will be make a audio call.

2.5. 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.

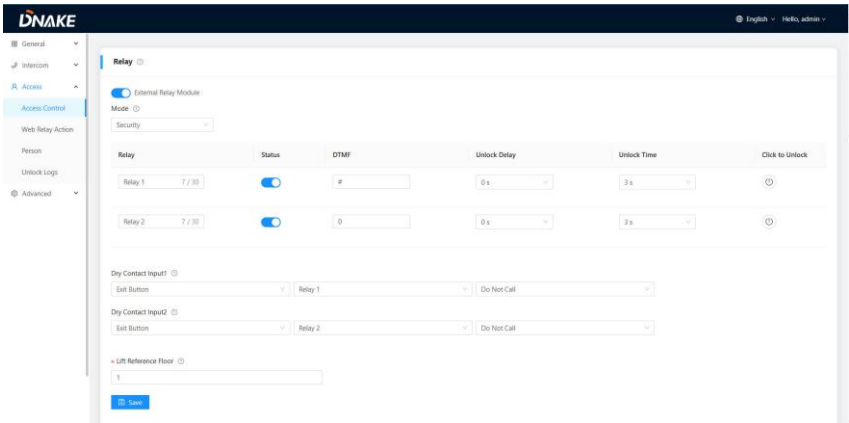
The screenshot displays the 'Call Logs' interface within the D-NAKE Intercom application. The interface includes a sidebar with navigation options: General, Intercom, Device, Network, SIP, Ring Group, Call Logs, R. Access, and Advanced. The 'Call Logs' option is selected. The main area shows a table of call logs with columns: No., Type, Name, Number, Duration, and Date&Time. There are 10 call logs listed. Above the table, there are filters for 'Type' and 'Date&Time', a 'Search' button, and a 'Reset' button. A red 'Delete all' button is located at the top left of the table area.

No.	Type	Name	Number	Duration	Date&Time
1	Outgoing			2s	2026-06-09 15:47:48
2	Outgoing	1011111	1011111	0s	2026-06-09 15:46:52
3	Outgoing	Monitor		2s	2026-06-09 15:46:47
4	Outgoing			1s	2026-06-09 15:46:40
5	Outgoing	1-5-1111	1011111	0s	2026-06-09 15:46:01
6	Outgoing	1-5-1111	1011111	0s	2026-06-09 15:45:03
7	Incoming	1-5-1111	1011111	20s	2026-06-04 11:20:21
8	Incoming	1-5-1111	1011111	2s	2026-06-04 11:17:18
9	Incoming	1-5-1111	1011111	3s	2026-06-01 16:57:12
10	Outgoing	1-5-1111	1011111	0s	2026-05-21 16:44:38

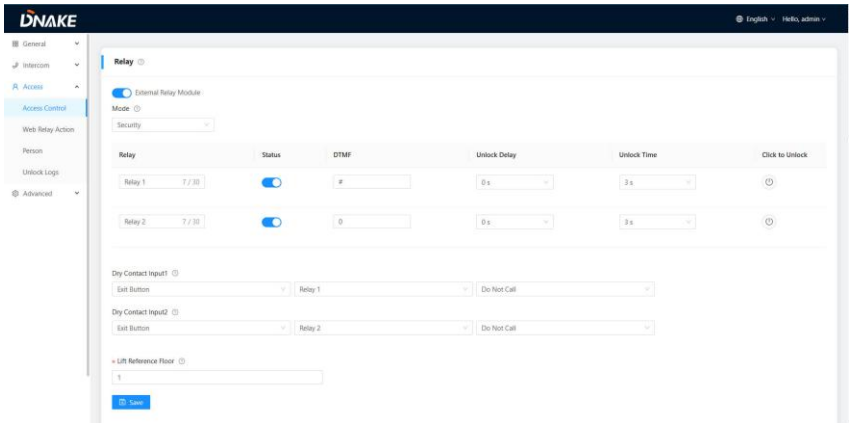
3. Access

3.1. Access > Access Control

Relays and access cards can be configured here.



