

**PHILIPS**

**WelcomeEye**  
Connect Pro

Video Doorphone

531022



**User manual** V5

Fig. 1

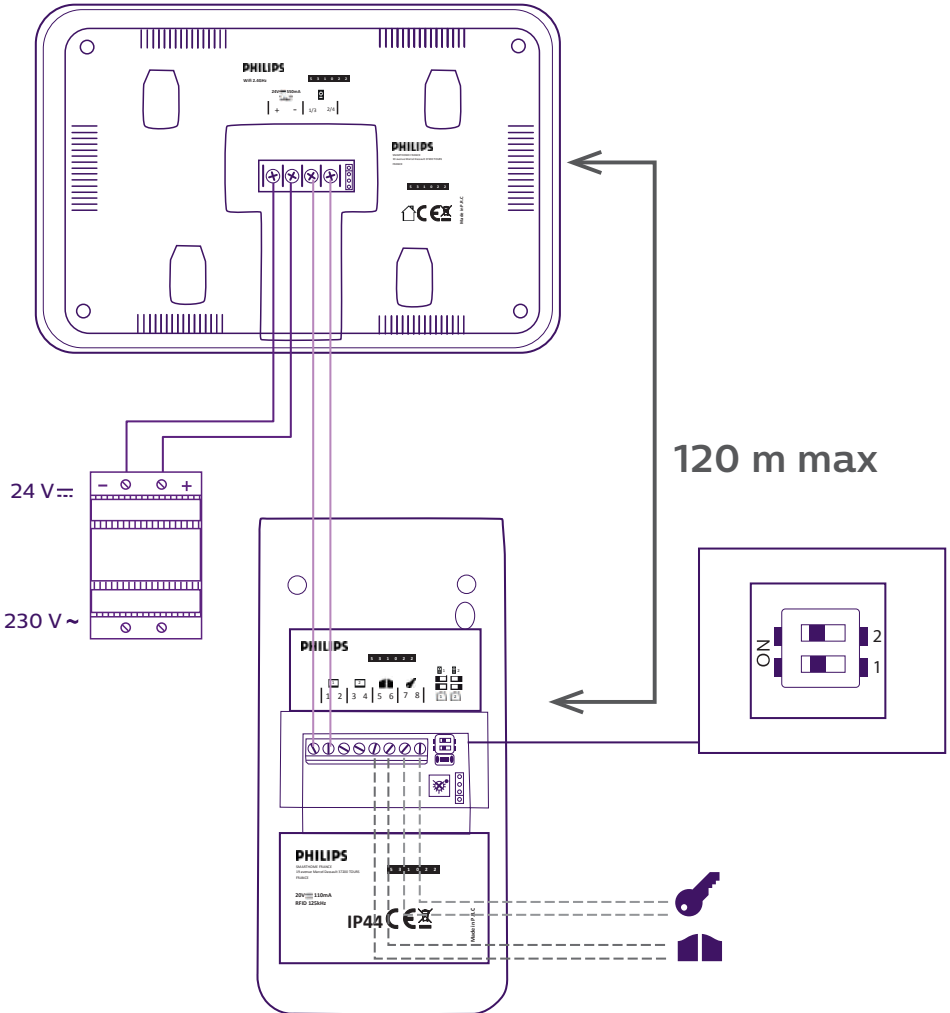
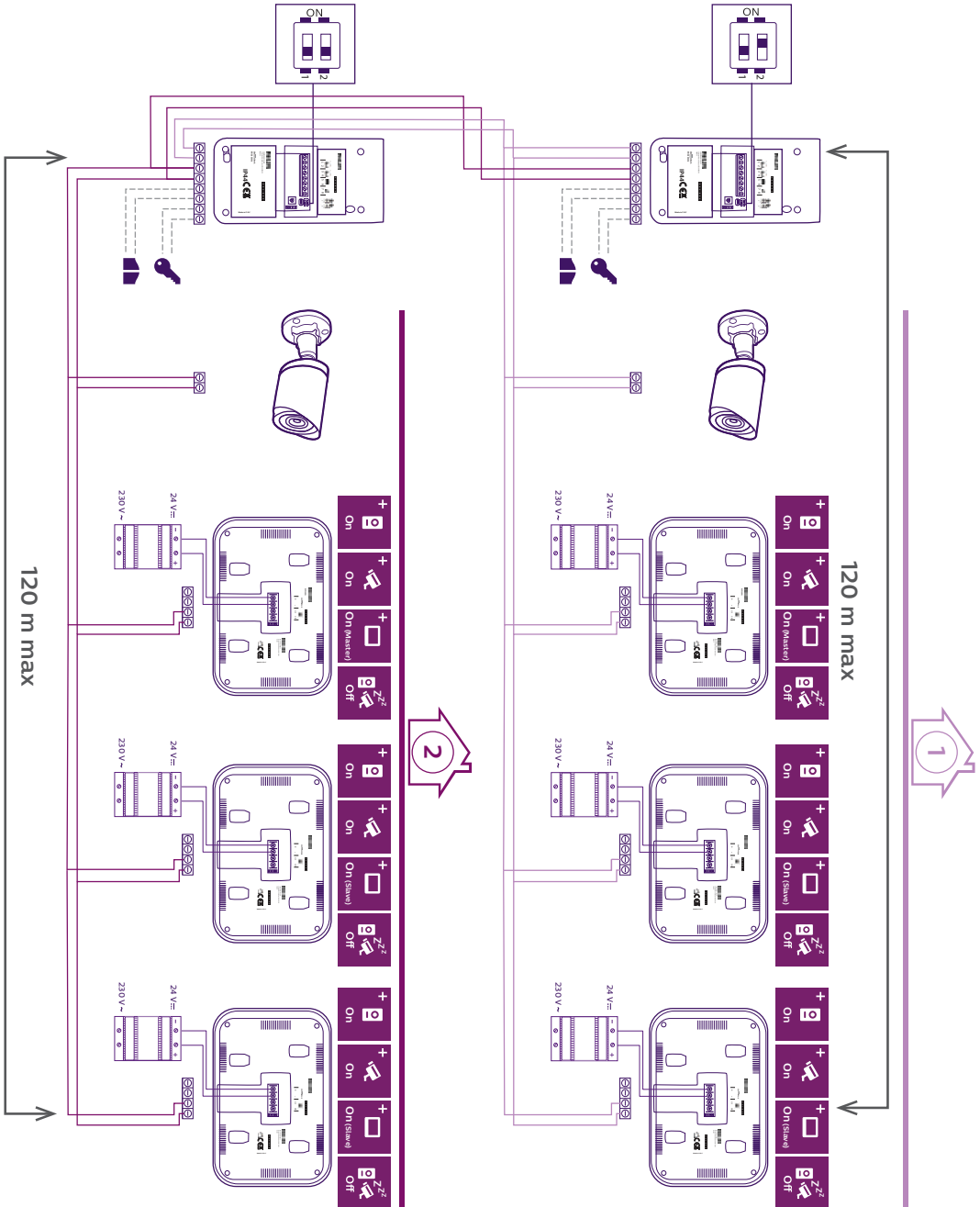




