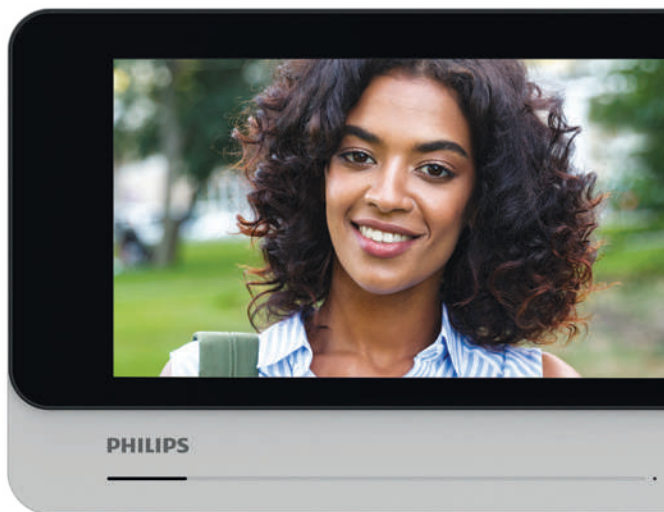


PHILIPS

WelcomeEye
Connect 2

WelcomeEye
Touch

Video doorbell



Instructions for using the product



Fig. 1

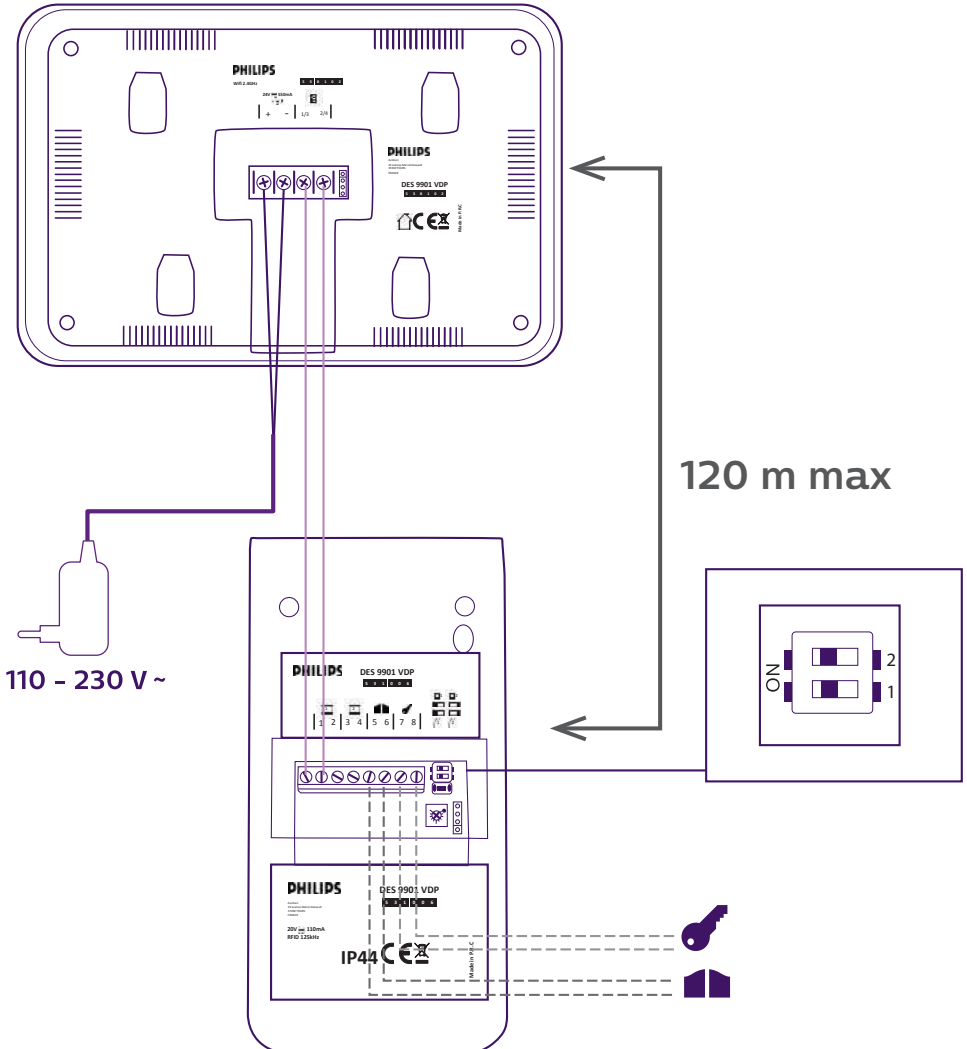


Fig. 2

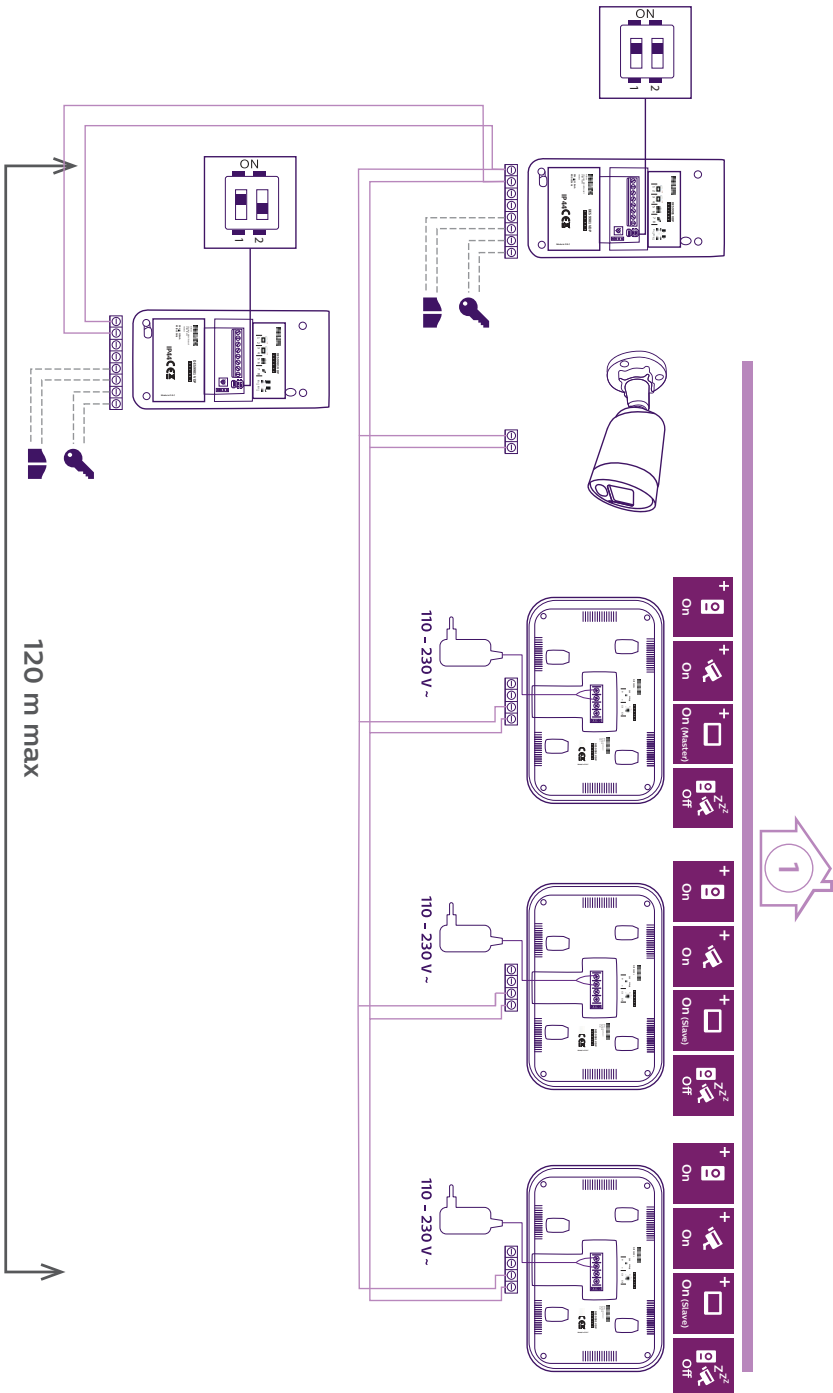
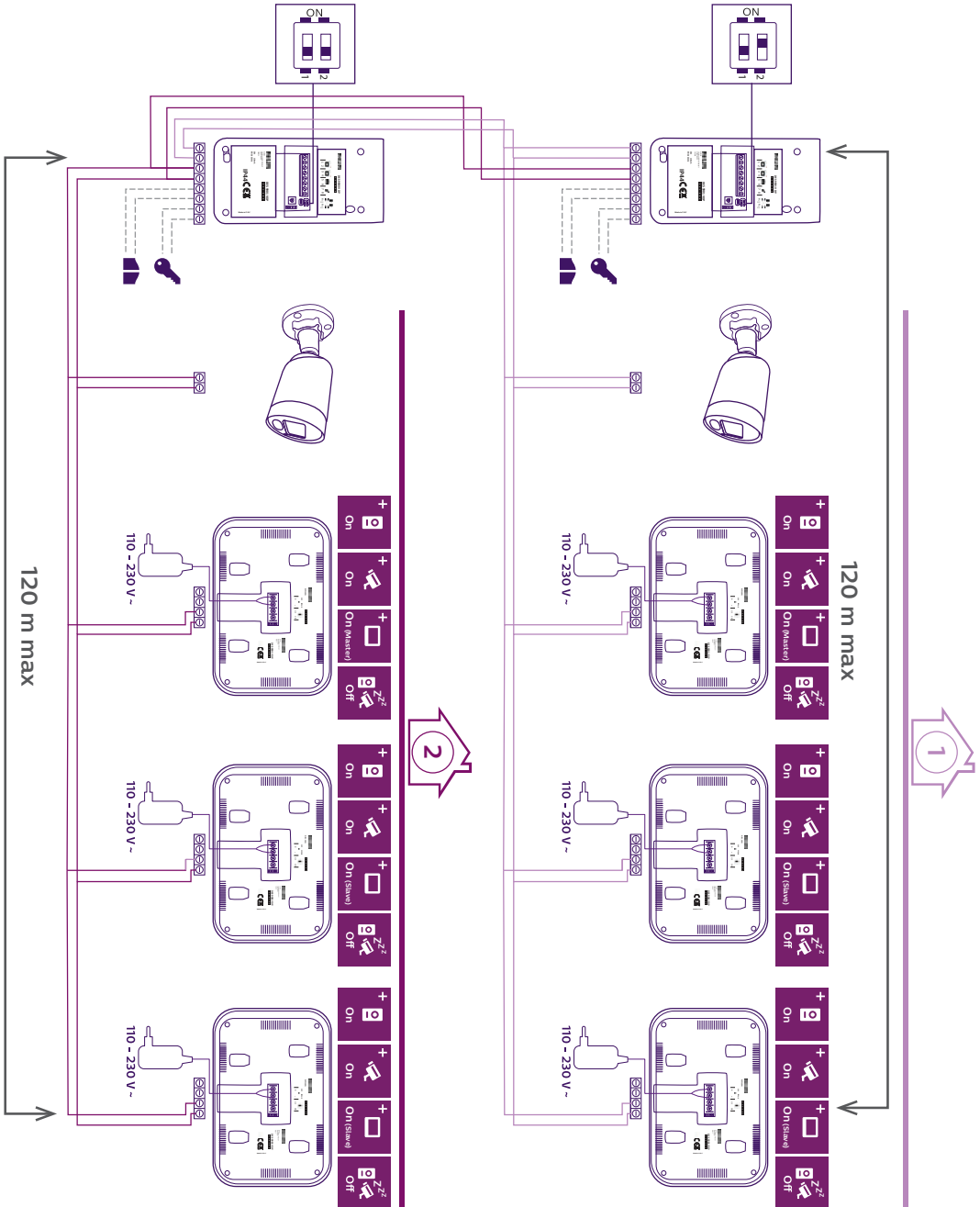
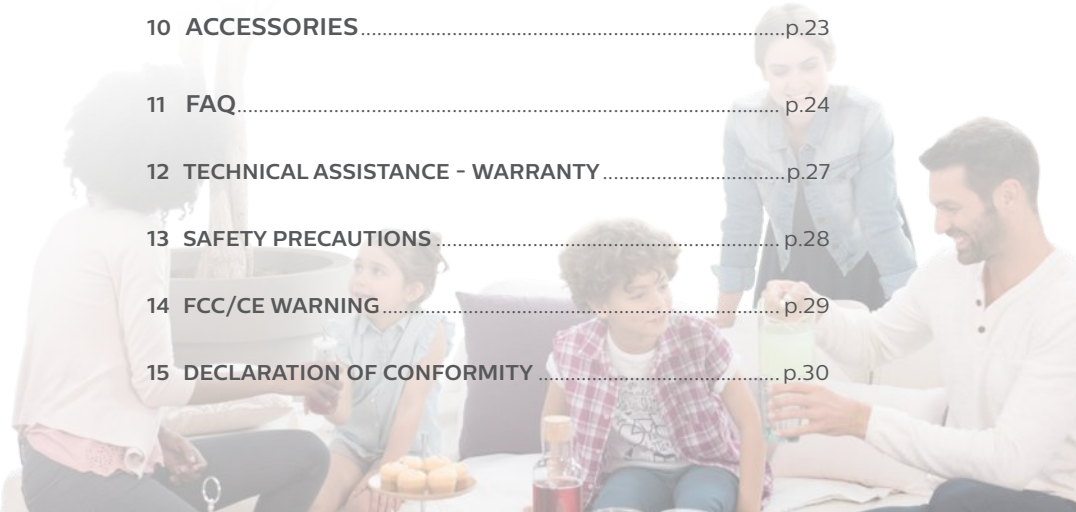


Fig. 3



CONTENTS

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- 2 CONTENT OF THE KIT p.2
- 3 GENERAL INFORMATION p.3
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- 6 MONITOR INTERFACE.....p.9
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 - C. Settings
 - D. Photo album
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1. SAFETY INSTRUCTIONS



Important!

- Please carefully read the user manual before installing or using this product.
- If you are installing this product for someone else, remember to leave the manual or a copy of it with the end user.

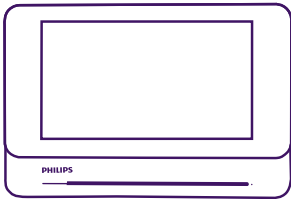
Warning:

- The various items should be dismantled by an authorised technician only.

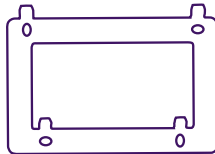
Safety precautions:

- To operate this system in complete safety, it is essential that installers, users and technicians follow all the safety procedures described in this manual.
- Specific warnings and warning symbols are given for items where necessary.

2. KIT CONTENTS



1. 7" monitor



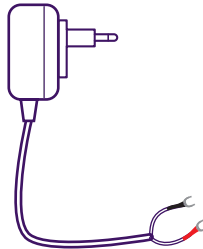
2. Wall bracket



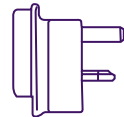
3. Intercom panel



4. 5 RFID badges:
2 user badges (grey)
1 admin badge (yellow)
1 - (red)
1 + (blue)



5. Plug-in power supply



6. UK Adaptor

3. GENERAL

This videophone consists of an indoor answering unit with a touch screen and an outdoor panel with an intercom and camera, allowing you to see and communicate with the visitor who has pressed the bell. It is easy to install as only two wires are needed for all functions: bell, video image, intercom and strike plate and automatic opener controls.

