

INSTALLATION AND CONNECTION OF THE BUILT-IN Visio call panel



General points

The built-in Visio call panel (ref.: EEN-PIVIV3) a multifunctional call panel which transmits an image of the visitor to the resident's telephone.

This call panel is available in a "**Stainless-steel**" coloured finish and is **flush-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)

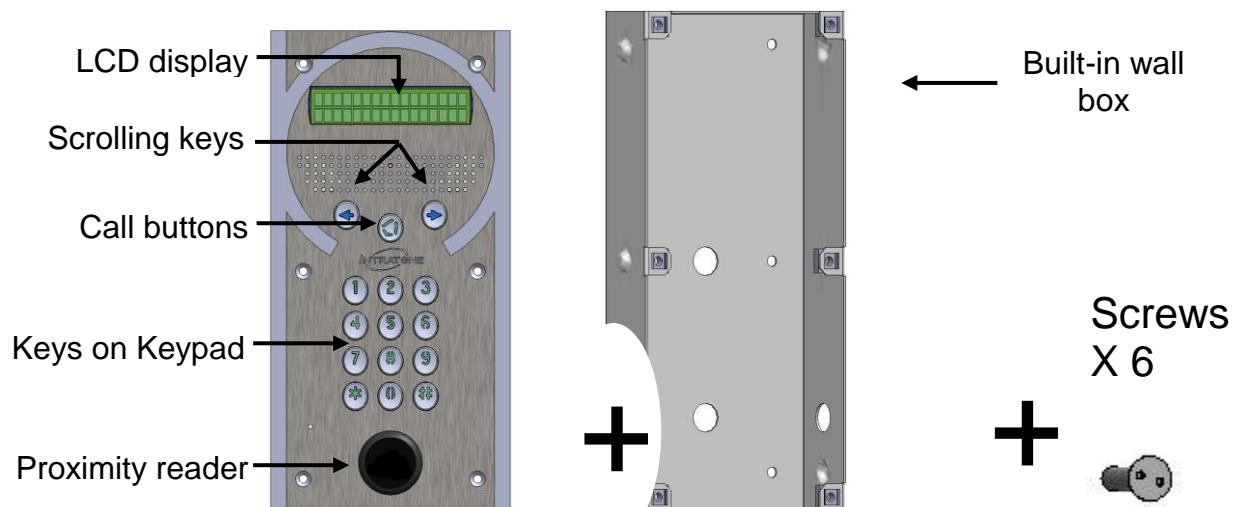
Ideal for installation near an entrance gate; four opening methods are possible:

- By using an authorised badge
- By typing in a specific code
- By calling a resident using the call panel, who then opens the cabinet 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.