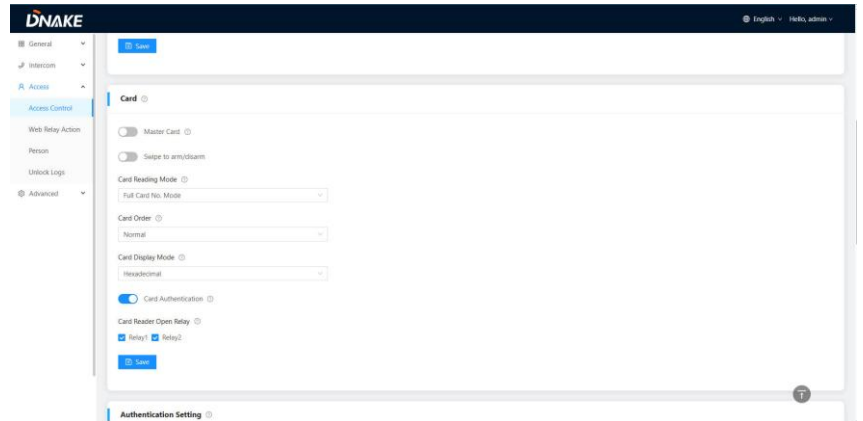
3.1.1. Access Control > Relay



External Relay Module	Enable or disable the external RS485 relay module
Mode	Configure the mode of the relay module connected via RS485.

Relay:	The name of Relay;
Status:	Enable or disable the corresponding relay.
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	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);

3.1.2. Access Control > Card



Master Card:	Click read to add Master card to manage cards;
Swipe to Arm/Disarm	Enable or disable swipe to arm/disarm function
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
Card Authentication	configure local card verification for this door station. Enable: Authenticates the card, triggers the relay, and displays success/failure prompts. Disable: Forwards the card UID via Wiegand only. No authentication, relay action, or prompts.
Card Reader Open Relay	It is used to configure the relay that opens after the access card is read by the device card reader

3.1.3. Access Control > Authentication Setting

Authentication Interval	Configure the access control authentication time interval, allowing each user to successfully unlock only once within the set time period.
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3.1.4. Access Control > Open Relay via HTTP

It is used to configure whether third-party devices can use http to unlock. If enabled, third parties can use http commands to unlock.

3.1.5. Access Control > Weigand Setting

The screenshot shows the 'Weigand Setting' configuration page in the DINAKE web interface. The sidebar on the left lists various system settings, with 'Access Control' currently selected. The main panel contains the following settings:

- Weigand Input Bits:** A dropdown menu set to '26'.
- Weigand Input Data Order:** A dropdown menu set to 'Normal'.
- Weigand Output Bits:** A dropdown menu set to '26'.
- Weigand Output Data Order:** A dropdown menu set to 'Normal'.
- Weigand Output Type:** A dropdown menu set to 'Card Number'.
- Weigand Open Relay:** A checkbox labeled 'Relay?' which is checked, with a 'Relay2' option also visible.

A blue 'Save' button is located at the bottom of the configuration area.

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

3.2. Web Relay Action

Web Relay Action

IP Address:

Username:

Password:

No.	Web Relay Key	Action URL	Web Relay Permission
Action 1			
Action 2			
Action 3			
Action 4			
Action 5			

IP Address:	The IP address of the web relay action;
Username:	The username used by web relay for authentication
Password:	The password used by web relay for authentication;
Web Relay Key:	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:	Configure the operation to be performed after receiving the web relay, usually an http command, for example, <code>http://username:password@IP/state.xml?relayState=2</code>
Web Relay Permission	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

3.3. 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;

3.4. Access > Unlock Logs

No.	Group	Name	Person Type	Unlock Type	Number	Status	Relay	Unlock Time
1	Ungroup	1-1-1111	Name	Indoor Monitor	Name	Success	1	2020-06-04 11:20:06