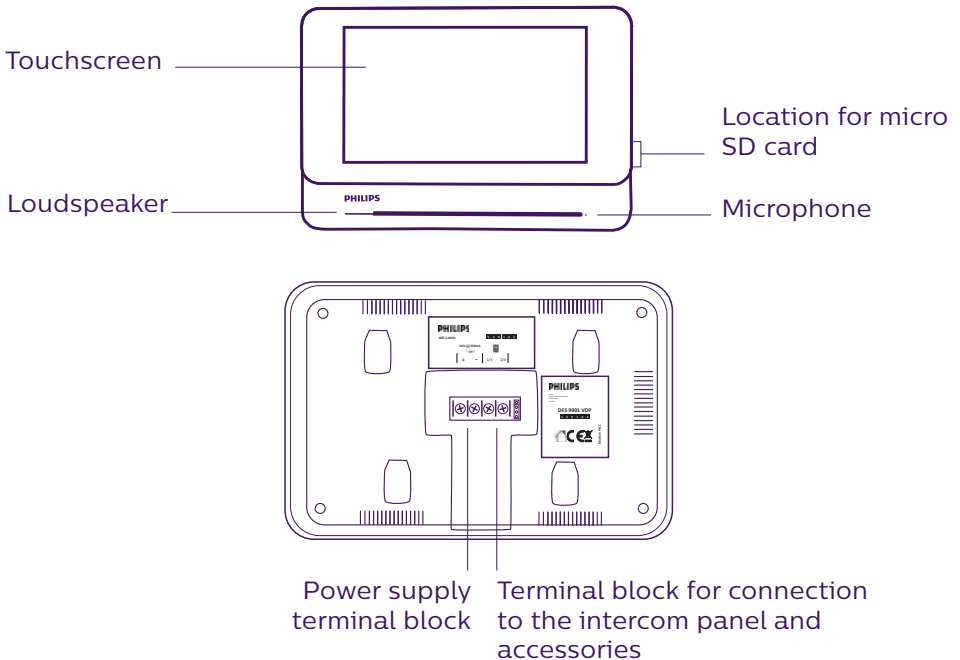
The **WelcomeEye** technology allows you to share the intercom panel between 2 families. Each family can own up to three monitors.

The system can operate up to one camera and two intercom panels per family.

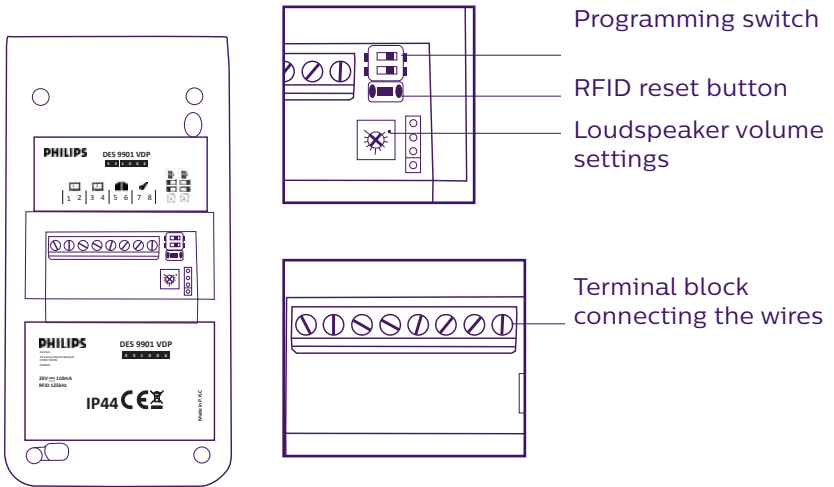
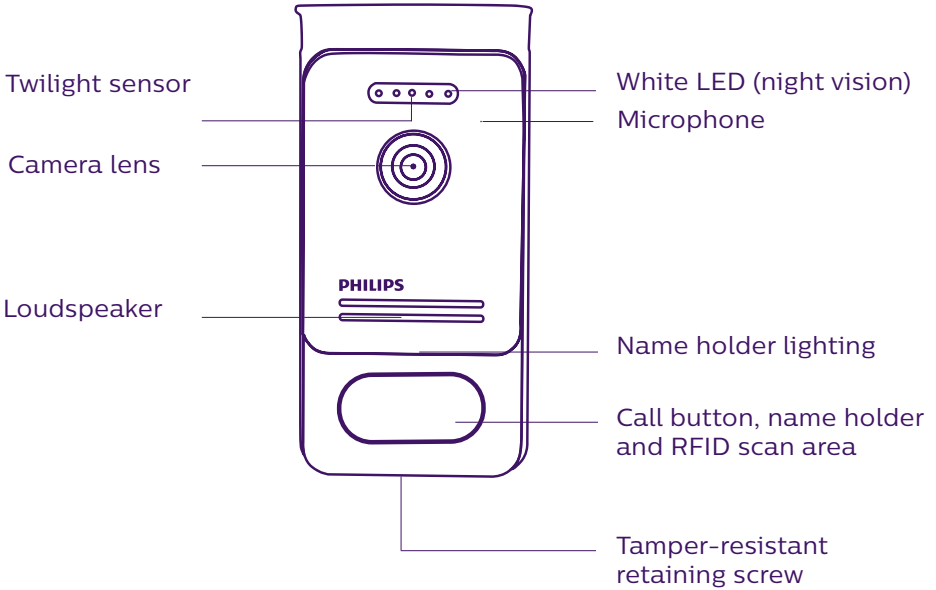
For effective usage, please carefully read this instruction manual.

4. NOMENCLATURE

Monitor:



Intercom panel:



Notes:

- When someone presses the call button, the inside monitor rings and the video is displayed.
- To change the nameplate label, remove the front cover and unclip the plastic cap behind the label.

5. PRODUCT INSTALLATION

Important notes and advice:

- **To make the most of your intercom panel, we recommend configuring it (RFID, for 1 or 2 families, 1 or 2 intercoms, loudspeaker volume) before final installation. To do this, you will need to connect it on a table, to ensure that the settings have been configured correctly.**
- If you test your product before installing it, ensure that you do not test it with the intercom panel and the monitor in the same room to avoid the videophone emitting a shrill noise (feedback).

Do not expose the camera lens to direct sunlight or a reflective surface.

- Do not expose the intercom panel to any source of light at night as this will inhibit activation of the twilight sensor.
- We recommend running the cables through a protective sheath to protect them against breakage and bad weather.
- For the WelcomeEye Connect version, to take full advantage of the WiFi function of your monitor, we advise you to check that your WiFi network is accessible where it is installed.

1. Wiring

In order to avoid the risk of interference and malfunction, do not pass the wire for your videophone through the same sheath as the electrical wires.

Warning: Do not under any circumstances double wires to increase the wire size.

a. Connecting the videophone (monitor, intercom panel and camera)

Wires to be used: **2 wires 0.75 mm² up to 80 m long or 2 wires 1.5 mm² up to 120 m long.**

The wires must be in one piece. No wago or domino connector systems are to be used

- Ensure that the wires are properly connected, following one of the wiring diagrams depending on the desired configuration.
- Be sure to refer to the labelling on the back of the monitor and the back of the intercom panel.
- **Configure the switches on the back of the intercom panel as well as the monitor interface according to the chosen configuration (see section 2 intercom configuration).**

b. Connecting a gate motor

- The intercom provides a dry contact (without power) to be connected to the push button control of the automatic opener.
- Connect it directly to terminals 5 and 6 at the back of the intercom panel (no need to observe polarity).
- The opening function is only possible if the video of the respective intercom panel is displayed.

c. Connecting a strike plate or electric lock

Important: The electric strike plate or lock that you install must be equipped with a mechanical memory. The strike plate current cannot exceed 1.1A.

- Connect it directly to terminals 7 and 8 at the back of the intercom panel (no need to observe polarity).

- The opening function is only possible if the video of the respective intercom panel is displayed.

2. Configuring the intercom (see fig. 1, fig. 2 or fig. 3)

a. Configuring the intercom number:

Place switch 2 on the left on intercom no. 1 and on the right on intercom no. 2.

b. Configuring the number of families:

Place switch 1 on the left for single family mode and on the right for two family mode.