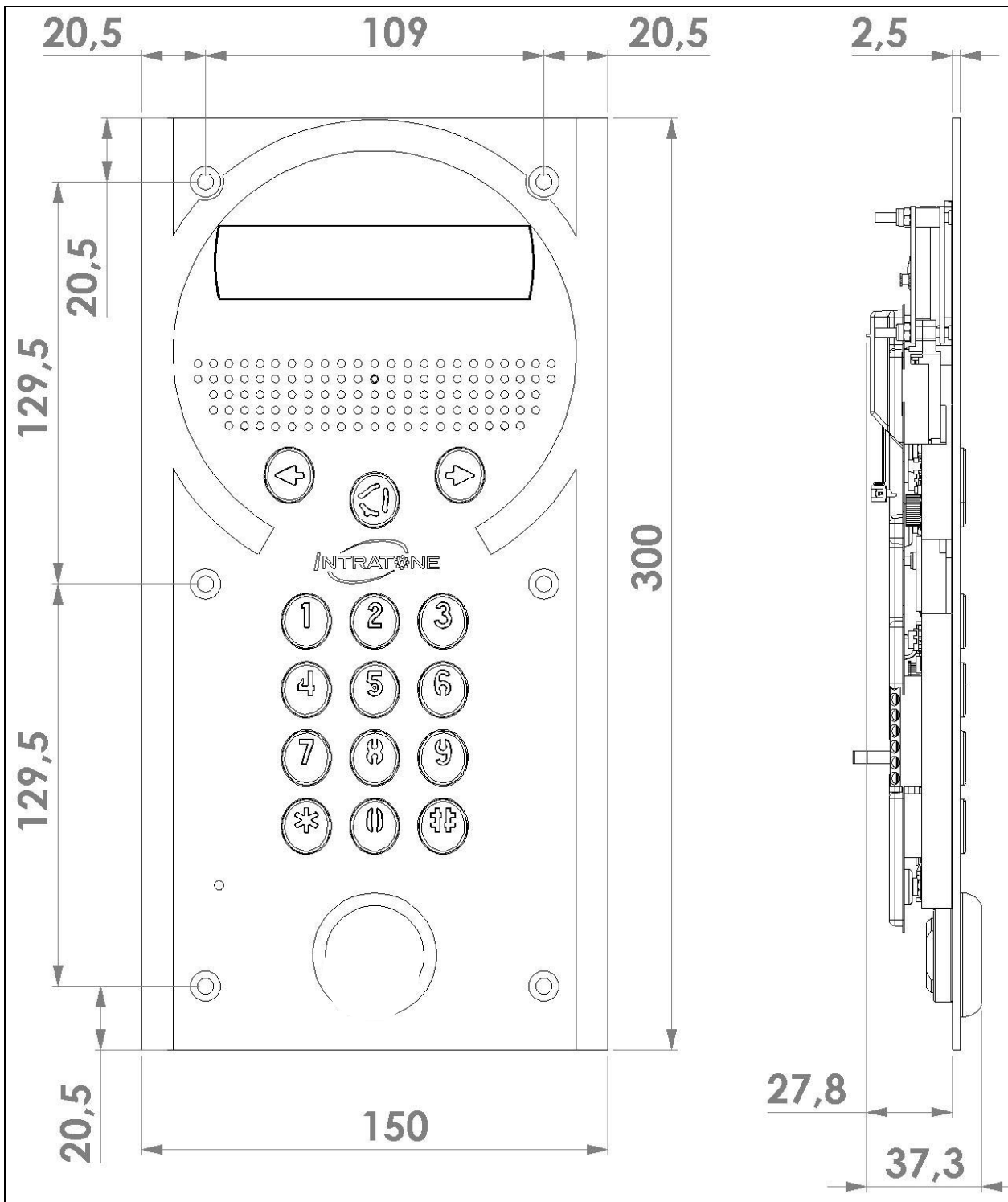


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