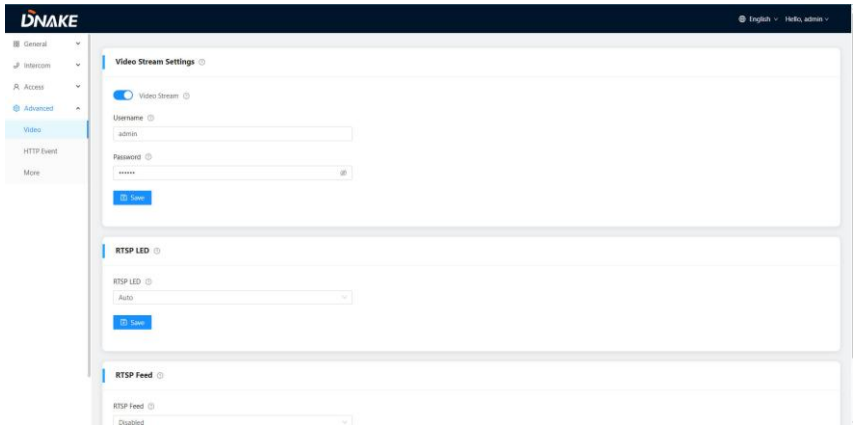
Search:	Fill in text inputs to search;
Reset:	Click reset to clear words in text inputs;

Add:	Add users to Door Station;
Delete All:	Delete all data on the chart;
Export:	Export all data on the chart;

4. Advanced

4.1. 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)

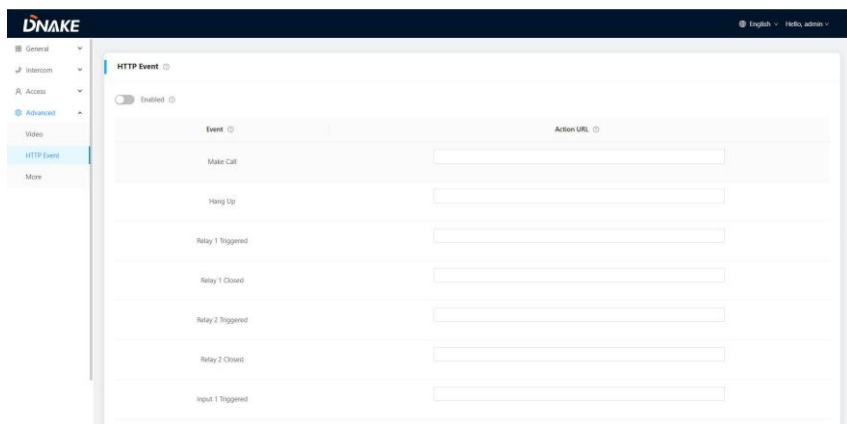


Video Stream Settings	Video Stream:	Configure whether the device is enabled for video surveillance;
	Username	configure the username for authentication when the device is used as video surveillance
	Password	Configure the password for authentication when the device is used as video surveillance

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

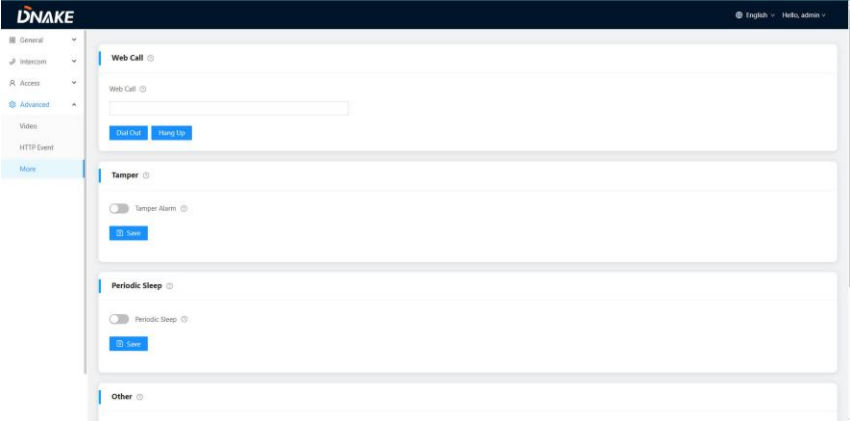
4.2. HTTP Event

The actions triggered by the user when operating the device



Enabled:	configure whether to enable the trigger action;
Event:	Display operations that support triggering actions;
Action URL:	configure the triggered action, usually an http command, for example, <code>http://username:password@IP/state.xml?action=unlock;</code>