Important: The switch positions must be changed before powering the intercom.

c. Intercom volume settings:

Turn the volume control with a Phillips head screwdriver to adjust the intercom volume. Turn clockwise to increase the volume. Turn anti-clockwise to decrease the volume.

d. Configuration of the RFID function:

The RFID function enables openings to be managed using badges.

1) Programming (or resetting) administrator badges (**important:** the monitor must not be in communication with the intercom panel when configuring badges):

When switching on the device for the first time, the badges must be configured in the following order:

(**Important:** Be sure to programme the badges one by one. To avoid any problems, do not hold all the badges in your hand)

1. Press the reset button at the back of the intercom panel for five seconds, the intercom panel will emit six short beeps.
2. Swipe the yellow administrator badge, one short beep confirms the programming.
3. Swipe the blue badge, one short beep confirms the programming.
4. Swipe the red badge, one long beep confirms that the administration badges have been programmed.

2) Add one or more user badges:

1. Swipe the blue badge, four long beeps confirm the activation of the programming mode.
2. Swipe all user badges (grey) to be activated; one short beep confirms the programming of every badge presented.
3. Once all of the badges have been programmed, wait 10 seconds. One long beep confirms the end of the programming process.

3) Remove one or more user badges:

1. Swipe the badge (red); 4 long beeps confirm the activation of the programming mode.
2. Swipe all user badges (grey) to be deactivated; one short beep confirms the deactivation of every badge presented.
3. Once all badges have been deactivated, wait 10 seconds. One long beep confirms the end of the programming process.

4) Remove all user badges:

1. Swipe the administrator badge (blue); 4 short beeps confirm the activation of the administration mode.
2. Swipe 1 user badge (grey) that has already been added; one short beep indicates that all user badges have been deactivated.

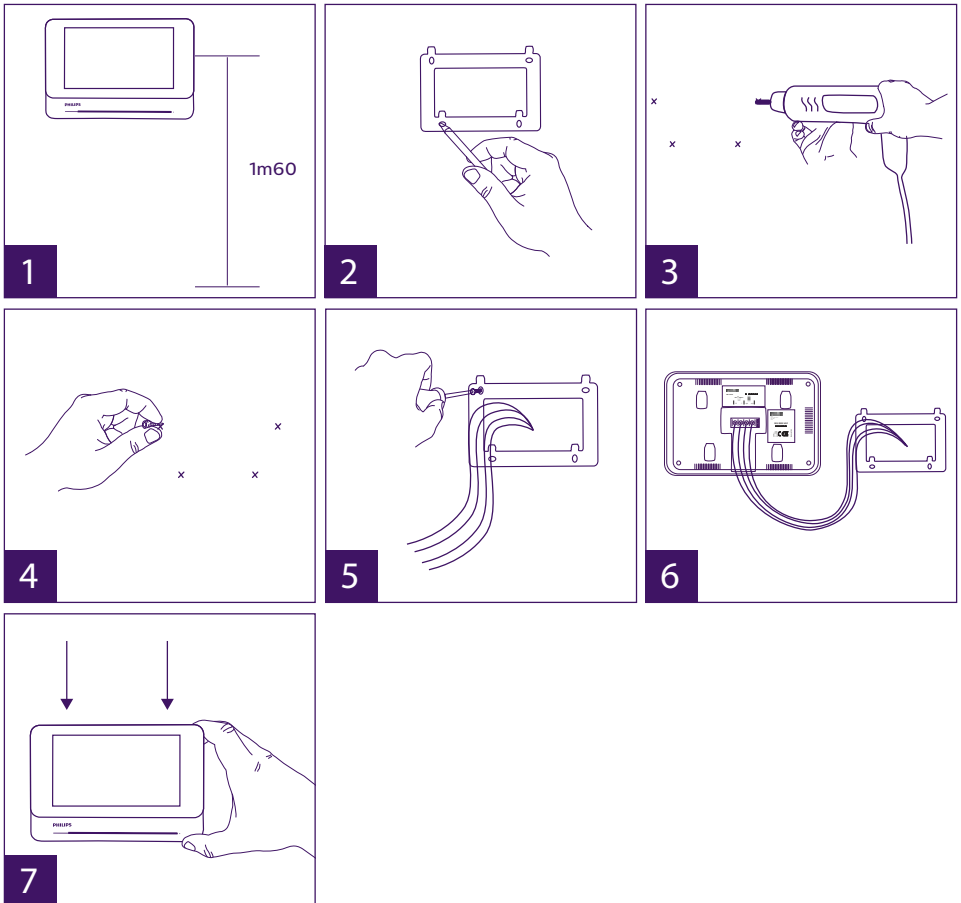
5) Using the badges:

To open the electric strike plate, quickly swipe your pre-programmed grey user badge on the RFID reading field. One short beep confirms the opening of the electric strike plate.
To open the gate motor, hold the badge in front of the RFID scan area for 3 seconds. Two short beeps indicate that the gate is opening.

6) Replacing a badge

RFID badges do not have predefined functions. It is the programming step that sets the badge's function. Badge colours simply enable users to recognize their functions. If a badge is lost, it can be replaced by any other badge by repeating the programming step.

3. Installing the main or additional monitor



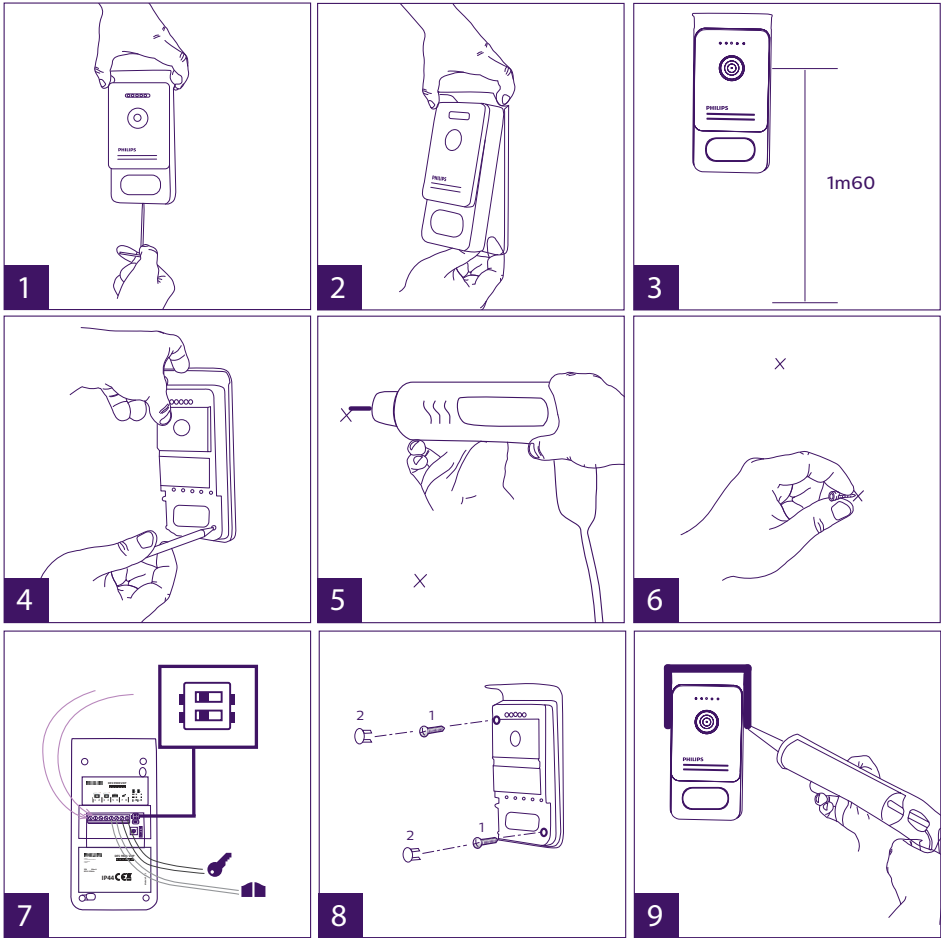
- 1 - Position the wall bracket so that the screen of the monitor is approximately 1.60m above the ground.
- 2 - Mark the location of the holes using the U bolt.
- 3 - Drill.
- 4 - Use pegs adapted to the bracket (those supplied are suitable for solid walls).
- 5 - Attach the wall bracket.