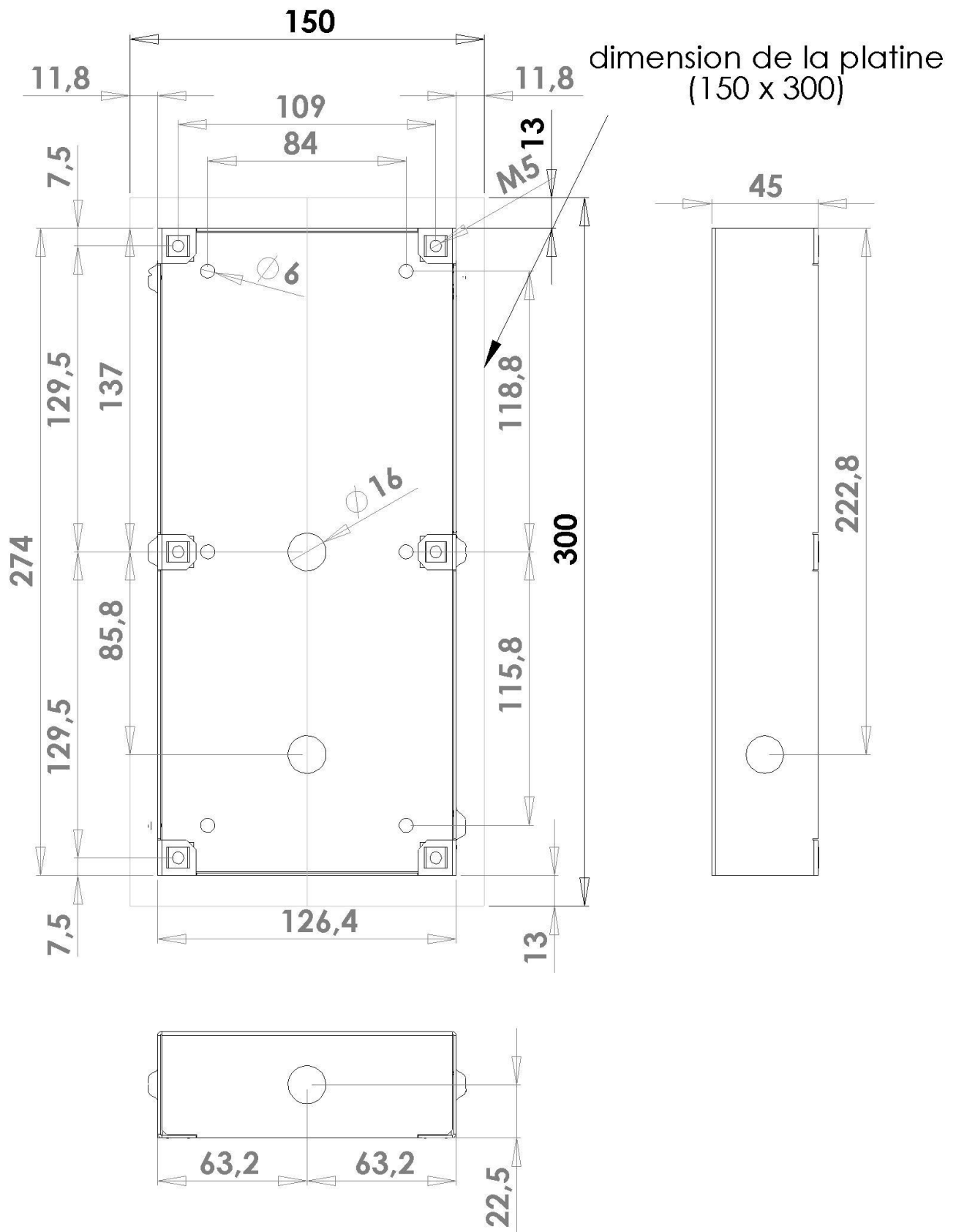
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Dimensions and assembly

