INSTALLATION AND CONNECTION OF THE INTRACODE VISIO CALL PANEL

INTRATONE

GENERAL POINTS

The **Intracode Visio** call panel (ref.: EEN-PICV or as a Kit, EEN-*KPV50-S* / EEN-KPV1000-S) is a multifunctional call panel which transmits an image of the visitor to the resident's telephone.

This call panel is available in a **"Bronze" or "Zamak"** coloured finish and is **surface-mounted**. It is configured using the following website: **www.intratone.com** in the "management website" tab**.**

It must be connected to the following **"real-time"** central units**:**
  ➢ 2 to 4 doors (ref.: EEN-CEN12)
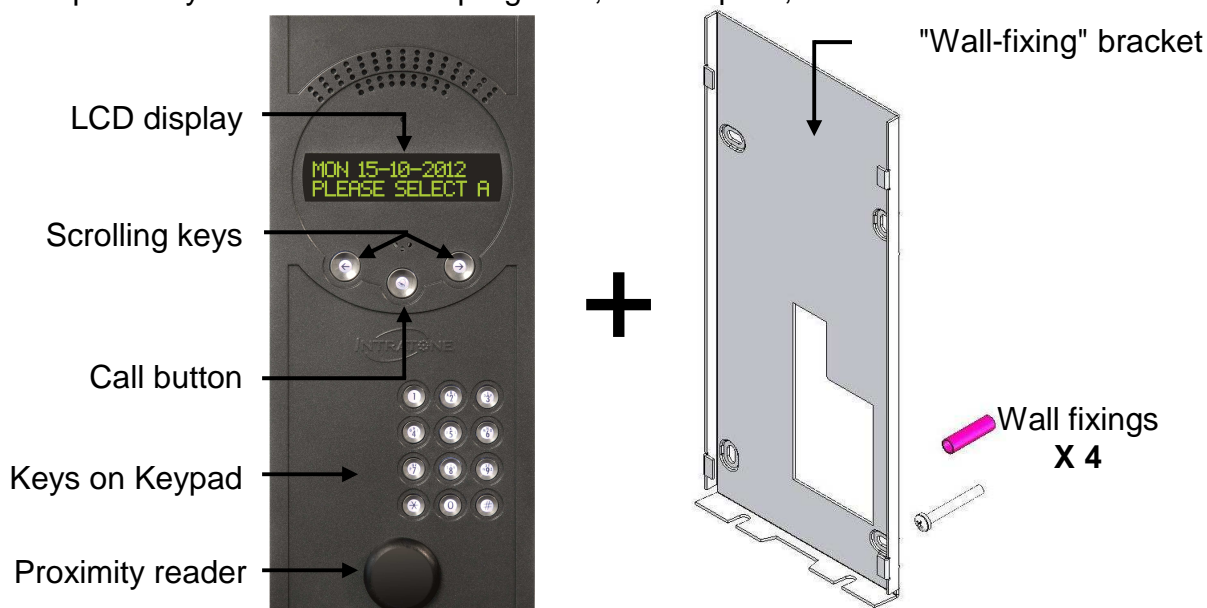 ➢ 1 door   (ref.: EEN- CIC12)

Ideal for fitting near an entrance gate; four opening methods are possible:
  ➢ By using an authorised badge
  ➢ By typing in a specific code
  ➢ By calling a resident using the call panel, who then opens the door using a key on his/her telephone
  ➢ Using a "mobilekey"

Product description:
The Visio telephone intercom with scrolling name-display consists of:
  ✓ A 12-key keypad and backlit LCD screen
  ✓ Two scrolling keys and one call button
  ✓ A proximity reader
  ✓ A miniature camera for use in video calls
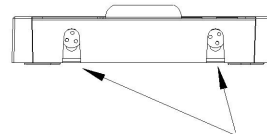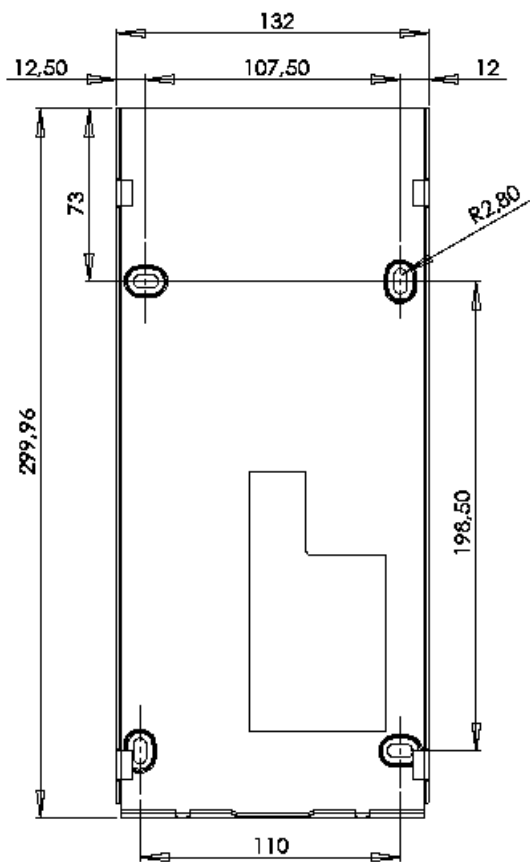 ✓ Built-in speech synthesiser: "Call in progress"; "Door open", etc.

LCD display
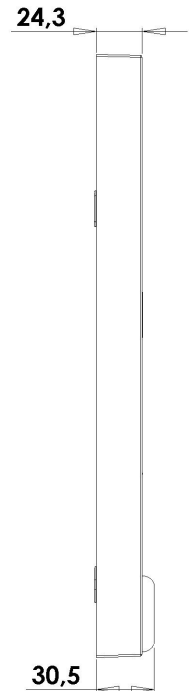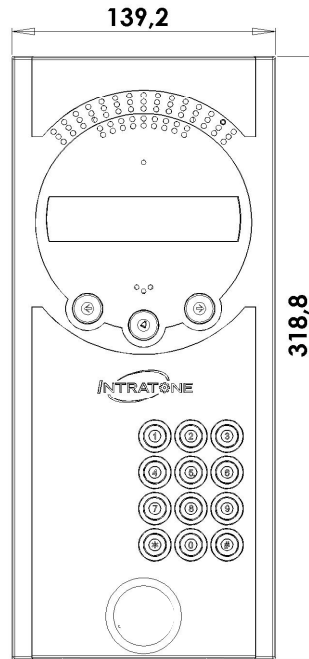
Scrolling keys

Call button

Keys on Keypad

Proximity reader

MON 15-10-2012
PLEASE SELECT A

+

"Wall-fixing" bracket

Wall fixings
X 4

CONTENTS
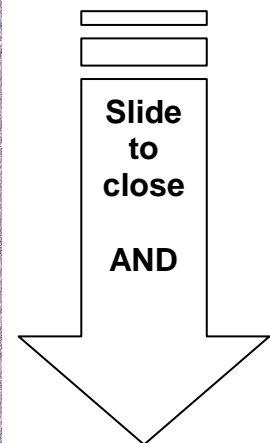
DIMENSIONS AND ASSEMBLY

A) DIMENSIONS

2 vis de fixation de la platine sur le socle

B) ASSEMBLY

Panel fixing points

Slide to close

AND
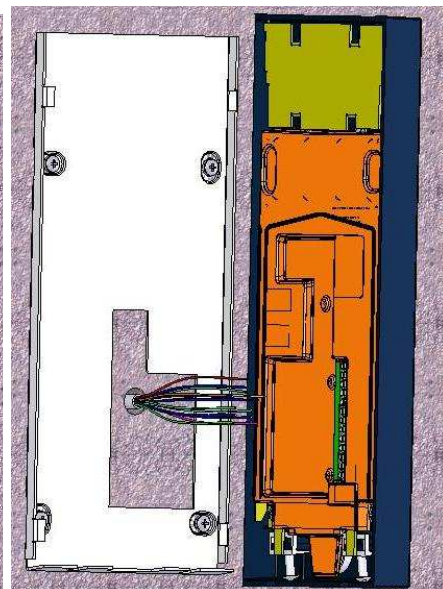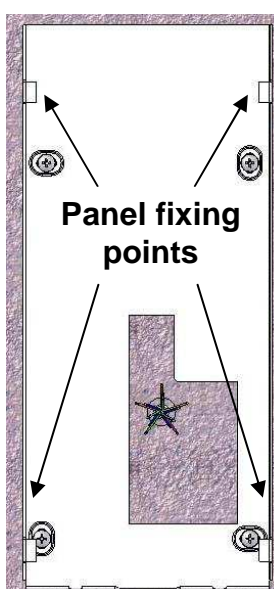
Hold the call panel against the wall while screwing it on

⚠ **Do not trap cables when closing: risk of cutting them when tightened.**

CABLING

Power supply: 12 / 24 V – 2 to 4 A
Not supplied
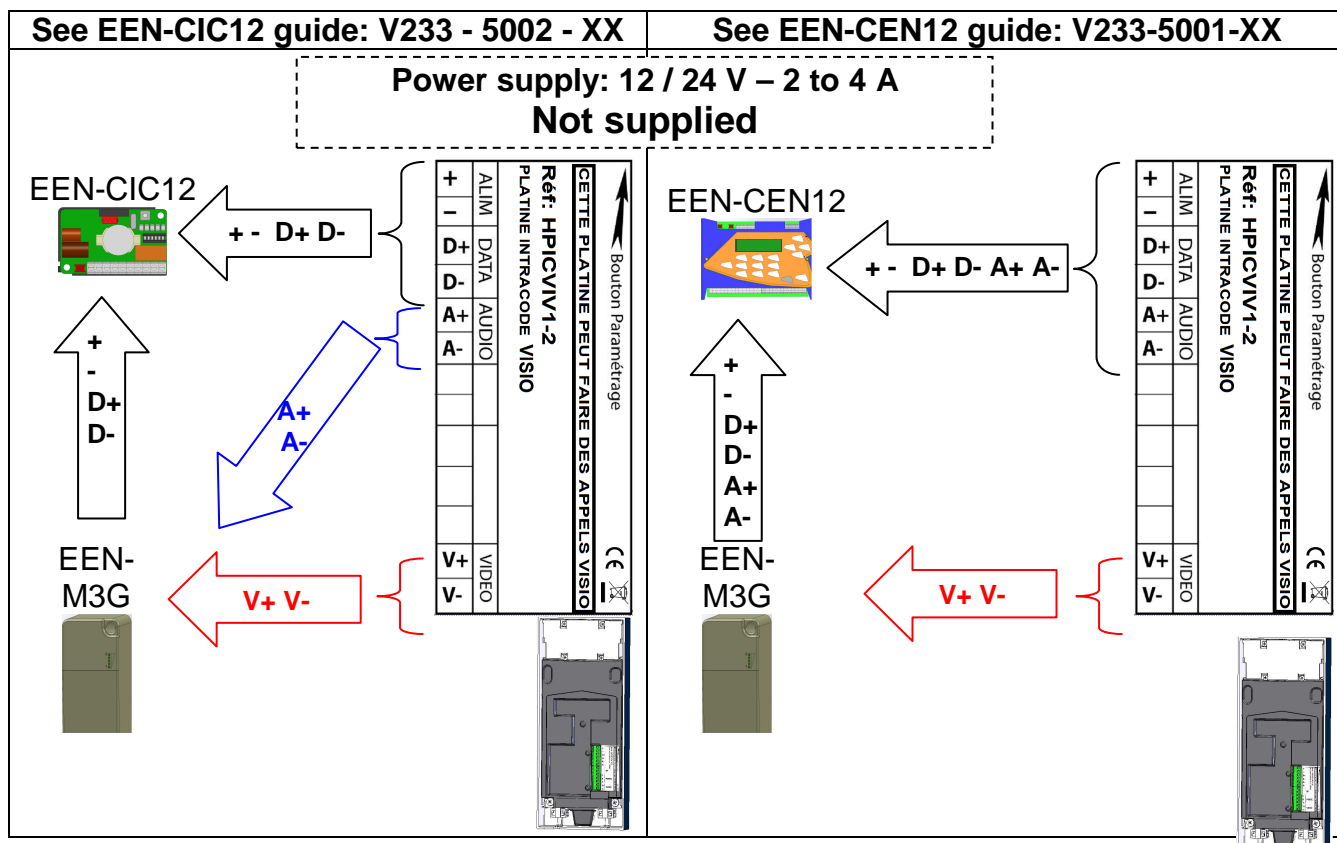
A) GENERAL POINTS

POWER SUPPLY: The central unit supplies power to the call panel via the + / - terminals.
CABLING: **Twisted pairs** – Diameter: 0.8 – Max. distance 100 metres.

Important note:
- The video function will only work if the call panel is installed with a 3G unit.
- If the call panel is installed with a PSTN line, only audio will work.

B) FOR USE IN AUDIO CALLS ONLY

Connect the following terminals up to the central unit:

Terminal	Detail	NB pair
+ / -	Power supply	1
D-+ / D-	Data	1
A+ / A-	Audio	1

Twisted pairs recommended

C) FOR USE IN VIDEO CALLS

Also connect the following terminals up to the V+ / V- (VIDEO 1) terminals on the 3G unit:

Terminal	Detail	NB pair
V+ / V-	Video	1

⚠ **Twisted pair MANDATORY for video**

D) SCENARIO OF CONNECTING AN ENTRANCE GATE WITH THE 2 TYPES OF CENTRAL UNITS
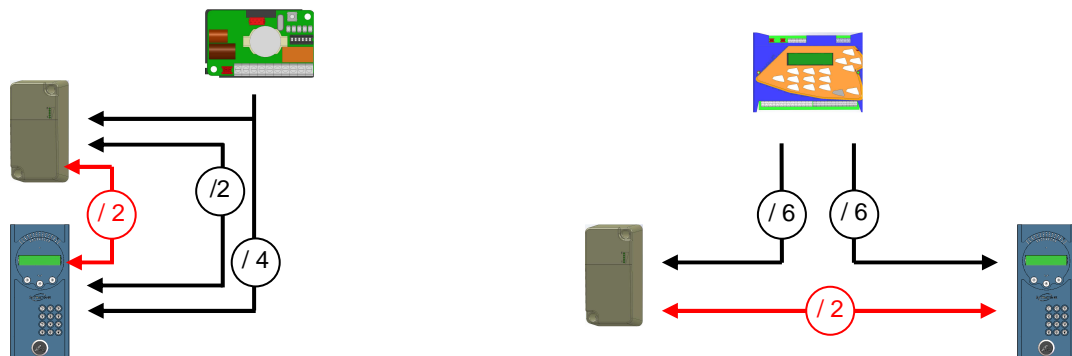
Connections in red refer to video (V+ / V-)
Connections in black refer to (+ / - and D+ / D- and A+ / A-)

E) SCENARIO OF CONNECTING AN ENTRANCE GATE PLUS A BUILDING

It is mandatory to use an EEN-CEN12 central unit with, in this example, an extension board.
Scenario:
"Audio and Video" calls from the entrance gate
Only "Audio" calls can be made from the building entrance.

⇦ Add an extension board - doors 3 and 4

Entrance

Extension board

Building

In this example, door 4 remains available
[41 → 49 and CRT]

Connections in red refer to video (V+ / V-)
Connections in black refer to (+ / - and D+ / D- and A+ / A-)
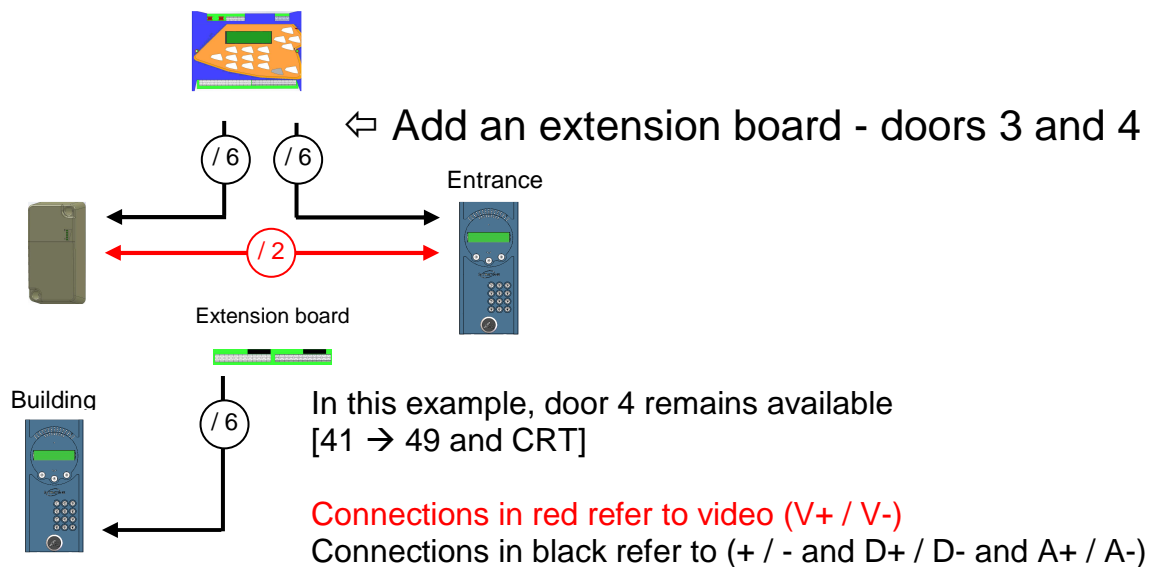
EQUIPMENT CONFIGURATION