- 6 – Connect the two intercom panel wires and the two power supply wires following the wiring diagram.
- 7 - Position the monitor on the wall bracket.
- 8 - Depending on the configuration selected, and when wiring is completed, the interface may have to be configured.

 **Warning:** during this step, do not connect the power supply to the 230V AC.

4. Installation of the main or additional intercom panel*

Warning: The product must not be connected to the power supply before the wiring has been completed.



- 1 - Remove the tamper-resistant screw from underneath the intercom panel, using the key provided.
- 2 - Tip the intercom panel cover forward.
- 3 - The intercom's lens should be approximately 1.60m above the ground.
- 4 - Mark the locations.

- 5 - Drill.
- 6 - Use pegs adapted to the nature of the support (the screws supplied are suitable for solid walls).
- 7 - Connect the two wires from the monitor and, if necessary, connect the electric strike plate and the gate (see section 1. Wiring). Configure the switches at the back of the intercom panel (see section 2. Configuring the intercom).
- 8 - Insert the screws and refit the two caps concealing the retaining screws.
Note: screw through the black covers on the back of the intercom panel without removing them.
- 9 - Refit the front cover of the intercom and tighten the tamper-resistant retaining screw.
- 10 - Connect the 230V AC power supply to the modular adaptor, for an installation compliant with applicable standards (NFC 15-100 in France).
 - Verify the smooth functioning (video call, RFID, etc.).
 - When there is a second intercom panel, don't forget to configure the monitor(s).
- 11 - apply a silicone seal around the intercom panel to prevent any penetration of water.

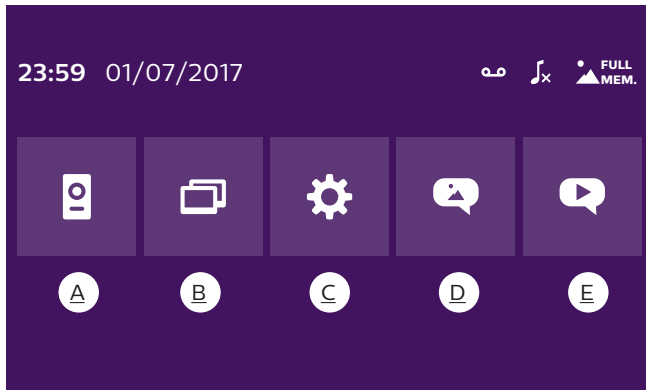
5. Installing a camera (optional)

Connect the wires in accordance with the wiring diagram.
 Choose a suitable place to install the camera.
 Ensure that nothing gets in the way of the installation.
 Screw the wall section with the screws provided (for solid walls).
 Point the camera in the desired direction and tighten the retainer screw.
 Configure the monitor(s)

6. MONITOR INTERFACE

Main menu

Lightly touch the screen to turn it on and access the main menu



A. Monitoring function

B. Intercom function

C. Settings

D. Photo album

E. Video album



: indicates that the automatic answering function is activated



: indicates that silent mode is activated



: indicates that the memory is full. The oldest photos/videos are replaced with the new recordings.

A. Monitoring function



1

2

3

4

5

- 1: To switch to the view of the second intercom panel or camera, or return to the main menu.
- 2: To establish voice communication with the intercom panel and hang up.
- 3: To open the electric strike plate.
- 4: To open the gate.
- 5: To take a photo or video in accordance with the settings selected.

B. Intercom function



1

2


Function only valid if an additional monitor is connected and the parameters are set correctly.

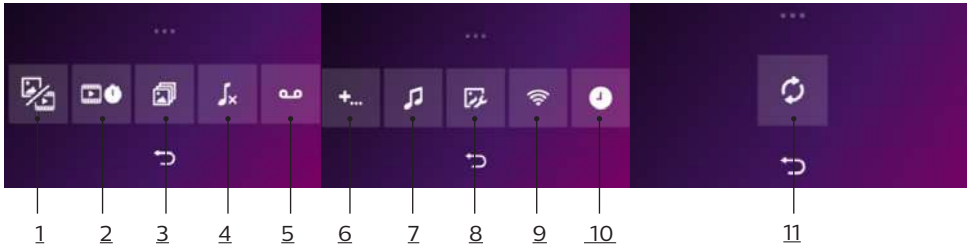
- 1: To exit the function
- 2: Allows you to call the other monitors in the family, answer when you receive a call from another monitor, or hang up.

C. Settings



The settings menu consists of three pages for WelcomeEye Connect and two pages for WelcomeEye Touch. To switch from one page to the next, simply slide the screen to the right or left.

Click on  to return to the previous menu.



1. Visit memory function



a b c

- a: Photo record of a visitor.
- b: Video record of a visitor.
- c: Deactivation of the visit memory function.

2. Video recording configuration (valid if video mode has been selected)

Choose the video recording time (10, 20 or 30 sec) during a missed call or in monitoring mode (**note:** Function inactive without a micro SD card for the WelcomeEye Touch. Function always active for the WelcomeEye Connect 2).

3. Photo configuration (valid if photo mode has been selected)

Choose the number of photos taken (1, 2 or 3) during a missed call or in monitoring mode.

4. Deactivating silent mode

This function turns off the monitor ringtone for a certain period (snooze, etc.). The monitor's LEDs will continue to flash to signal a call.



a b c

- a: activate (**On**) / deactivate (**Off**) silent mode monitor
- b: Time when the ringtone will be deactivated.
- c: Time when the ringtone will be reactivated.

5. Answering system function (only on WelcomeEye Connect 2, valid if video mode has been selected)

This function allows you to record a voice message which will be played if the call is not answered. Video recording must be configured during calls to activate this function.



a

b

c

a: To activate or deactivate voice message function.

b: To play back the recorded voice message.

c: Allows you to start and stop recording a voice message (maximum message length: 15s.).

6: Configuring WelcomeEye system options



a

b

c

d

a: Activation of a second intercom panel (choose **On** if a second intercom panel is used).

b: Activation of the camera option (choose **On** if a camera is used).

c: Configuration of the monitor(s). When the system has several monitors, you must configure one **Master** monitor and **Slave** monitors. If the system only features one monitor, choose **Off**.

d: Activating energy saving mode of the videophone. When the energy saving mode is activated (**On**), the product's energy consumption is reduced. The intercom panel is placed on standby, therefore the monitor no longer receives calls.

7: Audio settings



a

b

c

d

e

a: Choice of ringtone during a call from intercom panel 1

b: Choice of ringtone during a call from intercom panel 2 (only if an additional intercom panel has been configured)

c: Choice of ringtone during an intercom call (only if an additional monitor has been configured)

d: Volume settings for the monitor ringtone

e: Volume settings for the monitor loudspeaker during communication.

8: Image settings

Image brightness, contrast and colour settings.

9: WIFI network management (only on WelcomeEye Connect 2)

Note: Use of the WIFI network and the smartphone application is detailed in Chapter 8 Application.



a b c d

- a: Activation (**On**) or deactivation (**Off**) of WIFI network.
- b: Manual configuration of the WiFi network.
- c: Configuration of the time between the visitor ringing the bell and when the notification is sent to the smartphone. (leave at zero to receive a direct call to the telephone)
- d: Accessing network information and resetting the WIFI network.

10: Time and date settings

a: time and date settings

The date and time can be set from the app



- b: date (applies to the main menu only) and time format settings. Slide the image to access this menu.

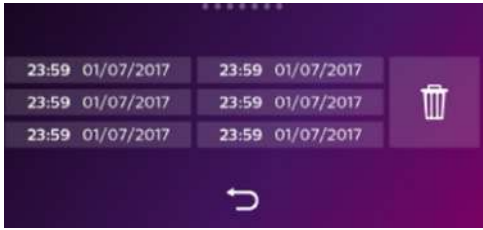


11: Reset menu


- a: Micro SD card resetting and formatting. May be necessary when using a micro SD card for the first time.
- b: Internal memory reset.
- c: Resetting the product to factory settings and returning to default settings (visit memory function, video and photo recording setup, disabling ring tone, answering system function, options setup, audio settings, image settings, WiFi, date and time). The photos and videos recorded are saved.