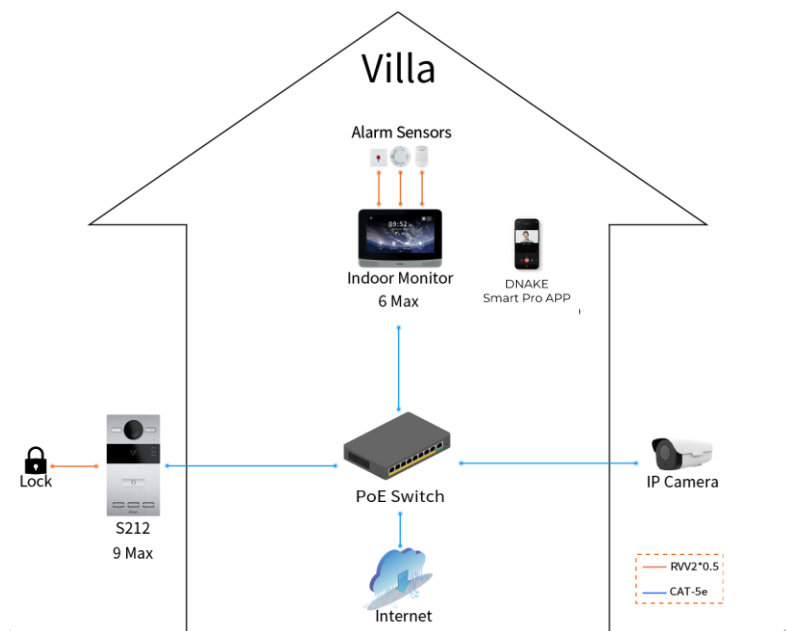
4.3. Advanced > More



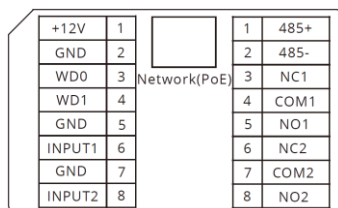
Web Call	Web Call	Initiate a door station call from the web. This function is primarily intended for testing purposes.
Tamper	Tamper Alarm:	Enable to use Tamper alarm;
Periodic Sleep	Periodic Sleep	It is used to configure whether the device has scheduled sleep function enabled. If enabled, you can configure the start, end, and day of the week within the effective time.

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.
Third-Party Integrations	Control4	Configure the connection to Control4 for intercom calls, remote door unlock, and live audio monitoring.

SYSTEM DIAGRAM



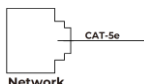
DEVICE WIRING



1. Network (PoE)

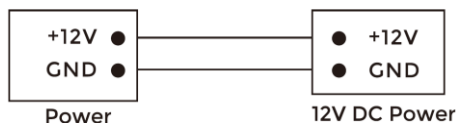
Standard RJ45 interface is used to be connected to the Master Station, Indoor Monitor and/or other network equipment.

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.

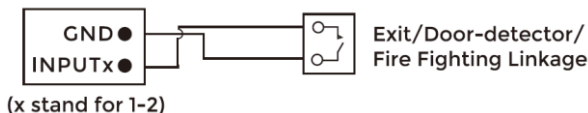


2. Power

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



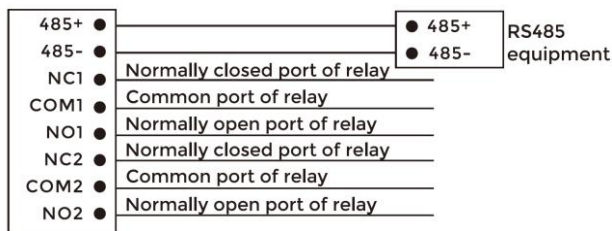
3. Exit/Door-detector/Fire Fighting Linkage



4. RS485/Switching Value Output

Enable to connect equipment with RS485 interface.