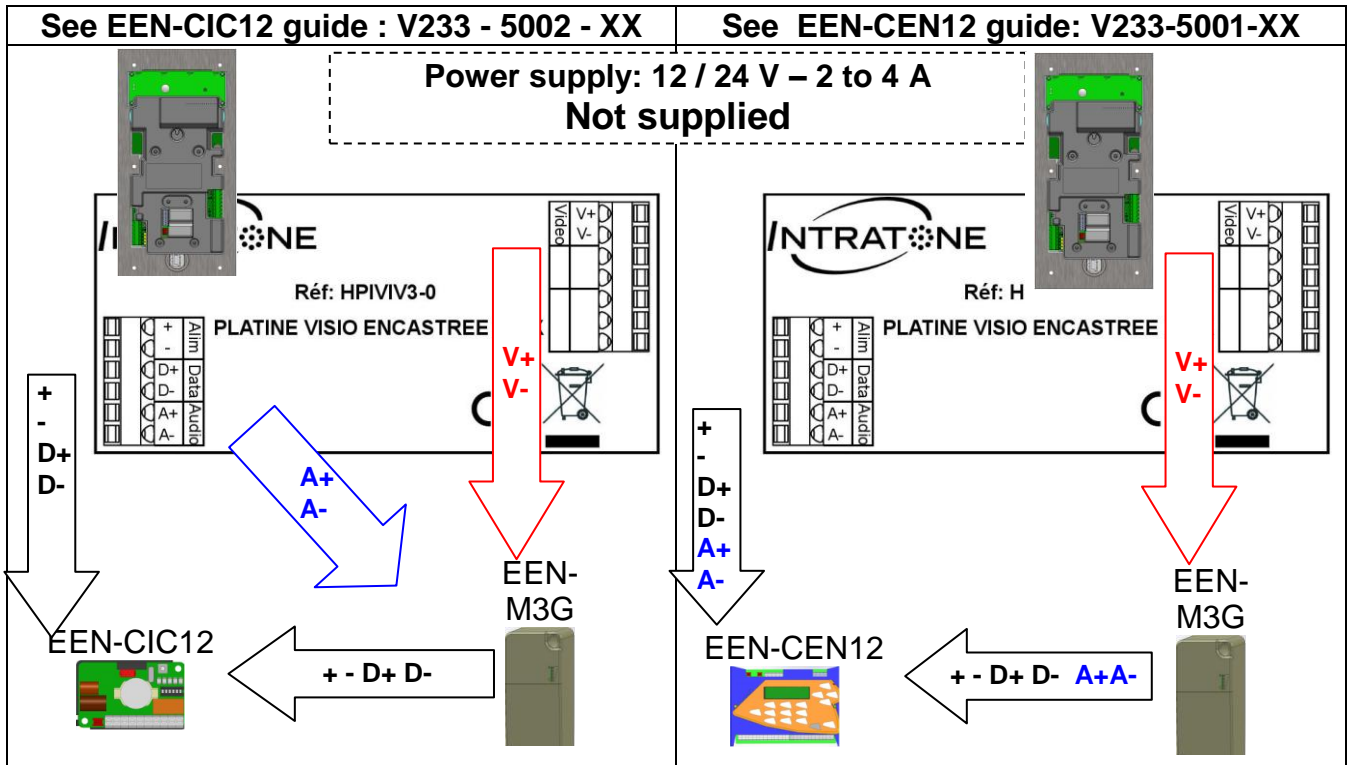
A) Dimensions of call panel



B) Built-in box dimensions



CABLING

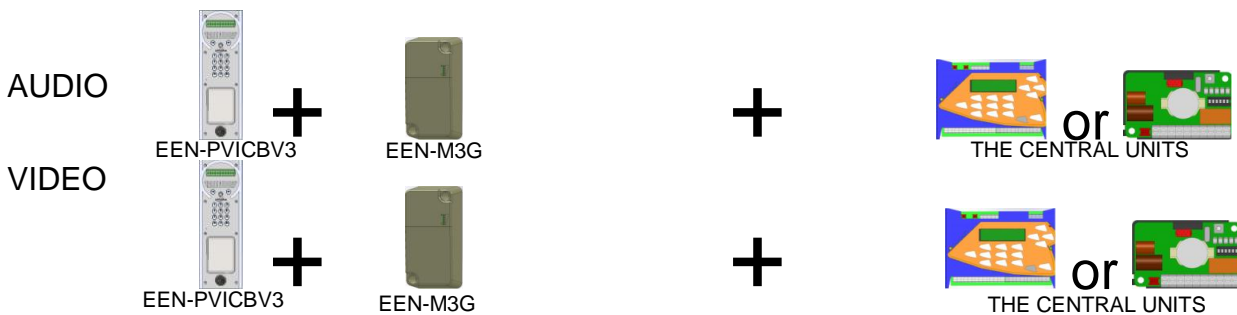


A) General points

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 pair recommended

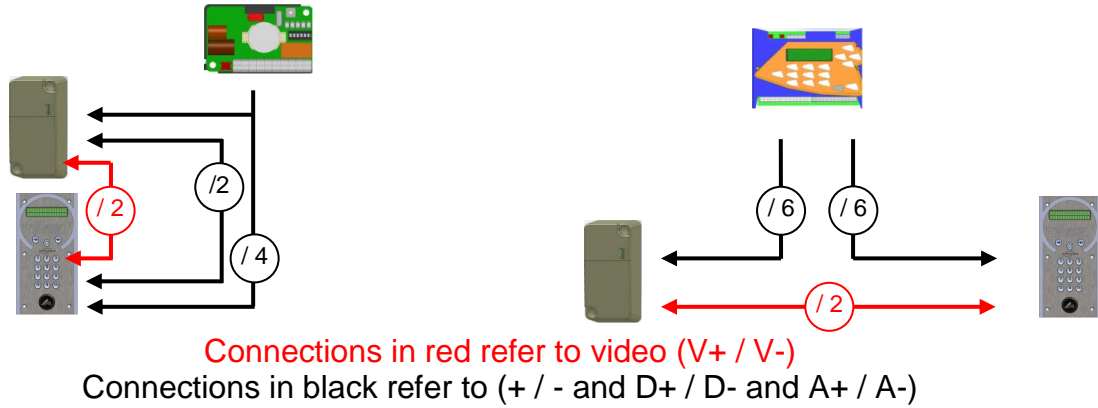
C) For use in VIDEO calls

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



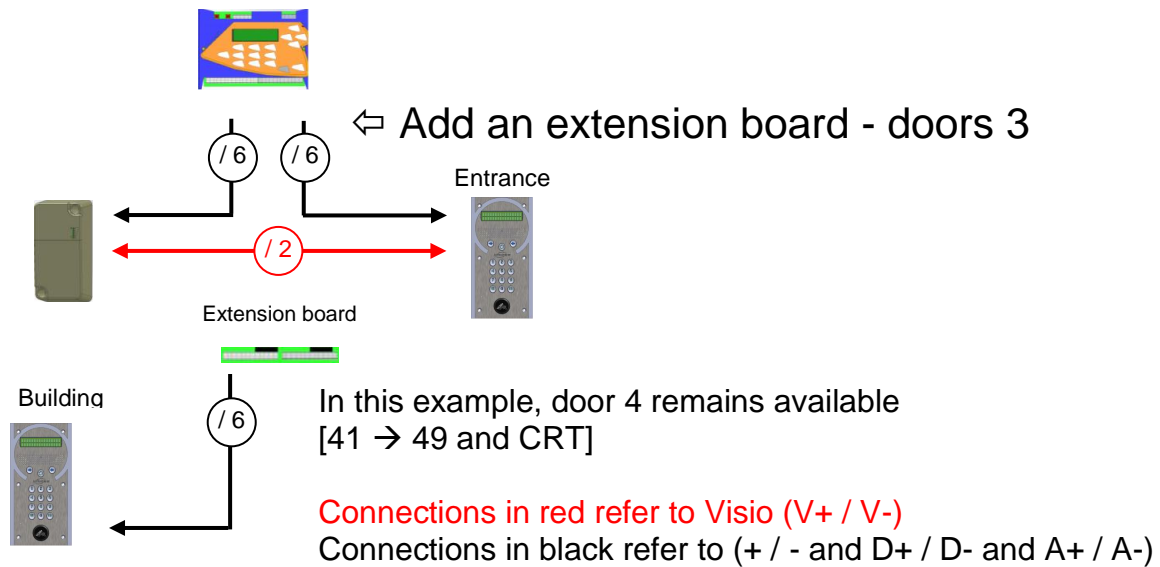
E) Scenario of connecting an entrance gate plus a building

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.



Equipment configuration

A) General points

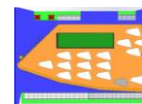
INTRATONE call panels are mainly configured on the [www.intratone.com website](http://www.intratone.com) in the **"management website" tab**.

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 central unit guide EEN-CEN12 V233-5001-XX)



With regard to the push button and of the door-opening time, see the **"Door settings"** menu on the central unit.