A) GENERAL POINTS

INTRATONE call panels are mainly configured on the **www.intratone.com website in the "management website" tab**. Nevertheless, some settings can be changed on-site:
- Configuration of the push button.
- Configuration of the door-opening time.
- Panel sound volume

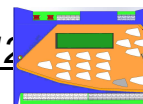### B) CONFIGURATION WITH A RESIDENTIAL CENTRAL UNIT, EEN-CEN12

(See the EEN-CEN12 central unit guide: V233-5001-XX)

With regard to the push button and of the door-opening time, see the **"Door settings"** menu on the central unit.
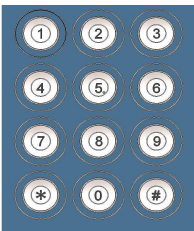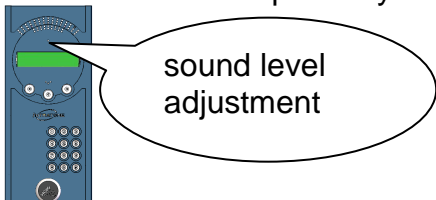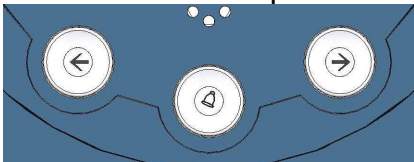
With regard to the volume level, there are 2 options in the "Panel volume" menu:
- **"Direct selection of volume":**
Enter a value between 1 and 4 corresponding to the sound level.
- **"Settings on the Panels":**
This menu starts a 15-minute timer. During this time, you can move between the call panel or panels connected to this central unit in order to adjust the sound level.

Step 1: Type in the keypad code: "**12345678**"	Step 2: The call panel automatically starts **"sound level adjustment"** which continues repeatedly. sound level adjustment	Step 3 : **Validate** the chosen level by pressing the **call button** 🔔 on the call panel

This procedure is valid for 15 minutes per the timer. To exit from this procedure, wait until the timer finishes or exit from the "Settings on the panels" menu.

C) CONFIGURATION WITH AN INTRACODE EEN-CIC12 CENTRAL UNIT
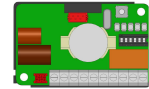
Exit from menus or
Return to scrolling menu
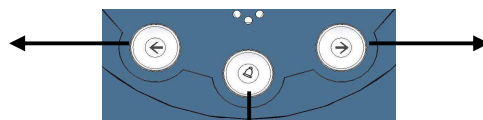
Go into menus or Make a selection

Validation
"Save changes"
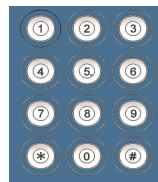
Entering numbers

- **How do I enter settings mode?**
  - o Check that the welcome message is scrolling on the LCD screen
  - o Press the ⌂ key until the **"Enter password"** menu appears.
  - o Type the serial number of the EEN-CIC12 central unit (7xxxxxx3).
  - o Validate with the ⌂**key.** *"You are in menu settings mode"*
- **To exit settings mode:**
  - o Press the ↻ arrow key several times until you return to the scrolling message.

Menu options in settings mode:

Setting the clock	⇨	Date: 28/01/13 Day: Monday	Numeric keys for date entry Key↻ to select day
		⇩	
		Time: 09:15 Type: winter	Numeric keys for time entry Key ↻ to select summer/winter season
		⇩	
	⇦	Accept remote time: YES	Key↻ to select YES or NO

Door settings	⇨	Door settings PB:NO Opening time: 05s	Key↻ to select: NO or NC Numeric keys for door-opening time entry
		⇩	
	⇦	⌂ or ↻	Key ↻ to Exit Key ⌂ to Validate

Volume of call panels	⇨	Direct selection of the volume	Enables direct input via the keypad of the volume of the call panel connected

INTERNET Update Request	⇨	Request an Update?	Key ⌂ to Validate

Check fitting	⇨	Test number:	Enables direct input via the keypad of the telephone number to call for test purposes.
		⇩	
	⇦	⌂	Start test procedure

Warning: the "door settings" menu will appear only if switches 4 / 5 / 6 on the EEN-CIC12 central unit are set to OFF.

POST-FITTING CHECK

Before leaving the fitting, the following points should be checked:

A) ON THE PANEL

- Display shows the welcome message
- Check that the keypad keys (0, 1, 2 →9, * and #) work.
  Procedure:
    - Press #; the display shows "Call number"
    - The numeric keys must be displayed correctly
    - Finish using the * key; the display should return to the welcome message.
- Check that the keypad keys are backlit.

B) DOOR CONNECTION

- Check door opening with the push button
- Check door opening using a badge
                    (See Test Procedure in the central unit guide)

C) CALLS

- Check the quality of a call by a visitor to a resident:
    - Audio Call
    - Video Call
- Check that, during the call, the resident can open the door by pressing the * key on his/her telephone
                    (See Test Procedure in the central unit guide)

D) IN THE CASE OF A FITTING WITH A 3G UNIT

If you use a 3G unit with your call panel, you can see the signal reception level for the unit by pressing the 2 scrolling arrow keys ↻ ⌂ ⤵ on the display.

Depending on the situation, you will see:
"3G NET Lev **17 3**" or "GSM NET Lev **17 3**"
- NET : shows that the network has been found by the unit (3G or GSM)
- Lev : shows the level out of 30 (here,**17** / 30) and the connection on a scale of 5 (here **3** / 5)
Press one of the arrow keys to exit from this menu.

E) IN THE CASE OF A FITTING WITH AN EEN-CIC12 CENTRAL UNIT

Remember to make a note of the serial number (**7**XXXXXX**3**) of the central unit.
You will need this to go back into the installation and configure these settings on the keypad outside.

DIAGNOSIS IN THE EVENT OF A FAULT

What is the fault?	What is causing the fault?	How to fix the fault!
Message on the display: "**Enter your code to open**"	Incorrect cabling between the D+ and/or D- terminals and the 3G unit	- Check cabling between the 3G block and the call panel: D+ / D- - The display should show the welcome message.
Message on the display: "**Enter a code or swipe a badge**"	Incorrect cabling on the D+ and/or D- terminals	- Check cabling between the central unit and the call panel: D-+ / D- - The display should show the welcome message.
Keys and display not **backlit**	- Incorrect cabling on the + and/or - terminals - Equipment fault	- Check cabling on the + and/or - terminals - Contact our technical support department
Keys **backlit** but not display (or the reverse)	Contact our technical support department	
The **LCD** screen does not turn on	Incorrect cabling on the + and/or - terminals	Check cabling between the central unit and the call panel: + / -
When swiping a badge, the green LED on the reader lights up but the **door does not open**.	- Relay on the central unit not working. - Cable to the door	- Check if relay sticks - Check cabling between the central unit and the door
If the **call panel** says " Call in progress" but the resident cannot hear the visitor	Incorrect cabling on the A+ and/or A- terminals	Check A+ / A- cabling
The **call panel** says "Unable to call" with no dial tone	Telephone network not available	Check cabling to the GSM unit and LED levels
The resident **cannot see** the visitor on his/her telephone	- Incorrect V+ / V- cabling - Call panel not a Visio panel - The unit is not a 3G unit - The telephone does not support video	- Check V+ / V- cabling - Install an EEN-PICVIV1 call panel instead of an EEN-PIC - Install a 3G unit instead of a GSM one.

☎ Contact our technical support department (+33 (0)251 655 529) ☎

CERTIFICATE OF CONFORMITY

A) S<small>TANDARDS</small>

EC standards:
The central unit complies with the **R&TTE Directive 1999/5/EC**: electrical safety standard **EN 60950(2001)** applied, EMC standard **EN 301 489-3(2002)** applied, radio standard **EN 300 330-2(2001)** applied
The call panel complies with telephone network standards **TS-103 021** and **TR-103 000**.

Cabling:
The cables connected to the central unit must not be placed in the vicinity of other sources of electrical power (e.g. mains power supply).

Operating warranty:
The call panel is guaranteed for a temperature range of between **-20°C and +70°C** and for relative humidity not exceeding 70%.

End of life product recycling:

The panel and its accessories must not be disposed of with unsorted municipal waste but must be follow the WEEE (Waste Electrical and Electronic Equipment Directive) collection and recycling channel.