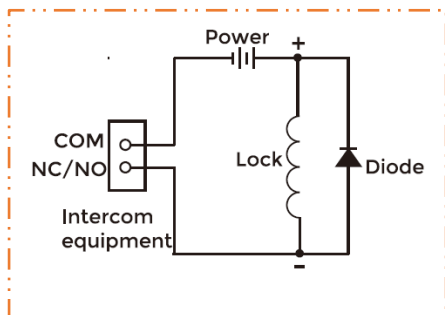
Connect to the lock module (an independent power supply is necessary for the lock).



RS485/Switching Value Output

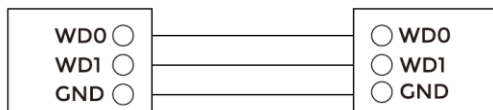
⚠ Warning!

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.



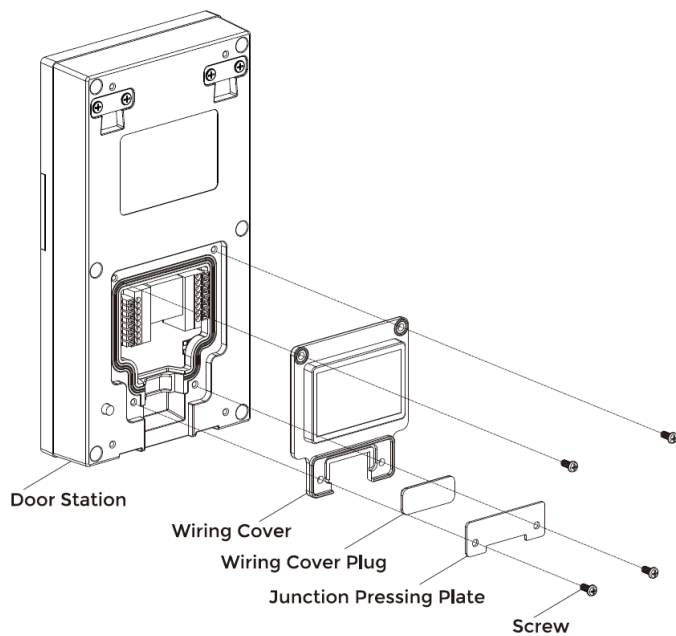
Card Reader Interface

IC/ID Card Reader or Management Device

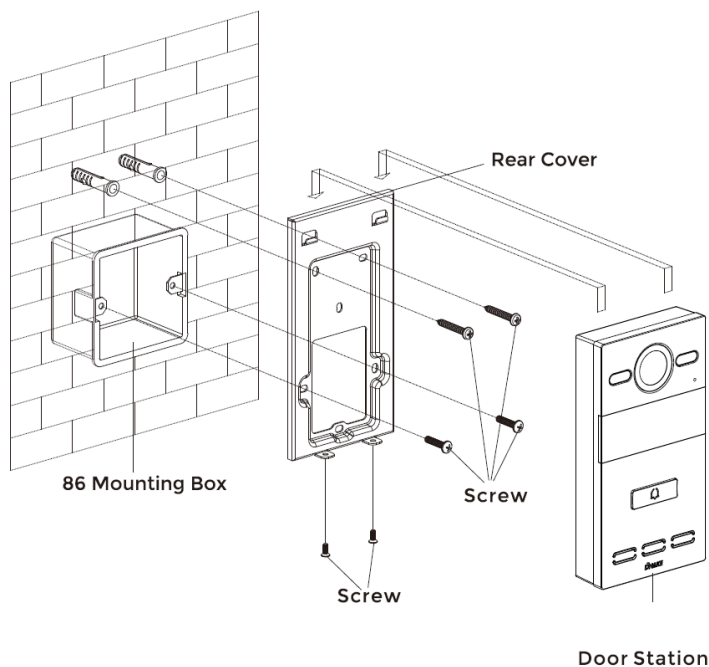
Note: Door Station can only be connected to one card reader or management device at a time.