D. Photo album 

To access the album of recorded photos. The figure in the red circle indicates the number of unread photos.



 : time and date photo was taken. Click on it to view the photo.

 : To delete one or several photos. Click on the waste bin then select the photos to be deleted and click on the waste bin again to delete them.

E. Video album

WelcomeEye Touch: Menu only accessible if a micro SD card is inserted.


WelcomeEye Connect 2: Menu always accessible thanks to the internal video memory.


Use to access recorded videos. The figure in the red circle indicates the number of unplayed videos.



The viewing and deletion procedure is identical to the photo album.

7. USER MANUAL

Response to a call:

- Pressing the intercom panel button triggers an audible signal and the monitor turns on. You have up to 20 seconds to answer the call. Once you have identified the visitor, press the  key to communicate with them.

- After two minutes of conversation, the call ends and the screen returns to the home page. If the conversation ends before the two minute timeout, press the  button to end the call. The screen returns to the home page.

- To refresh the picture, press  on the home screen. To initiate another two minute conversation, press the  button.

- Control an electric lock or strike plate by pressing the  button.

- Control a motorised gate by pressing the  button.

Missed call:

- Pressing the intercom panel button triggers an audible signal and the monitor turns on. If the visit memory function is activated (photo or video), a screenshot of the visitor is automatically sent to the user. (This function cannot be viewed from the app)

- If you choose to take still images, a number of images is captured corresponding to the number of images you selected (1, 3, or 5). These photos are stored in the internal memory if no micro SD card is inserted. Otherwise they are stored on the micro SD card.

Note: the photos saved in the internal memory may not be copied onto a memory card.

- You can also choose the video recording. In this case a video with sound is recorded. This function may require a micro SD card (WelcomeEye Touch). Videos are saved to the micro SD card when one is present or to the videophone's internal memory (Connect 2). The recording time can be adjusted (10, 20 or 30 seconds).

- When there is a recorded message (visitor screenshot or message), a red circle with a figure indicates the number of unread messages on the home screen.

- For the WelcomeEye Connect 2 version, an answering system function is available. If the answering system function is activated, the recorded message of the answering system is played on the intercom panel. At the end of the message, the system automatically switches to video and audio recording mode. The visitor can therefore leave a message. Note: the answering system function is only possible if the video recording is activated.

Standby

- The screen is automatically placed on standby which means the screen enters sleep mode for energy saving and screen sustainability purposes.


- If the monitor is on a menu other than the main one, it automatically switches to the main screen after 15 seconds of inactivity.


- If the monitor is on the main menu, it automatically switches to standby mode after 15 seconds of inactivity.

- Lightly touch the screen to exit the standby mode.


8. SMARTPHONE APPLICATION

Connecting a monitor to the WiFi network




 **Warning: only compatible with a 2.4GHz WiFi network**

1. Download the Philips WelcomeEye application onto your smartphone. From the Apple store or Play store 

2. From the monitor, go to  then  and activate the WiFi: 

3. Go to , and the following menu appears:



Note: If the  icon does not appear on the second line, reset the WiFi by clicking on , then wait for the  icon to appear (about 30 seconds).

For ease of use, make sure your phone is connected to the 2.4GHz WiFi network that will need to be connected to the monitor.



4. From the WelcomeEye application, click on + to add a device.



5. Click on new device and then next



The application tells you where to find the QR Code that you will need to scan. Click on “suivant” (next).



Scan the QR Code of your videophone as shown on the previous page.



The WiFi network to which your phone is connected appears. To change it, click on "change WiFi". If no network appears, your phone is probably in 3G/4G.

When the WiFi 2.4GHz network you want appears, enter the password.

Your mobile phone emits a sound that allows it to connect to your videophone. Place your phone next to the monitor microphone.



Choose the name of your videophone.

Your videophone is now connected to the WiFi network and your smartphone can receive calls.


The first time you view the video stream, you will be asked to customise your password. Note: you will be asked for the password every time you wish to open your electric strike plate or gate from the application.

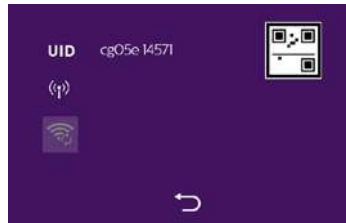
 **Warning: the password cannot contain two consecutive identical numbers.**




If you have difficulty with the previous procedure, please perform the connection manually by following the tutorial below:

Connecting a monitor to the WiFi network MANUALLY

1. From the monitor, go to  then  and activate the WiFi: 

2. Go to , and the following menu appears:



Note: If the  icon does not appear on the second line, reset the WiFi by clicking on , then wait for the  icon to appear (about 30 seconds).

3. Press 

4. Click on manual WiFi configuration 

5. Your monitor will automatically detect all the WiFi networks nearby. Select your Internet box.

6. Then manually enter the WiFi key of your internet box and confirm.

7. The monitor will automatically revert to the info menu.


8. Wait until the  icon shows a steady .

9. The monitor is connected.

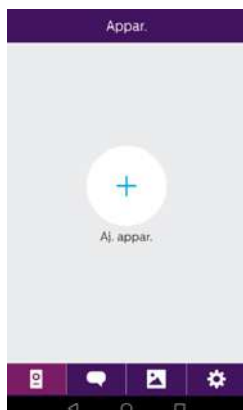
10. Please follow the "add a smartphone to a connected videophone" procedure below. The password for the monitor is **123456**



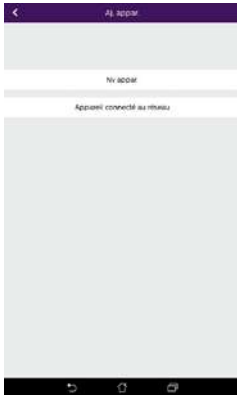
Add a smartphone to a connected videophone

1. Download the Philips WelcomeEye application to your smartphone from the Apple store or Play store 

Note: Disable the smartphone's WiFi smart network mode if it is activated.



2. From the WelcomeEye application, click on + to add a device.



3. Click on “appareil connecté au réseau” (device connected to the network), then “appareil connecté” (device connected). Make sure that the smartphone is connected to the same WiFi network as the monitor.



4. Enter the name that you would like to give your device (this may differ from the original name). Scan the QR Code on the monitor.

Important: When you click on the QR Code to the right of the UID line, you will be able to scan the videophone monitor's QR Code and get its UID faster.

For Password: please enter the password that you changed during the installation


5. Click on Save.


If the videophone is not nearby, you can scan the barcode in the WelcomeEye Connect 2 owner's application. The barcode is available under the menu "Invite a friend" in the already connected application.

6. Your smartphone can now receive calls from your videophone.

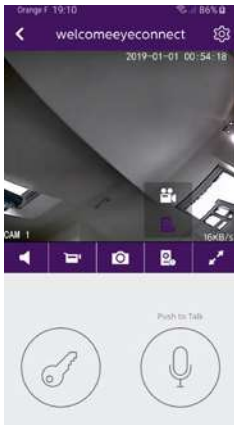
Interface function



 Contains the different devices and enables switching to monitoring mode.

 Enables you to add a device

Click the image to enter monitoring mode.



Enables you to manage the camera settings: name, password, WIFI network, Channel number and alarm.



Activate/deactivate the sound.



Take a video.



Take a photo.



This icon only appears when you have installed an additional camera or an additional panel. You can choose to display the video stream from the additional camera or the intercom panel.



Full-screen mode





Open the electric strike plate or the gate



Press and hold to speak to the visitor.



1. Used to rename your videophone.

Warning:  used to modify and  used to validate.

2. Used to change the password (stream and opening command)


3. Invite a friend



QR Code: This QR code allows your friends or family to simply connect to your Philips WelcomeEye Connect 2 videophone. See Chapter "**Add a smartphone to a connected videophone**".

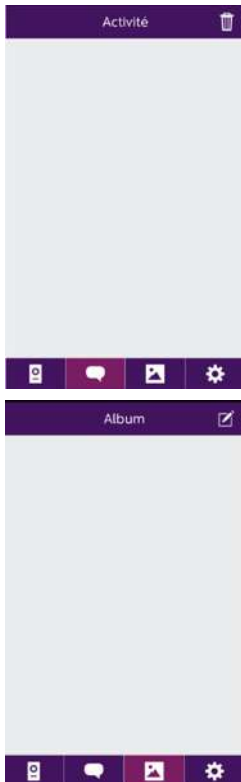
Link: Share your Philips WelcomeEye Connect 2 videophone login details with friends and family.

- Have your friends download the Philips WelcomeEye application
- Share the link using the messaging service of your choice by pressing '**Partager**' (Share)
- Securely share your password.
- When you click on the link, your friend's WelcomeEye Connect application will automatically open and all the information on the videophone will be pre-populated
- The application asks you to enter the password you have already chosen
- Your friend is now connected to your videophone

4.  **Warning:** on iOS: no calls can be made. Only a notification can be sent. Only Android smartphones allow this

Enables or disables call notifications.

5. Used to delete a device from the account.



Used to delete recordings



Groups recordings



Allows you to edit photos (delete, sort and group)



Contains the saved photos.

9. TECHNICAL CHARACTERISTICS

Monitor:

ref.: 531038 (WelcomeEye Connect 2)

ref.: 538101 (WelcomeEye Touch)

- 2 wires
- 7" touch screen
- Resolution: 800 x 480
- Class 10 micro SD card up to 32GB (not supplied)
- IEEE 8111 b/g/n 2.4 GHz WiFi (WelcomeEye Connect 2 only)
- Radio power emitted: 20 dB maximum
- Current consumption: 550mA (Connect 2), 470mA (Touch)
- Power consumption: 13.2W (Connect 2), 11.3W (Touch)
- 6 ringtones (85dB)
- Dimensions: 142(h) x 210(l) x 15(d) mm

Intercom panel: (WelcomeEye Outdoor)

ref.: 531006

- C-MOS colour sensor 900TVL
- Viewing angle 130°H, 90°V
- Night vision (white LEDs)
- Strike plate control 12V/1.1A/1.5 s.
- Gate control: breaking capacity 12V/2A
- RFID (125kHz)
- IP44
- Operating temperature: -20°C/+50°C
- Dimensions: 168(h) x 82(l) x 38(d) mm

WelcomeEye Application (for WelcomeEye Connect and WelcomeEye Connect 2 only):

- Android V5.0 or higher
- iOS 9 or above
- PUSH notification

WelcomeEye AddComfort: (additional monitor)

ref.: 531003

- 2 wires
- 7" screen
- Resolution: 800 x 480
- Current consumption: 460mA
- Power consumption: 11.1W
- 6 ringtones (85dB)
- Dimensions: 142(h) x 210(l) x 15(d) mm

WelcomeEye AddCompact: (additional monitor)

ref.: 531005

- 2 wires
- 4.3" screen
- Resolution: 480 x 272
- Current consumption: 400mA
- Power consumption: 9.6W
- 6 ringtones (85dB)
- Dimensions: 116 (h) x 146 (w) x 16 (d) mm

WelcomeEye Outdoor: (Additional intercom panel)

ref.: 531006

- C-MOS colour sensor 900TVL
- Viewing angle H130° / V 90°
- Night vision (white LEDs)
- Strike plate control 12V/1.1A/1.5 s.
- Gate control: breaking capacity 12V/2A
- RFID (125kHz)
- IP44
- Operating temperature: -20°C/+50°C
- Dimensions: 168 (h) x 82 (w) x 38 (d)

WelcomeEye Cam: (additional camera)

ref.: 531007

- C-MOS colour sensor 900TVL
- Viewing angle: 95°H, 75°V
- Operating temperature: -20°C/+50°C
- Protection rating: IP66

10. ACCESSORIES

WelcomeEye AddCompact - DES 9300 DDE (ref.: 531005)*

WelcomeEye AddComfort - DES 9500 DDE (ref.: 531003)*

WelcomeEye Cam - DES 9900 CVC (ref.: 531007)

WelcomeEye Outdoor - DES 9900 VOS (ref.: 531006)**

WelcomeEye Lock - DES 1000 EDL (ref.: 531008)

WelcomeEye Lock - DES 1100 EDL (ref.: 531009)

WelcomeEye Power - DES 1000 DPS (ref.: 531010)**

WelcomeEye TAG - DES 1000 ACI (ref.: 531011)**

* Refer to the complete WelcomeEye Comfort/Compact instructions available on the www.philips.com website for more information.

** Refer to the complete WelcomeEye Connect 2/Touch instructions available on the www.philips.com website for more information.

11. FAQ

Failure	Cause	Solution
• The monitor will not turn on	• The monitor is not receiving power	• Verify that the power supply is properly connected and turned on • Check the polarity on the monitor or at the power supply output
	• Poor connection or short circuit on the line	• Resolve the connection problem

<ul style="list-style-type: none"> Does not work when installed for the first time 	<ul style="list-style-type: none"> Connection error 	<ul style="list-style-type: none"> The device is equipped with major protections. Disconnect the power supply for at least 1mn, correct the installation error and reconnect. Please note that the protections will not be able to help if the product is directly connected to 230VAC, and that this error is not covered by the warranty. 	
	<ul style="list-style-type: none"> Reversed polarity of the supply voltage 		
	<ul style="list-style-type: none"> Short-circuit on the line 		
<ul style="list-style-type: none"> The intercom panel is on but the monitor does not ring <p>(check that "do not disturb" is not on)</p>	<ul style="list-style-type: none"> Switch configuration of the intercom panel 	<ul style="list-style-type: none"> Verify that the intercom panel is not programmed in dual-family mode. Reminder: single-family = switch 1 set to ON, dual-family = switch 1 set to OFF. Don't forget to turn the power off for five seconds to activate the new settings (page 6) 	
	<ul style="list-style-type: none"> Configuration menu of the monitor 		<ul style="list-style-type: none"> Verify that the monitor is valid
	<ul style="list-style-type: none"> Connection 		<ul style="list-style-type: none"> Verify that the monitor is connected to 1 and 2 of the intercom panel (for single-family use)
	<ul style="list-style-type: none"> Energy saving mode activated 		<ul style="list-style-type: none"> (page 12)
<ul style="list-style-type: none"> Poor picture and/or sound 	<ul style="list-style-type: none"> Environment 	<ul style="list-style-type: none"> Check that the wires used have the right gauge and that the connection wires for the videophone are not in the same sheath as the 230VAC wires 	
<ul style="list-style-type: none"> Purple picture 	<ul style="list-style-type: none"> Connection 	<ul style="list-style-type: none"> The connection cable must not be tangled 	
<ul style="list-style-type: none"> Image is too bright 	<ul style="list-style-type: none"> Camera position 	<ul style="list-style-type: none"> Do not expose the lens of the camera directly to sunlight or to a reflective surface. 	
		<ul style="list-style-type: none"> Check the settings of the monitor (page 12) 	
<ul style="list-style-type: none"> The volume of the intercom panel is too low 	<ul style="list-style-type: none"> Settings 	<ul style="list-style-type: none"> Re-enter the settings on the back of the intercom panel 	
<ul style="list-style-type: none"> The volume from the intercom panel is too low 	<ul style="list-style-type: none"> The microphone hole of the intercom panel is blocked 	<ul style="list-style-type: none"> Verify and rectify 	

<ul style="list-style-type: none"> • The Dual-family mode is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify that the intercom panel is not programmed in dual-family mode. Reminder: single-family = switch 1 set to ON, dual-family = switch 1 set to OFF. Don't forget to turn the power off for five seconds to activate the new settings (page 6)
	<ul style="list-style-type: none"> • Configuration menu of the monitors 	<ul style="list-style-type: none"> • Verify that the monitors are valid (BOTH of them)
	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • The monitors of family 1 must be connected to 1 and 2 of the intercom panel, those of family 2 to 3 and 4
<ul style="list-style-type: none"> • The additional monitor is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify that you have correctly configured the menus of your monitors with 1 SINGLE master terminal, the others MUST be configured as slaves
	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • Verify that the additional monitor is connected to 1 and 2 of the intercom panel for single-family operation
<ul style="list-style-type: none"> • The additional intercom panel is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify the position of switch 2 on the panels (page 6); it must be different. Don't forget to turn the power off for five seconds to activate the new settings
	<ul style="list-style-type: none"> • Configuration menu of the monitors 	<ul style="list-style-type: none"> • Verify that the monitors are valid (BOTH of them)
<ul style="list-style-type: none"> • The micro SD card is not recognised "Message SD card error" 	<ul style="list-style-type: none"> • Folders not created 	<ul style="list-style-type: none"> • When first inserted, it must be formatted through the monitor (page 13)
	<ul style="list-style-type: none"> • Quality of the micro SD card 	<ul style="list-style-type: none"> • Use at least one class 10 card
<ul style="list-style-type: none"> • After inserting the micro SD card, photos from the internal memory cannot be accessed • Cannot retrieve the photos from the internal memory on the micro SD card 	<ul style="list-style-type: none"> • The micro SD card has priority, and the internal memory can no longer be accessed 	<ul style="list-style-type: none"> • Remove the micro SD card to access the internal memory
		<ul style="list-style-type: none"> • Normal operation

<ul style="list-style-type: none"> • No video recording 	<ul style="list-style-type: none"> • Absence of micro SD card 	<ul style="list-style-type: none"> • Videos can only be recorded when there is a micro SD card in the monitor
	<ul style="list-style-type: none"> • Card format unsuitable 	<ul style="list-style-type: none"> • Type of micro SD card or SDHC mic, no SDXC mic
	<ul style="list-style-type: none"> • Unsuitable card size 	<ul style="list-style-type: none"> • 64MB min, 32GB max class 10
		<ul style="list-style-type: none"> • Check recording mode (page 11)
<ul style="list-style-type: none"> • The strike plate and gate motor are controlled via the monitor, not the RFID 	<ul style="list-style-type: none"> • Programming error 	<ul style="list-style-type: none"> • Reset and resume the badge programming procedure. • Reminder: short badge swipe = electric control, long swipe = floating contact control
<ul style="list-style-type: none"> • Poor image and/or sound from the smartphone* 	<ul style="list-style-type: none"> • Stream problem 	<ul style="list-style-type: none"> • The stream must be at least 40Kb/s
		<ul style="list-style-type: none"> • Modify the feed from the application settings (change the number of frames/second)
<ul style="list-style-type: none"> • The opening of the electric strike plate is controlled by the application, but the opening of the gate is not* 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • In application settings, verify that "code verr" = 2 • Reminder: the command can only be sent if a conversation via the intercom is ongoing
<ul style="list-style-type: none"> • Electric strike plate or lock does not work 		<ul style="list-style-type: none"> • The electric strike plate or lock that you install must be equipped with a mechanical memory. The strike plate current cannot exceed 1.1A. • Directly connect the strike plate or lock wires to terminals 7 and 8 on the back of the panel (no polarity to adhere to). • The opening function can only be used if the respective intercom panel video is displayed.
<ul style="list-style-type: none"> • The WiFi reset is not working 	<ul style="list-style-type: none"> • network search occupancy 	<ul style="list-style-type: none"> • If the monitor is searching for a network, it may not consider the reset request. Go back and turn off the monitor's WiFi (OFF). Turn it back on (ON) and go back to "i" to initiate the reset

* WelcomeEye Connect 2 only

Remember: Videos can only be recorded when there is a micro SD card in the monitor. The photos and videos launched by the application are recorded on the smartphone.

The application only allows access to intercom panel views, not the additional cameras.


Notes: To check that the product is not faulty, it is recommended that you make a connection over a short distance (3 m of wire). If symptoms are identical, there is a product fault. Otherwise check the installation and wire used.

12. TECHNICAL SUPPORT - WARRANTY

This product is guaranteed for parts and labour in our workshops.

The warranty does not cover: consumables (batteries, etc.) and damage caused by misuse, improper use, improper installation, external intervention, damage due to physical or electrical shocks, dropping or atmospheric phenomena.

- Do not open the device, as this will void the warranty.
- If returning the product for after-sales service, protect the screen to prevent scratches.
- Clean with a soft cloth only, no solvents. The warranty is void if parts have been dismantled. Before cleaning, disconnect the equipment or switch it off at the mains.
- Failure to apply a silicone seal to the intercom panel voids the warranty.

 **Warning:** Do not use any carboxylic acid, alcohol, or similar chemicals on the product. In addition to damaging your device, the fumes are also hazardous to your health and are explosive.

Do not use any tool that can conduct voltage (wire brush, sharp tool, etc.) for cleaning.

The receipt or invoice is proof of purchase date.

Contacts and opening hours of our technical support centres are available if necessary on the website www.philips.com.

CARTE DE GARANTIE		
M/Mme :	_____	
Numéro de téléphone :	_____	
Adresse :	_____ _____	
E-mail :	_____	
Date d'achat :	____/____/____(JJ/MM/AAAA)	
Revendeur :	_____	
Téléphone du revendeur :	_____	
Adresse du revendeur :	_____	
Numéro de série	<table border="1"><tr><td>PHI/1031/</td></tr></table>	PHI/1031/
PHI/1031/		
Important : veuillez conserver précieusement cette carte de garantie, ainsi que votre preuve d'achat.		

Philips and the Philips Shield Emblem are registered trademarks of Koninklijke Philips N.V. and are used under license. This product was manufactured and is sold by AVIDSEN SAS, the sole guarantor of the product.

13. SAFETY PRECAUTIONS

Damage caused by failing to adhere to the manual nullifies the warranty. We will not accept liability for damage resulting from non-compliance!

We will not accept liability for any harm to goods or people caused by improper handling or failure to adhere to safety instructions.

This product was manufactured in total compliance with safety guidelines. In order to maintain this status and provide for the best possible conditions of usage, the user must adhere to the safety instructions and warnings in this manual.



This symbol indicates a risk of electrical shock or short-circuiting.

- Only use this product with electrical current in the following ranges: 100-240 volts and 50-60 hertz. Never attempt to use this device at a different voltage.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
- In schools, training facilities, workshops, etc. qualified personnel must be on hand to monitor electronic equipment operation.
- You must follow the instructions for use of any other devices connected to the system.
- Please contact an experienced person if you have any doubts regarding equipment operation or safety.
- Never plug in or unplug electrical equipment with wet hands.
- When installing this product, check that the power supply cables are not at risk of being damaged.
- Never replace damaged electrical cables yourself! In this case, remove them and call an expert.
- The mains supply should be located close to the device and must be easily accessible.
- An easily accessible cut-off system (switch disconnecter, circuit breaker, equivalent system) must be integrated into the building's wiring installation for the equipment connected to the power grid.
- Keep a minimum distance around the device to guarantee sufficient ventilation.
- Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc.
- No open flame source such as a burning candle must be placed on the device.
- Respect the product's operating temperature.
- The device must not be exposed to liquid flow or splashing. Do not place any objects filled with liquid such as vases on the device.

14. FCC/CE WARNING

Note: This equipment has been tested and found to be compliant with the limits of a Class B device, according to European standards in force. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment uses and may emit radio frequency energy and, if not fitted and used according to the instructions, may cause interference to radio communication.

There is no guarantee, however, that interference will not occur in a particular system. If this equipment causes interference to radio or TV reception, which can be established by starting and stopping it, users are encouraged to try to correct the interference by one of the following methods:

- Increase the distance between the equipment and the receptor
- Connect the equipment to a socket belonging to a different circuit from the one to which the receptor is connected

15. DECLARATION OF CONFORMITY

AVIDSEN, undersigned, states that radio equipment such as WelcomeEye is compliant with directive 2014/53/EU. The full text of the EU declaration of compliance is available at the following address: www.avidsen.com.