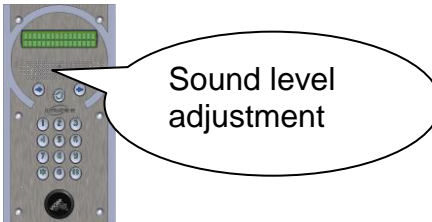


With regard to the volume level, you have 2 options in the "Panel volume" menu:

- **"Direct selection of volume":**

Enter a value between 1 and 4 corresponding to the sound level.

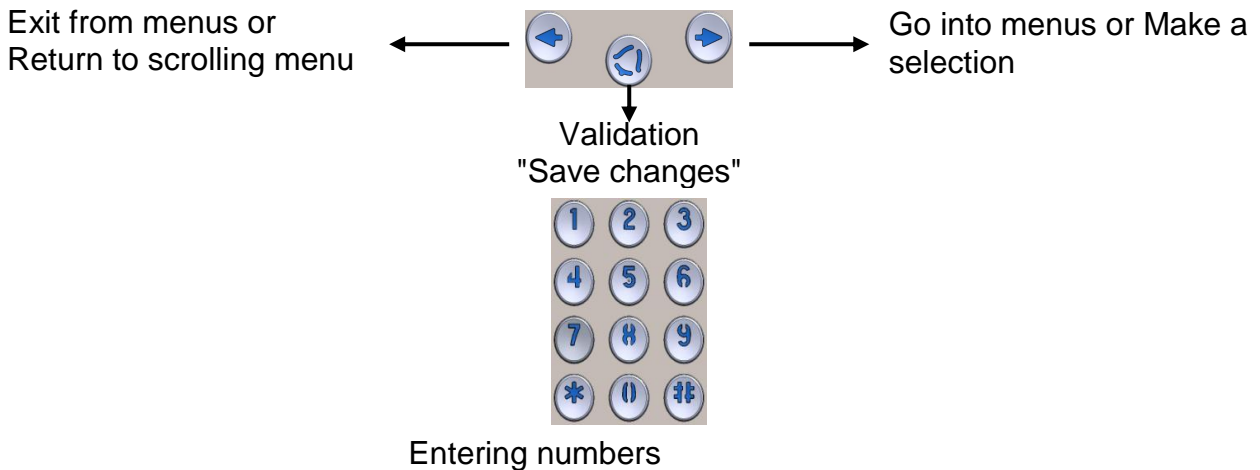
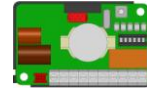
- **"Settings on the Panels":**

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.