INSTALLATION

Installation of Wiring Cover

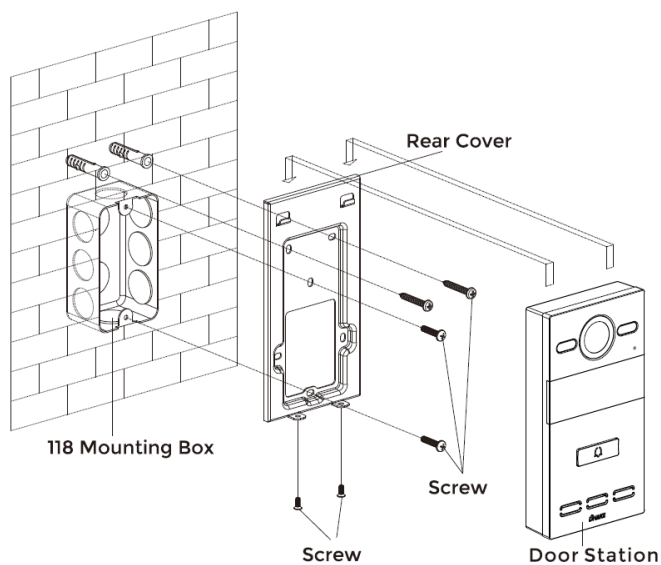


Surface Mounting-86 Mounting Box



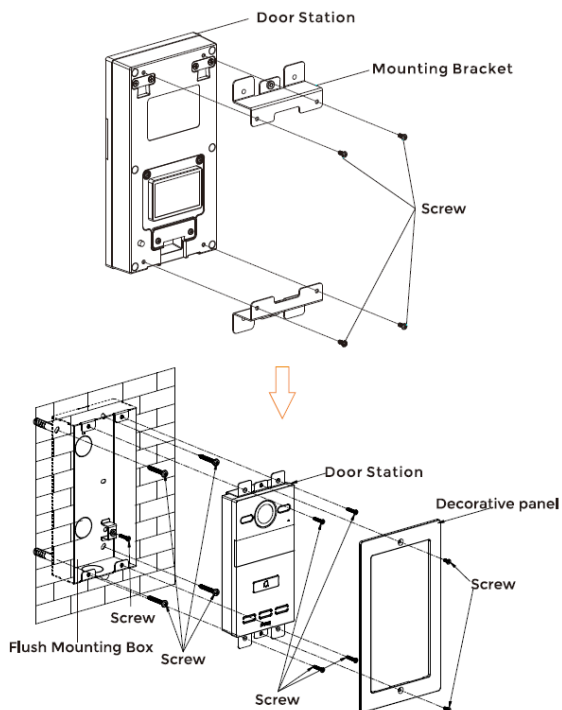
Product size: 88 × 168 × 32.5 mm
Surface Mounting size: 88 × 168 × 34 mm

Surface Mounting-118 Mounting Box



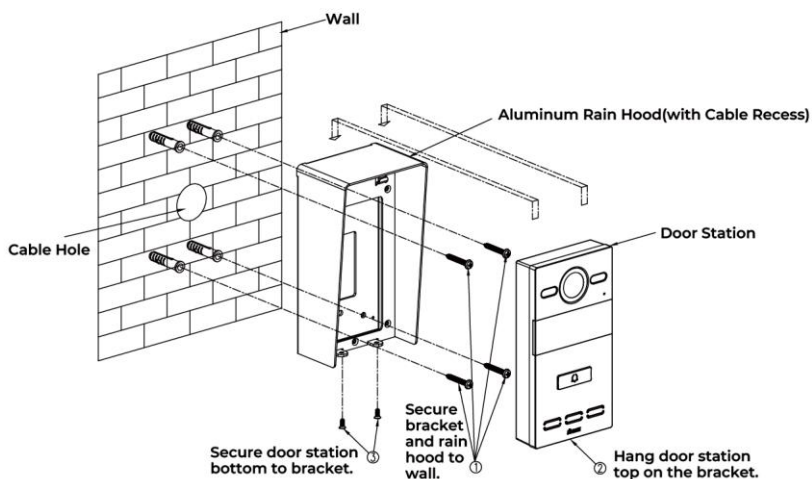
Product size: 88 × 168 × 32.5 mm
Surface Mounting size: 88 × 168 × 34 mm

Flush Mounting



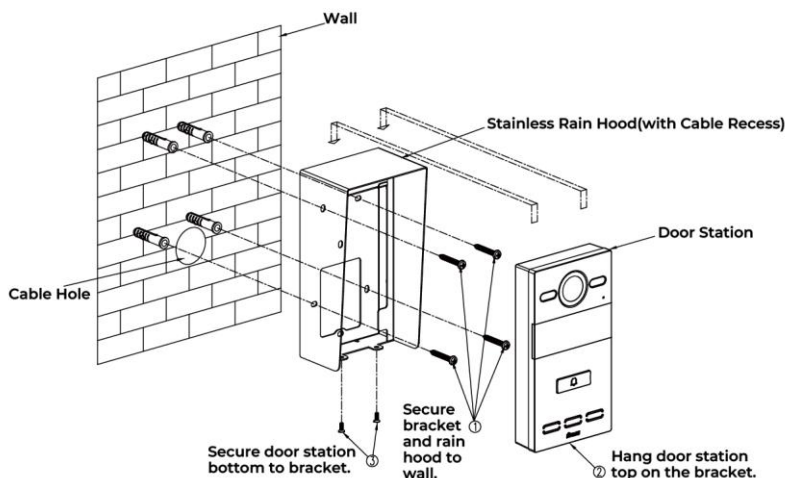
Product size: 88 × 168 × 32.5 mm
Flush Mounting size: 120 × 210 × 48 mm
Hole-cutting size: 98 × 199 × 42 mm

Surface Mounting *Aluminum Rain Hood(with Cable Recess) RH11



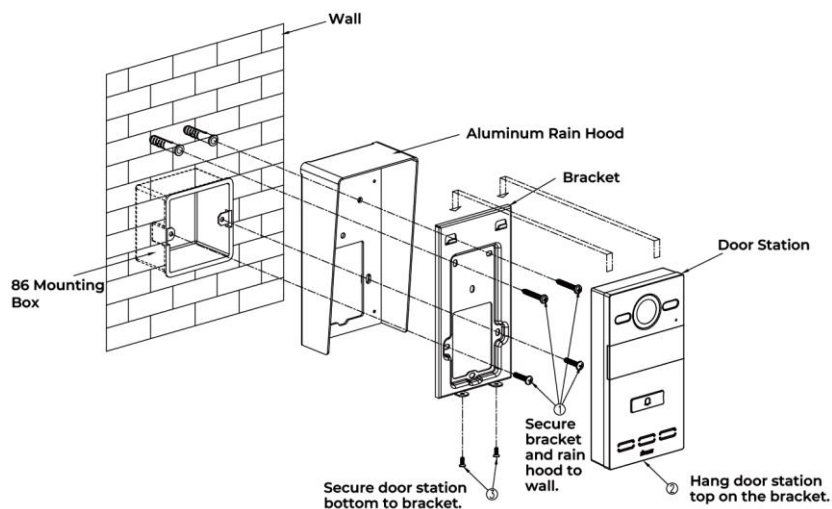
Product size: 88 × 168 × 32.5 mm
Surface Mounting size: 174 × 94 × 66 mm

Surface Mounting *Stainless Rain Hood(with Cable Recess) RH12



Product size: 88 × 168 × 32.5 mm
Surface Mounting size: 173 × 89 × 64.5 mm

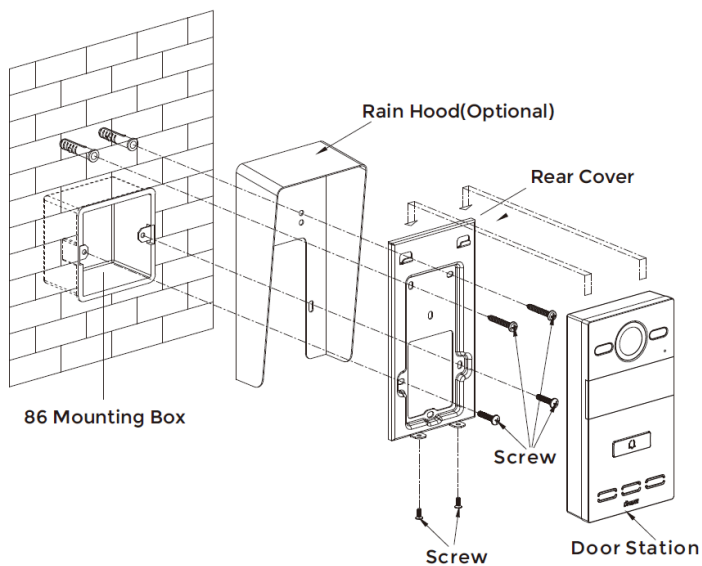
Surface Mounting-86 Mounting Box *Aluminum Rain Hood RH10



Product size: 88 × 168 × 32.5 mm

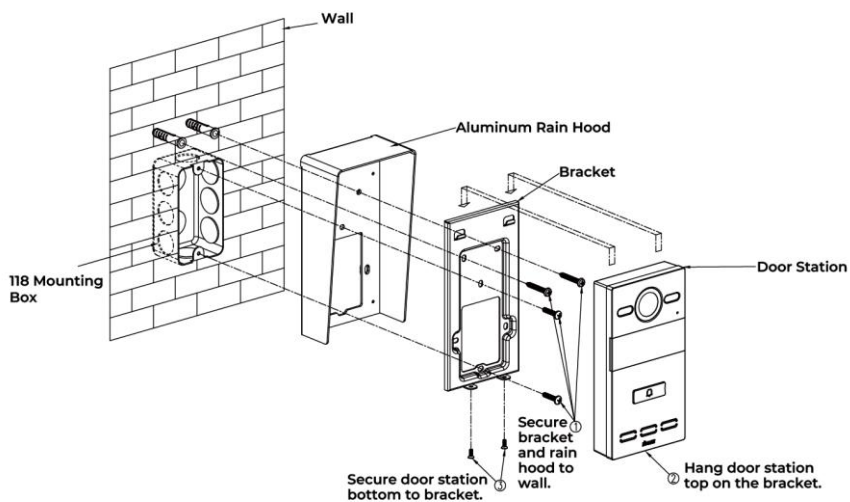
Surface Mounting size: 173.5 x 94 x 53 mm

Surface Mounting-86 Mounting Box *Stainless Rain Hood RH01



Product size: 88 × 168 × 32.5 mm
Surface Mounting size: 179 x 92.8 x 50.5mm

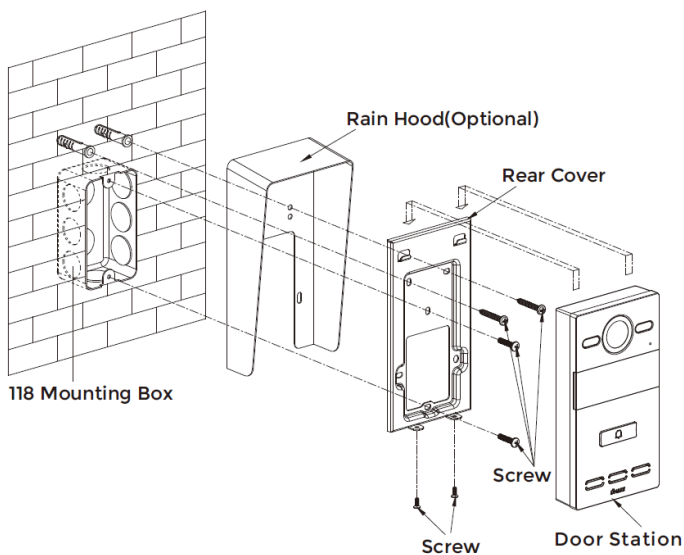
Surface Mounting-118 Mounting Box *Aluminum Rain Hood RH10



Product size: 88 × 168 × 32.5 mm

Surface Mounting size: 173.5 x 94 x 53 mm

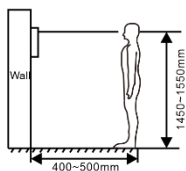
Surface Mounting-118 Mounting Box *Stainless Rain Hood RH01



Product size: 88 × 168 × 32.5 mm

Surface Mounting size: 179 x 92.8 x 50.5 mm

Tips:



The camera should be 1450~1550mm above the ground.

The camera at this height can capture human face

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 floppover 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.

**EASY & SMART
INTERCOM SOLUTIONS**