Fig. 3



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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.

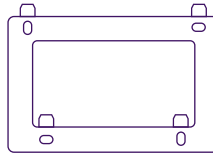
## Safety precautions:

- 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.

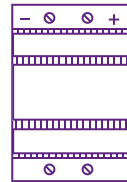
# 2. KIT CONTENTS



1. 7" monitor



2. Wall bracket



3. Modular power supply



4. Intercom panel



5. 5 RFID badges

- 2 user badges (grey)
- 1 admin badge (yellow)
- 1 - (red)
- 1 + (blue)

### 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.

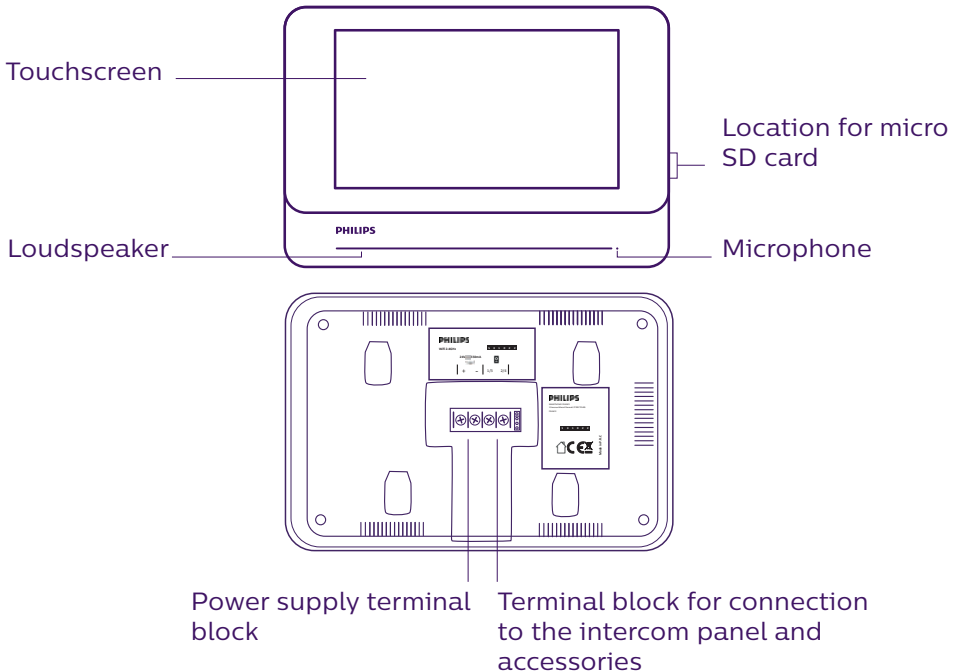
The **WelcomeEye** technology allows you to share the intercom panel between 2 families. Each family can own up to three monitors.

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

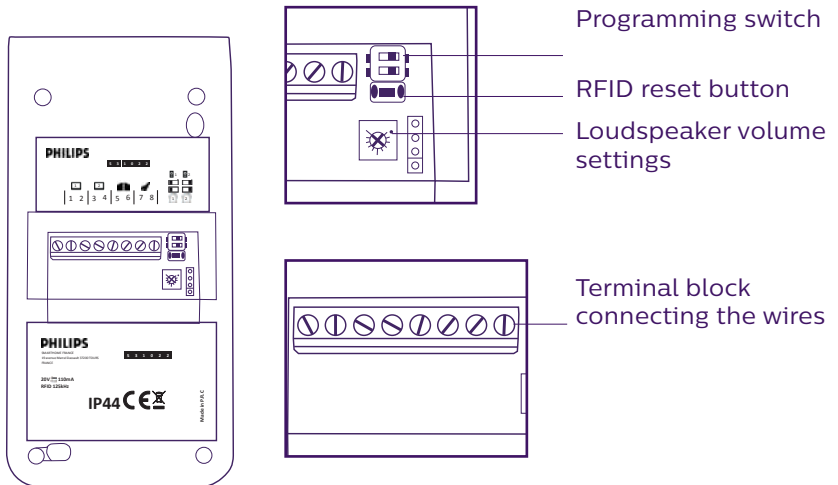
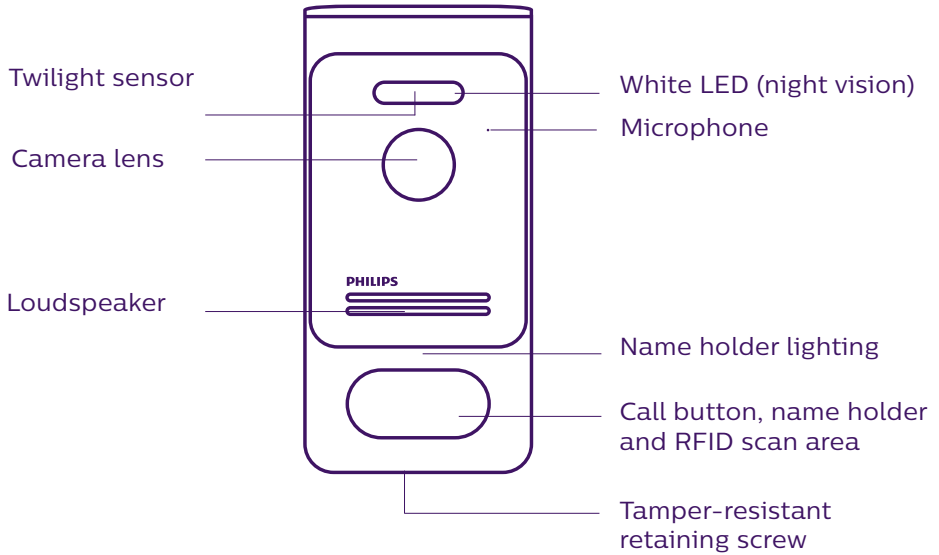
For effective usage, please carefully read this instruction manual.

### 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 your monitor's WiFi function, we recommend you check that your 2.4 GHZ frequency WiFi network is accessible from 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 mm<sup>2</sup> up to 80 m long or 2 wires 1.5 mm<sup>2</sup> up to 120 m long.**

The cable connecting the devices must be a single piece (no wago or domino connector systems)

- Ensure proper connection of the wires, 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 function can only be used if the respective intercom panel video 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 dry contact function can only be used if the respective intercom panel video 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.

### **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 it.

### **d. Configuration of the RFID function:**

The RFID function enables openings to be managed using badges.

#### **1) Programming (or resetting) the administrator badges:**

(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:

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

1. Short press the reset button at the back of the intercom panel. 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:**

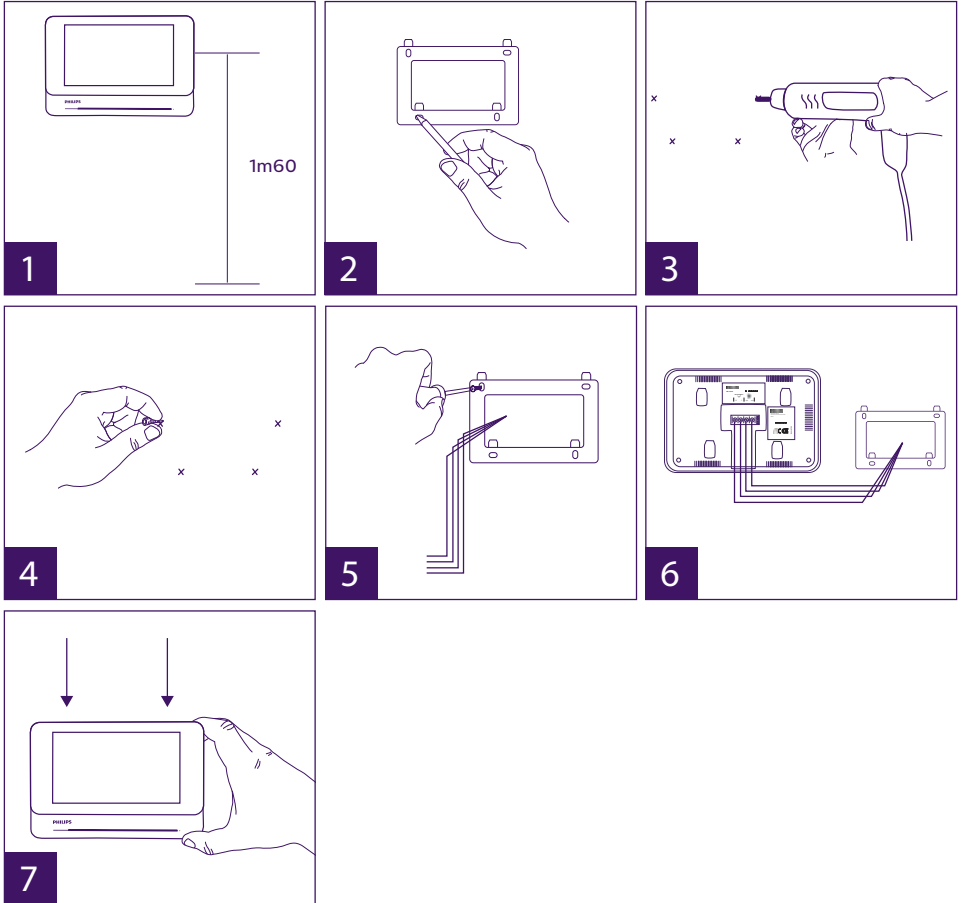
To open the electric strike plate, quickly swipe your pre-programmed grey user badge on the RFID reading field. One short beep confirms the opening of the electric strike plate.

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

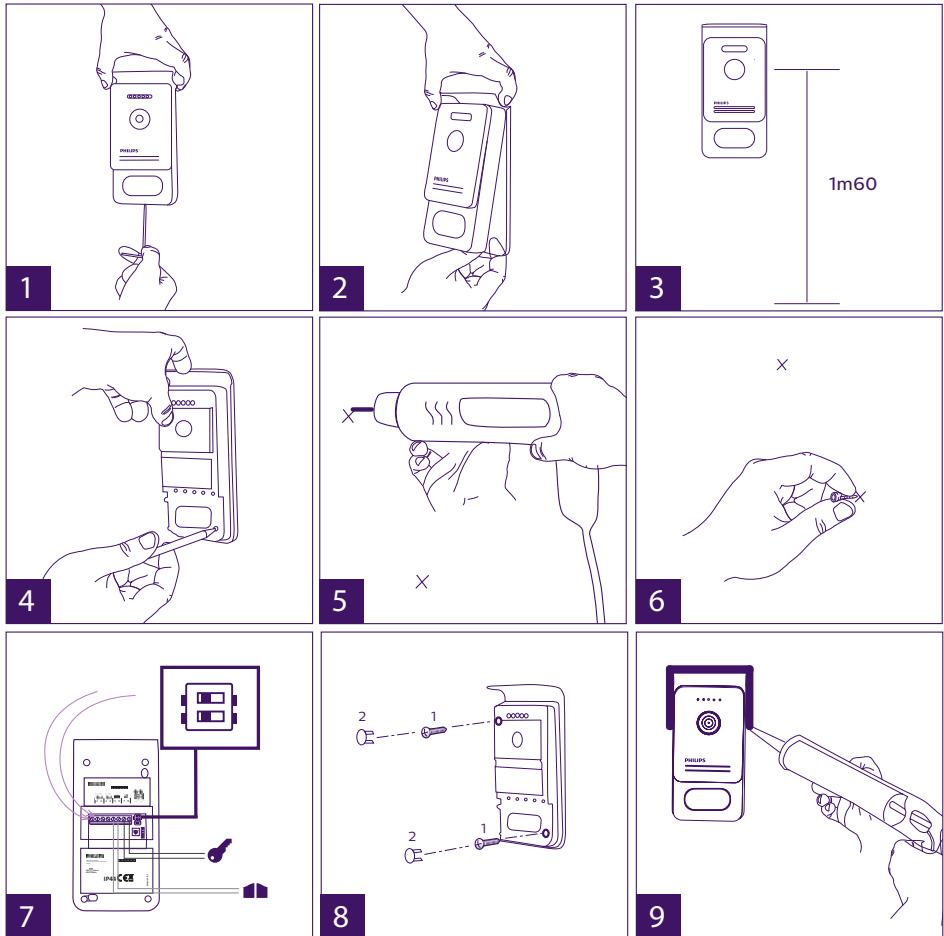


- 1 - Position the wall bracket so that the screen of the monitor is approximately 1.60 m above the floor.
- 2 - Mark the location of the holes using the U bolt.
- 3 - Drill.
- 4 - Use pegs adapted to the bracket (those supplied are suitable for solid walls).
- 5 - Attach the wall bracket.
- 6 - Connect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

Run silicone sealant around the entire contour of the intercom panel, on a dry wall to prevent moisture staying on the wall.

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.

Make sure the rubber sheet stays on the intercom panel.

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 - Attach a silicone seal\* between the shield and the wall to stop flowing water. \*Do not use acetic acid-based silicone (vinegar odour).

## 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.

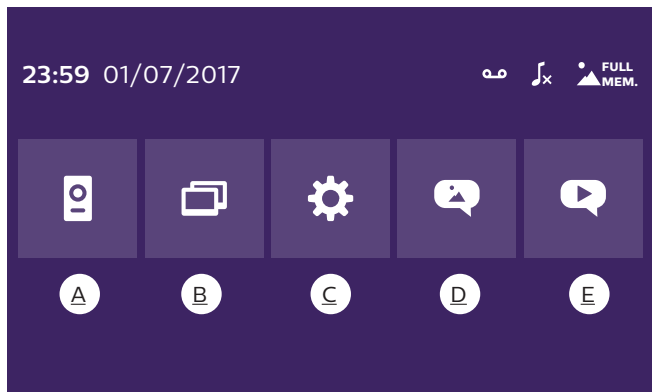
Configure the monitor(s)



## 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 (when this mode is activated, no ringtone will sound on the monitor when there is a call)

Go to settings  then  to turn it ON or OFF.



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

## A. Monitoring function

press once on this button (no call) to access spy mode.



1

2

3

4

5

1: To switch to the view of the second intercom panel or camera, or return to the main menu.

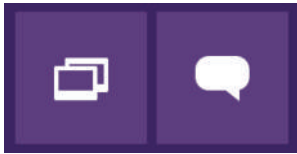
2: To establish voice communication with the intercom panel and hang up.

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.

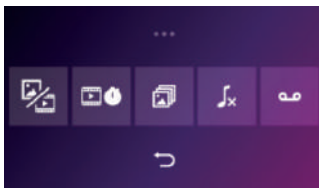
1: To exit the function

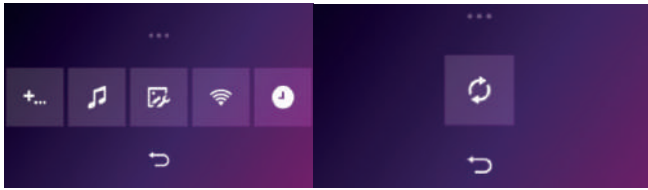
2: Allows you to call the other monitors in the family, answer when you receive a call from another monitor, or hang up.

## C. Settings

The WelcomeEye Connect has 3 pages in the settings menu. 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.

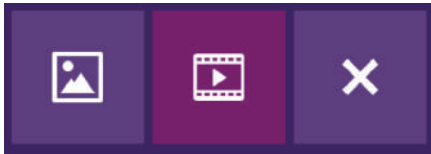




1   2   3   4   5   6   7   8   9   10

11

1. Visit memory function



a                      b                      c

- a: Photo record of a visitor.
- b: Video recording of a visitor (there must be a formatted micro SD card in the monitor).
- 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).

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 (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

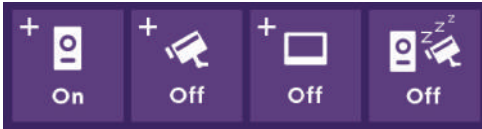
c

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

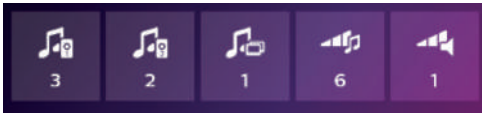
a: Activation of a second intercom panel (choose **On** if a second intercom panel is used).

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.

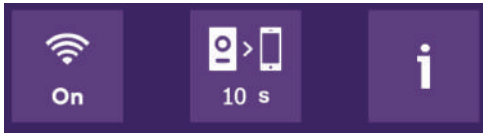
#### 8: Image settings

Image brightness, contrast and colour settings.

#### 9: WiFi network management

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





a

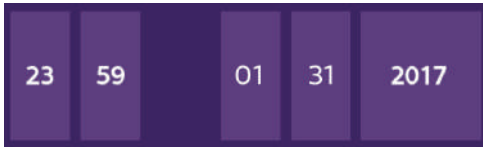
b

c

- a: Activation (**On**) or deactivation (**Off**) of WiFi network.
- b: configuration of the time between the visitor ringing the bell and when the notification is sent to the smartphone.
- c: Accessing network information and resetting the WiFi network.

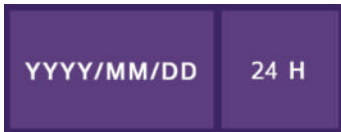
10: Time and date settings

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.

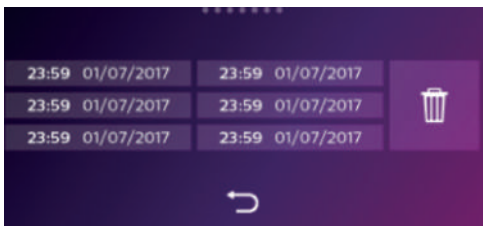


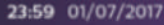
11: Reset menu

- 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.



 23:59 01/07/2017

: 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


Menu only accessible if a micro SD card is inserted.


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 requires a micro SD card. Videos will only be recorded on your micro SD card. 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.

- An answering system function is available for the WelcomeEye Connect Pro version. 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

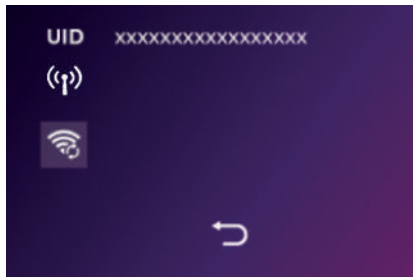
 **only compatible with 2.4 GHz WiFi**




### Connecting a monitor to the WiFi network

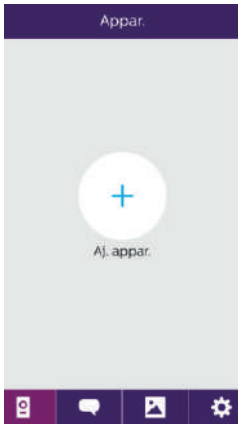
1. Download the Philips app onto your smartphone from the Apple store or Play store (you must accept all permissions requested by the smartphone). 

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

3. Go to , and the following menu appears:



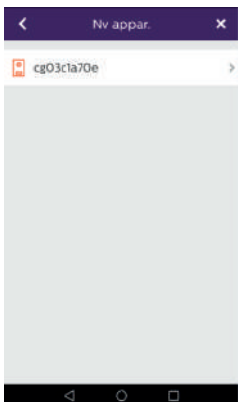
**Note:** If the  icon does not appear on the second line, reset the WiFi by clicking on , then wait for the  icon to appear (about 30 seconds).



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



5. Android: Click on new device and then next



The UID of your monitor should appear. Click on it.



Choose the router to which you wish to connect your monitor, enter the WiFi password for the router and click “suivant” (next).

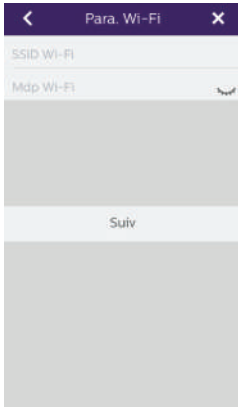


5 Bis. IOS: Click on “nouvel appareil” (new device) and then “suivant” (next).



Exit the app and go into the smartphone WiFi settings. Connect to the WiFi signal named “UIDcg...”.

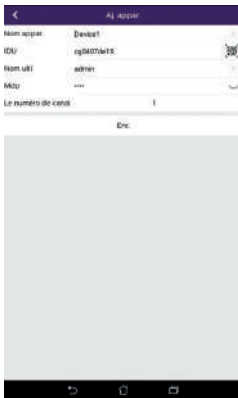
If a password is requested, enter the password shown in the Philips monitor interface: cg.....



Go back to the app and click on “suivant” (next).  
Enter the network name for your router and manually enter the WiFi password for your router.



: Show the password



6. Enter the name you wish to give your device, the user name, password and number of doors (= channel number) you wish to control. You will be asked for the password every time you wish to open your electric strike plate or gate from the application.  
**Important:** the password cannot contain two consecutive identical numbers.

**Important:** the default password is 1234.

Channel no.

1 = strike plate control only

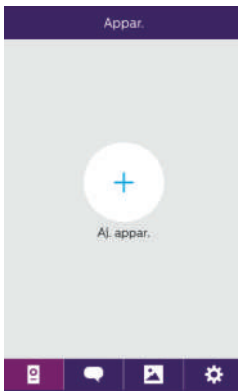
2 = strike plate and gate controls

Click on Save.

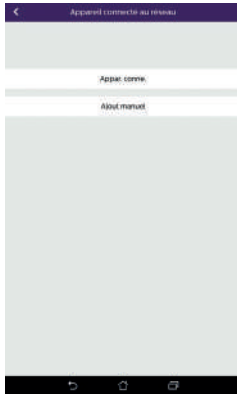
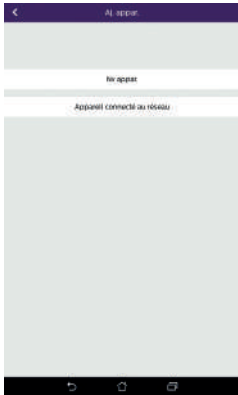
Your videophone is now connected to the WiFi network and your smartphone can receive calls.

### Add a smartphone to a connected videophone

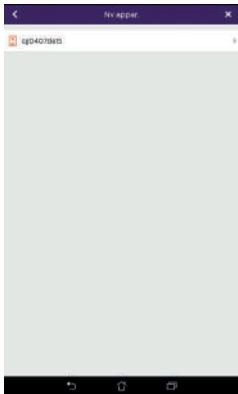
1. Download the Philips WelcomeEye application to your smartphone from the Apple store or Play store



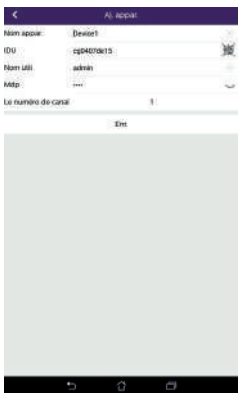
2. From the WelcomeEye application, click on + to add a device.



3. Click on device connected to the network, then conn. dev. Make sure that the smartphone is connected to the same WiFi network as the monitor.



4. The UID of your monitor should appear. Click on it.



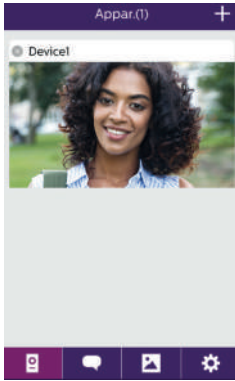
5. Enter the name you wish to give your device, the username, the password (it must match the password entered during initial setup) and the door number (= channel number) you wish to control. You will be asked for the password every time you wish to open your electric strike plate or gate from the application.


**Warning:** If you choose 1 for the channel number, you may only control the electric strike plate.


Click on Save.

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

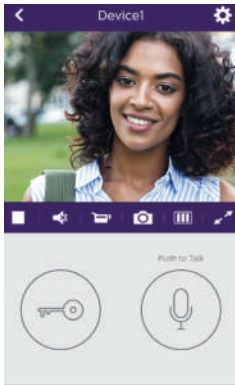
## Interface function





 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.

 Start/stop live video feed.

 Activate/deactivate the sound.

 Take a video.

 Take a photo.

 Full-screen mode

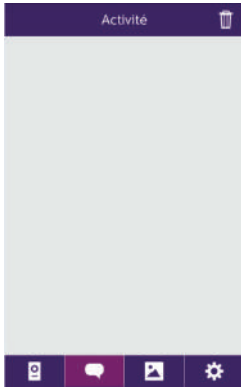


Open the electric strike plate or gate (enter your confidential code).



Press and hold to speak to the visitor.

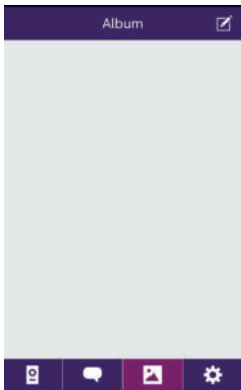




Used to delete recordings



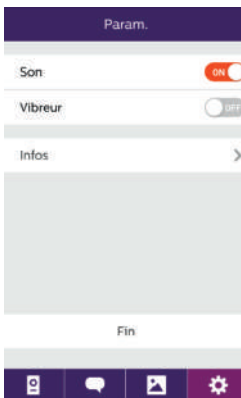
Groups recordings



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



Contains the saved photos.



Son



Notifications on iOS and a call on Android.

Vibreur



Infos



Info on the application.

Fin

Exit the application.



Manage settings.

## 9. TECHNICAL CHARACTERISTICS

### Monitor:

ref.: 531022 (WelcomeEye Connect Pro)

- 2 wires
- 7" touch screen
- Resolution: 800 x 480
- Class 10 micro SD card up to 32GB (not supplied)
- 2.4 GHz IEEE 8111 b/g/n WiFi
- Radio power emitted: 18 dB maximum
- Current consumption: 550mA
- Power consumption: 13.2W
- 6 ringtones (85dB)
- Dimensions: 142(h) x 210(l) x 15(d) mm

### Intercom panel: (WelcomeEye Outdoor)

ref.: 531022

- 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 Pro App (only for the WelcomeEye Connect Pro):

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

### WelcomeEye Monitor Pro: (additional monitor)

ref.: 531024

- 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 Outdoor Pro: (Additional intercom panel)

ref.: 531023

- 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 AddComfort Pro** (ref.: 531024)\*

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

**WelcomeEye Outdoor Pro** (ref.: 531023)\*\*

**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 Pro instructions available on the [www.avidsen.com](http://www.avidsen.com) website for more information.

\*\* Refer to the complete WelcomeEye Connect Pro instructions available on the [www.avidsen.com](http://www.avidsen.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
• Does not work when installed for the first time	• Connection error	• 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.
	• Reversed polarity of the supply voltage	
	• Short-circuit on the line	

<ul style="list-style-type: none"> <li>• The intercom panel is on but the monitor does not ring</li> </ul> <p>“ne pas déranger” (do not disturb) mode is activated</p>	<ul style="list-style-type: none"> <li>• Switch configuration of the intercom panel</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the intercom panel is not programmed in dual-family mode. <b>Reminder:</b> 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)</li> </ul>
	<ul style="list-style-type: none"> <li>• Configuration menu of the monitor</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the monitor is valid</li> </ul>
	<ul style="list-style-type: none"> <li>• Connection</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that the monitor is connected to 1 and 2 of the intercom panel (for single-family use)</li> </ul>
	<ul style="list-style-type: none"> <li>• Energy saving mode activated</li> </ul>	<ul style="list-style-type: none"> <li>• (page 12)</li> </ul>
<ul style="list-style-type: none"> <li>• Poor picture and/or sound</li> </ul>	<ul style="list-style-type: none"> <li>• Environment</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
<ul style="list-style-type: none"> <li>• Purple picture</li> </ul>	<ul style="list-style-type: none"> <li>• Connection</li> </ul>	<ul style="list-style-type: none"> <li>• The connection cable must not be tangled</li> </ul>
<ul style="list-style-type: none"> <li>• Image is too bright</li> </ul>	<ul style="list-style-type: none"> <li>• Camera position</li> </ul>	<ul style="list-style-type: none"> <li>• Do not expose the lens of the camera directly to sunlight or to a reflective surface.</li> </ul>
		<ul style="list-style-type: none"> <li>• Check the settings of the monitor (page 12)</li> </ul>
<ul style="list-style-type: none"> <li>• The volume of the intercom panel is too low</li> </ul>	<ul style="list-style-type: none"> <li>• Settings</li> </ul>	<ul style="list-style-type: none"> <li>• Re-enter the settings on the back of the intercom panel</li> </ul>
<ul style="list-style-type: none"> <li>• The volume from the intercom panel is too low</li> </ul>	<ul style="list-style-type: none"> <li>• The microphone hole of the intercom panel is blocked</li> </ul>	<ul style="list-style-type: none"> <li>• Verify and rectify</li> </ul>

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

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

**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.

 **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.**

**Contact information and opening hours for our technical support centres are available if necessary on the [www.avidsen.com](http://www.avidsen.com) website.**

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/		
<b>Important :</b> veuillez conserver précieusement cette carte de garantie, ainsi que votre preuve d'achat.		

## 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

The undersigned, CFI-Extel, declares that the WelcomeEye radioelectric equipment complies with the 2014/53/EU directive. The full text of the EU declaration of conformity is available at the following address: [www.cfi-extel.com](http://www.cfi-extel.com).







**FR** - Ne jetez pas les piles et les appareils hors d'usage avec les ordures ménagères. Les substances dangereuses qu'ils

sont susceptibles de contenir peuvent nuire à la santé et à l'environnement. Faites reprendre ces appareils par votre distributeur ou utilisez les moyens de collecte sélective mise à votre disposition par votre commune. Directive WEEE 2012/19/EU

**GB** - Don't throw batteries or out of order products with the household waste (garbage). The dangerous substances that they are likely to include may harm health or the environment. Make your retailer take back these products or use the selective collect of garbage proposed by your city. Directive WEEE 2012/19/EU

**D** - Verbrauchte Batterien und nicht mehr benutzte Geräte sind Sondermüll. Sie enthalten möglicherweise gesundheits- und umweltschädliche Substanzen. Geben Sie alte Geräte zur fachgerechten Entsorgung beim Gerätehändler ab bzw. benutzen Sie die örtlichen Recyclinghöfe. Directive WEEE 2012/19/EU

**NL** - De lege batterijen en oude apparaten niet met het huisvuil meegeven: deze kunnen gevaarlijke stoffen bevatten die de gezondheid en het milieu schaden.

De oude apparaten door uw distributeur laten innemen of de gescheiden vuilinzameling van uw gemeente gebruiken. Directive WEEE 2012/19/EU

**PL** - Niewyrzucać zużytych baterii i zepsutych urządzeń do śmieci. Substancje niebezpieczne, które mogą zawierać są szkodliwe dla zdrowia i środowiska. Urządzenia należy zwrócić do dystrybutora lub wykorzystać system zbiórki selektywnej dostępny na terenie gminy. Dyrektywa WEEE 2012/19/EU

**IT** - Non gettare le pile e le apparecchiature fuori uso insieme ai rifiuti domestici. Le sostanze dannose contenute in esse possono nuocere alla salute dell'ambiente. Restituire questo materiale al distributore o utilizzare la raccolta differenziata organizzata dal comune. Directive WEEE 2012/19/EU

**ES** - No tire las pilas ni los aparatos inservibles con los residuos domésticos, ya que las sustancias peligrosas que puedan contener pueden perjudicar la salud y al medio ambiente.

Pídale a su distribuidor que los recupere o utilice los medios de recogida selectiva puestos a su disposición por el ayuntamiento. Directive WEEE 2012/19/EU

**PT** - Não junte as pilhas nem os aparelhos que já não se usam com o lixo caseiro. As substâncias perigosas que ambos podem conter podem ser prejudiciais para a saúde e para o ambiente. Entregue esses aparelhos ao seu lixeiro ou recorra aos meios de recolha selectiva ao seu dispor. Directive WEEE 2012/19/EU



Pour en savoir plus :  
[www.quefairedemesdechets.fr](http://www.quefairedemesdechets.fr)



**FR** - Ce symbole indique que l'appareil s'installe et s'utilise uniquement à l'intérieur

**GB** - This symbol indicates that the device must only be installed and used indoors

**D** - Dieses Symbol zeigt an, dass das Gerät nur innen installiert und verwendet wird

**NL** - Dit symbool betekent dat het apparaat alleen binnen mag worden geïnstalleerd en gebruikt

**PL** - Ten symbol wskazuje, iż urządzenie przeznaczone jest wyłącznie do montażu i użytku wewnętrznego

**IT** - Questo simbolo indica che l'apparecchio si installa e si utilizza unicamente all'interno

**ES** - Este símbolo indica que el aparato se instala y utiliza únicamente en el interior

**PT** - Este símbolo indica que o aparelho só pode ser instalado e usado em interiores



**FR** - La protection des appareils qui portent ce symbole est assurée par une double isolation et ne requiert pas de branchement de sécurité à la terre/masse électrique.

**GB** - The protection of devices bearing this symbol is guaranteed by double insulation, they do not require a safety connection to electrical earth.

**D** - Der Schutz der dieses Symbol tragenden Geräte wird durch eine zweifache Isolation gewährleistet und erfordert keinen elektrischen Schutzanschluss an Erde/Masse.

**NL** - Apparatuur die voorzien is van dit symbool, wordt beschermd door een dubbele isolatie en vereist geen beveiligde elektriciteitsaansluiting op de aarde/massa.

**PL** - Urządzenia oznaczone takim symbolem są chronione podwójną izolacją i nie wymagają one bezpiecznego podłączenia do uziemienia/masy.

**IT** - La protezione delle apparecchiature che riportano questo simbolo è garantita da un doppio isolamento e non necessita di messa a terra/collegamento a massa.

**ES** - La protección de los aparatos que llevan este símbolo está garantizada por un doble aislamiento y no requiere una conexión de seguridad a tierra/masa eléctrica.

**PT** - A proteção dos aparelhos que contêm este símbolo é assegurada através de isolação dupla e não necessita de ligações de segurança à terra/massa elétrica.



FR - Courant continu  
GB - Direct Current  
D - Gleichstrom  
NL - Draaistroom  
PL - Prąd stały  
IT - Corrente continua  
ES - Corriente continua  
PT - Corrente continua



FR - Courant alternatif  
GB - Alternating Current  
D - Wechselstrom  
NL - Gelijkstroom  
PL - Prąd zmienny  
IT - Corrente alternata  
ES - Corriente alterna  
PT - Corrente alterna

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GB. The Philips trademarks are registered trademarks of Koninklijke Philips N.V.

D. Die Philips Warenzeichen sind eingetragene Warenzeichen der Koninklijke Philips N.V.

NL. De handelsmerken van Philips zijn gedeponeerde handelsmerken van Koninklijke Philips N.V.

PL. Znaki handlowe Philips są zarejestrowanymi znakami handlowymi Koninklijke Philips N.V.

IT. I marchi Philips sono marchi registrati di proprietà di Koninklijke Philips N.V.

ES. Las marcas registradas de Philips son marcas registradas de Koninklijke Philips N.V.

PT. As marcas registadas da Philips são marcas registadas da Koninklijke Philips N.V.



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