<p>Step 1: Type in the keypad code: "12345678"</p> 	<p>Step 2: The call panel automatically starts « sound level adjustment » which continues repeatedly.</p> 	<p>step 3 : Validate the chosen level by pressing the call button  on the call panel</p> 
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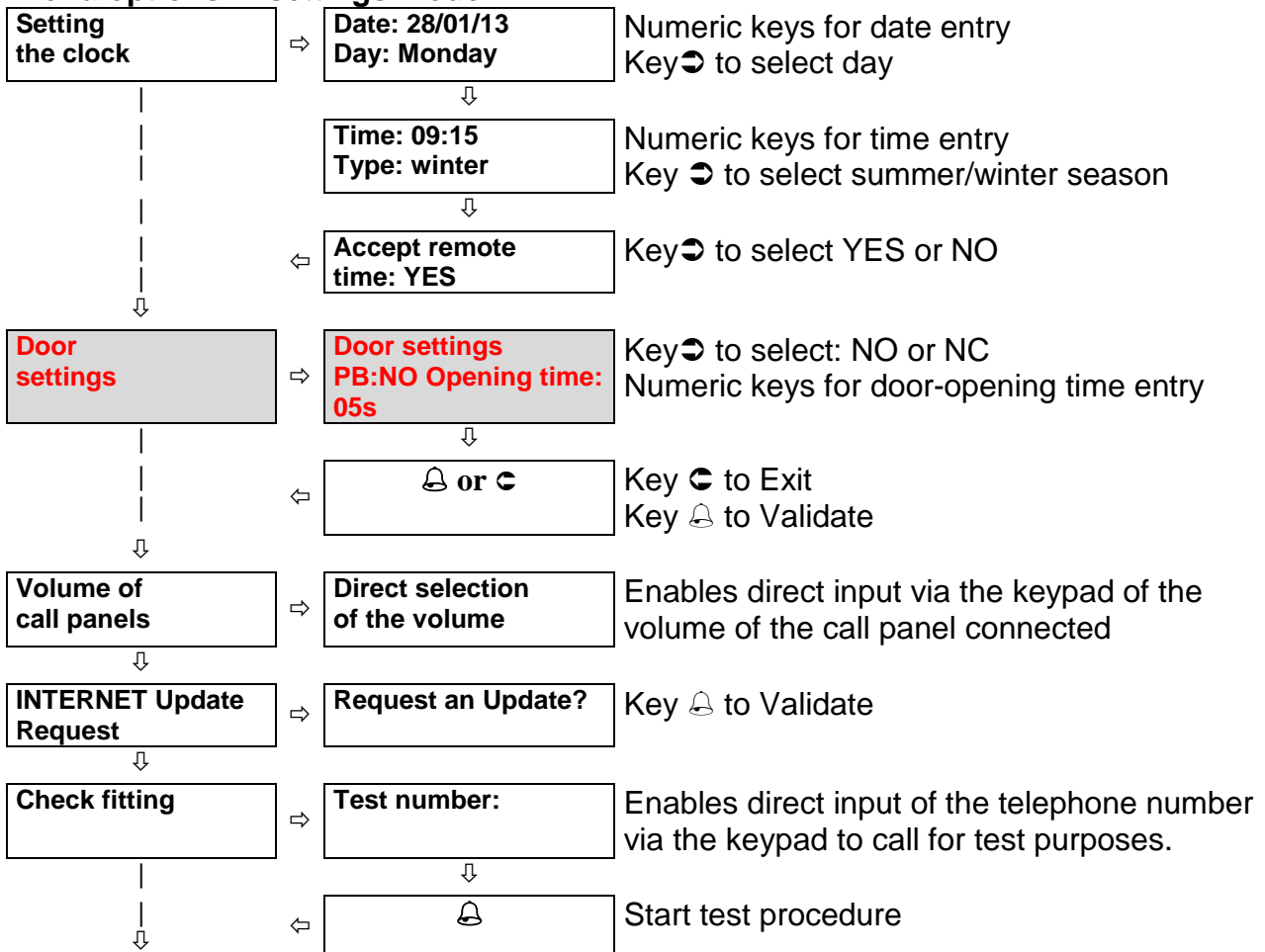
This procedure is valid for 15 minutes per the timer. To exit from this procedure, wait until the timer finishes or exit from the "Settings on the panels" menu.

c) Configuration with an Intracode EEN-CIC12 central unit



- **How do I enter settings mode?**
 - o Check that the welcome message is scrolling on the LCD
 - 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 key several times until you return to the scrolling message.

Menu options in settings mode:



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:

D) On the Panel

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



E) Door connection

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

F) Calls

- Check the quality of a call by a visitor to a resident:
 - o Audio Call
 - o 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)

G) 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.

H) In the case of a fitting with an EEN-CIC12 central unit

Remember to make a note of the serial number (**7XXXXXX3**) 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

<i>What is the fault?</i>	<i>What is causing the fault?</i>	<i>How to fix the fault!</i>
Message on the display: « Communication error »	Incorrect cabling on the D+ and/or D- terminals	- Check cabling between the 3G unit, the call panel and the central unit: D+ and or 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 come 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) Standards:

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 central unit complies with the 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.

B) Certificate: