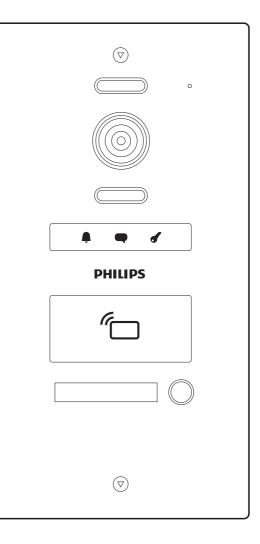
PHILIPS

WelcomeHive Pro 2

One Button Doorphone Entry Panel



User manual

Register your product on www.philips.com/register

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1. Safety instructions

Important!

- Please read the installation and user manual carefully 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.
- This product is designed exclusively to work with Philips WelcomeHive Pro2 monitors, reference 531065.
- The electrical installation must comply with current legislation and be protected by suitable devices.

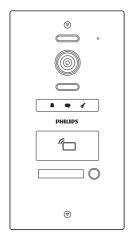
Warning:

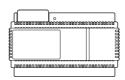
• The various items should be dismantled by an authorised technician only.

Safety measures:

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

2. Kit contents

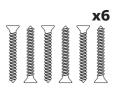




2. DIN rail power supply for powering the entry panel and monitors (not supplied)



3. Wall plugs for mounting the entry panel and DIN rail power supply (x6)



4. Screws for wall mounting the entry panel and DIN rail power supply (x6)

1. Entry panel



5. Snap-in terminal block for DIN rail power supply



6. RFID administration badge (blue) x1



7. RFID opening badges (grey) x2

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8. Key for unscrewing the entry panel from the rear flush-mounting box

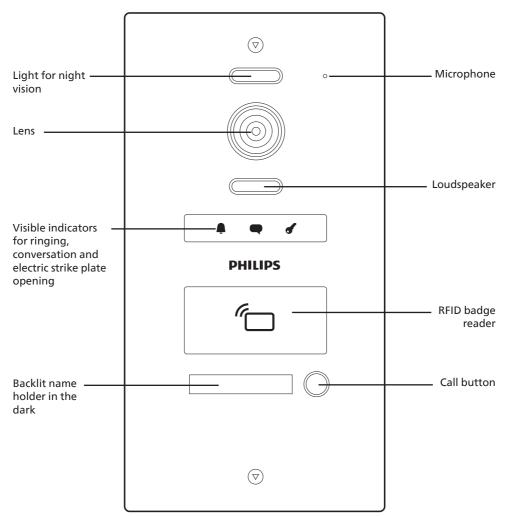
3. General information

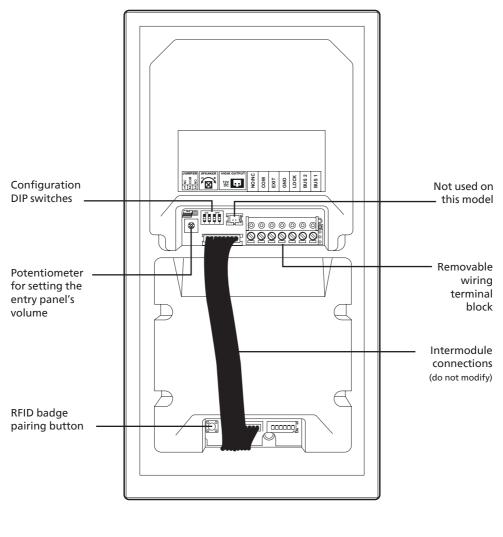
This entry panel is designed for use with monitors in the **WelcomeHive Pro 2** range. Ideal for professional installations, it features a flush-mounted design, a machined aluminium front panel and a single DIN rail power supply unit and offers top-of-the-range features such as high image resolution, visitor memory, the option of adding a second screen per home, and a digital BUS system that reduces the length of wires required for installation.

For effective installation and use, please carefully read this instruction manual.

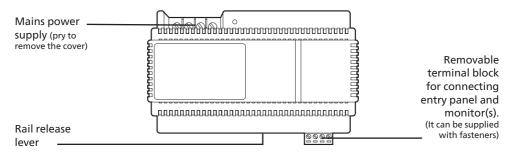
4. Component names

Entry panel:





DIN rail power supply:



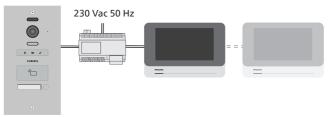
5. Product installation

Important notes and advice:

- To get the most out of your product, we recommend that you configure it (RFID, speaker volume, entry point configuration) before final installation, along with the monitor(s). To do this, you will need to connect it on a table, to ensure that the settings have been configured correctly.
- Tip: it is recommended for the wires to be covered by a sheath to protect them from impacts and the weather.

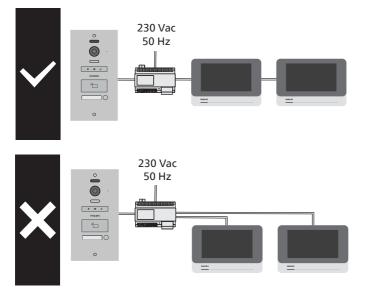
In order to avoid the risk of interference and malfunction, do not pass the wire for your video doorphone through the same sheath as the electrical wires.

5.1 General wiring diagram

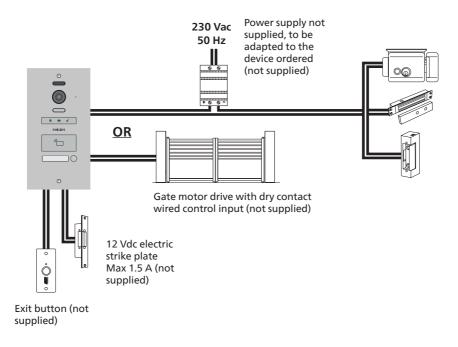


Each button has a corresponding monitor; additional monitors are optional.

 \triangle Please note: the video doorphone uses digital BUS technology, so the monitors must be connected one after the other for optimum results:

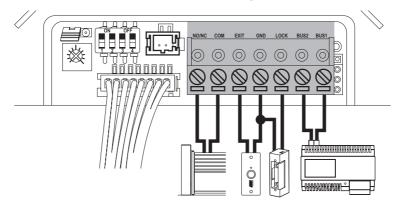


Additional connections on the entry panel (optional)



5.2 Entry panel wiring

Note: the terminal blocks are removable for ease of wiring



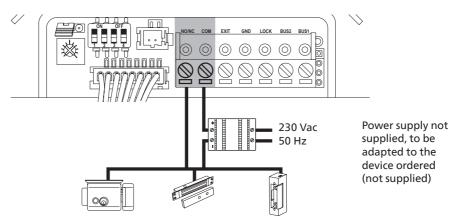
• NO/NC and COM TERMINALS: gate command terminals to be connected to the dry contact input on the gate motor drive (typically: input for key-operated switch). No voltage is delivered by this output.

• EXT AND GND TERMINALS: this input is for an exit button to be installed inside the property to trigger the opening of the electric strike plate. The exit button must be NO type: the contact closes when it is used to open the entry point.

• GND AND LOCK TERMINALS: this input is for an electric strike plate to control it using one of the monitors, the entry panel badge reader or the exit button.

A Warning: the electric strike plate must be a 12 Vdc transmitting strike plate with a maximum current of 1.5 A. We recommend using a strike plate with mechanical memory, which remains open until the door is opened and then closed again.

If you have a fail-safe electric strike plate, a normally closed device or a device requiring more than 1.5 A at 12 V, use the gate output contact (NO/NC and COM terminals) and an appropriate power supply (not supplied). The maximum current between NO/NC and COM is 6 A.



(Normally closed device: the emergency power supply to prevent accidental opening in the event of a power cut is not shown)

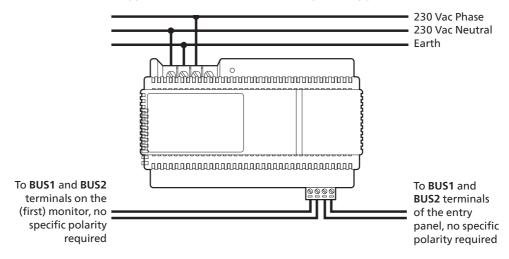
• **BUS1 AND BUS2 TERMINALS:** connect to the DIN rail power supply provided on the BUS(DS) terminals. No particular polarity is required.

5.3 DIN rail power supply wiring

The DIN rail power supply can be installed in an existing electrical panel or on the wall using the rail section supplied.

 2^{L} **Caution:** for obvious safety reasons, the DIN rail power supply must be installed and connected to the mains with the power switched off (protective circuit breaker in 'OFF' position).

Note: the terminal block for connection to the entry panel and monitor(s) is removable for easier installation. It can be supplied with the fasteners needed for your entry panel.



Wires to use:

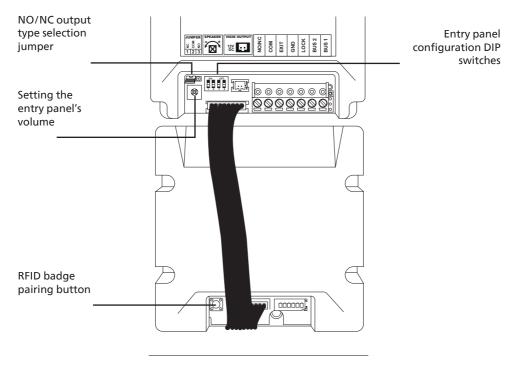
Between the entry panel and the DIN rail power supply			
Type of wires Distance			
2 x 0.75 mm ²	0 to 50 m		
2 x 1.5 mm²	0 to 80 m		
2 shielded twisted pairs	0 to 120 m		
Between DIN rail power supply and the monitors			
Between DIN rail power	supply and the monitors		
Between DIN rail power Type of wires	supply and the monitors Distance		
·			
Type of wires	Distance		

 $\angle \Delta$ **Caution:** the length to be taken into account when determining the type of wires is between the DIN rail power supply and the monitor furthest away from the system.

6. Configuration before final installation

It is recommended to complete the configuration before installing and locking each component in its final position.

6.1 Entry panel



NO/NC output type selection jumper: by default the jumper is set to the NO position. Change if necessary depending on the type of device connected to the terminal block between the NO/NC and GND terminals:

- If you want to control a gate motor drive, leave in the NO position
- If you are using an electric strike plate with an external power supply: leave in the NO position
- If you are using a fail-safe electric strike plate or a magnetic lock: move the jumper on the 2 lefthand pins to the NC position

<u>a. Entry panel configuration DIP switches:</u> The DIP switches are numbered from 1 to 4.

	N	_0	FF
IН	Н		H
	2	3	4

• DIP switches no. 1 and 2: Set to down (OFF position):



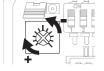
- DIP switch no. 3: Used to select what the exit button triggers.
 - Set to down (OFF position) if you want the exit button to trigger the NO/NC output (gate motor drive or externally powered device).
 - Set to up (ON position) if you want the exit button to trigger the LOCK output (12 V strike output):



- DIP switch no. 4: Activates or deactivates the ringback tone on the entry panel.
 - Set to up (ON position) to emit a chime on the entry panel when a call button is pressed.
 - Set to down (OFF position) to keep the entry panel silent when a call button is pressed.



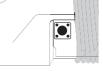
b. Setting the entry panel's volume:



use a Phillips screwdriver to adjust the volume of the entry panel.

- Turn clockwise to increase the volume.
- Turn anticlockwise to decrease the volume.

c. RFID badge pairing button:



this button is used to pair the master badge (blue):

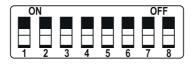
- Within seconds of powering up the entry panel, press and hold the RFID badge pairing button on the back of the entry panel for 8 seconds. The entry panel will beep twice.
- Wave the master badge (blue) in front of the detection cell on the front of the entry panel.

Once all settings have been configured, you can install the entry panel and lock the security screws on the front using the tool supplied.



6.2 Monitor(s) (not supplied)

There are DIP switches at the rear of each monitor used to configure the monitor:



• DIP switches no. 1 to 5: Set to down (OFF position): :



• DIP switch no. 6: Used to set the monitor to 'master' mode (main monitor for the home or flat) or 'slave' mode (secondary monitor).

If there is only one monitor in the home or flat, it must be set to 'master' mode.

- Move to down (OFF position) to put the monitor in 'master' mode.



- Move to up (ON position) to put the monitor in 'slave' mode.



• DIP switch no. 7: Set to down (OFF position):



• DIP switch no. 8: Closes the circuit:



- If one pair of wires arrives at the monitor and another leaves for another monitor, set to down:



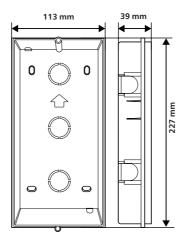
- If the monitor is at the end of the line, set to up:



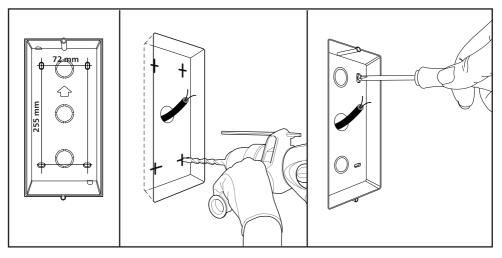
7. INSTALLATION

7.1 Entry panel

The entry panel is designed to be flush-mounted:



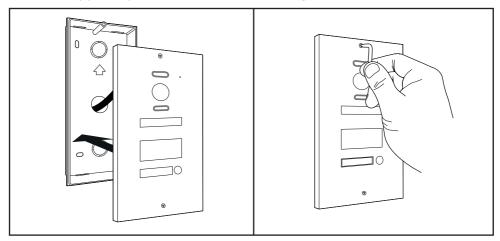
You can use the screws supplied to fix the flush-mounting box inside the pillar recess.



There are openings in the bottom of the flush-mounting box for wires coming out of the wall.

Note: after doing the flush-mounting and wiring, we recommend not locking the entry panel immediately into its flush-mounting box. You will need access to the back of the entry panel for settings and to activate the RFID badges supplied.

2 **Important:** to prevent water ingress, the seal around the entry panel must be compressed when the entry panel is placed back onto its flush-mounting box.

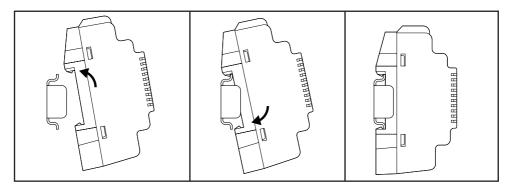


7.2 DIN rail power supply

A Warning:

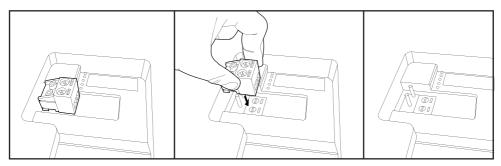
- The electrical installation must meet current standards (in particular NF C 15-100) and should be undertaken by a qualified person.
- All electrical connections must be performed with the power switched off (safety switch in 'OFF' position).
- The DIN rail power supply is not designed for outdoor installation. It must not be exposed to the elements.

The DIN rail power supply can be installed either on the rail of an existing electrical box or using the rail section supplied.



7.3 Monitor(s) (not included)

Monitors are designed to be wall-mounted using the anchor plate at the rear. They do not require an external power supply. For ease of wiring, the 2-wire terminal block at the rear of the monitors is removable.



Refer to the monitor's instructions for more information, if necessary.

8. Use

8.1 Pairing user badges

First, make sure you have set up the administrator badge correctly.

The RFID administration badge (blue) cannot be used to open the entry point; it is used to add user badges (grey), which are used to open the entry point.

To pair each of the user badges supplied:

- First, wave the blue administration badge in front of the reader on the front of the entry panel. The entry panel responds with 2 beeps and the communication indicator flashes above the read zone.
- Then wave the badge(s) you wish to pair in front of the reader. The entry panel beeps once each time a new badge is waved over it.
- After a few seconds of inactivity, the entry panel beeps twice to indicate that it is returning to normal operating mode. The communication indicator above the badge reader goes out.
- Wave the badge in front of the reader to trigger opening. The entry panel will indicate that it has received the order by beeping once and lighting up its blue opening indicator.

If you wave a grey badge in front of the entry panel and it beeps three times without the indicator lighting up, this means that the badge has not been registered by the entry panel.

8.2 Deleting user badges

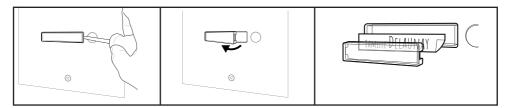
To delete all the user badges, go back to the administrator badge (blue) configuration:

- Switch the entry panel's power supply off and on again
- Within seconds of powering up the entry panel, press and hold the RFID badge pairing button on the back of the entry panel for 8 seconds. The entry panel will beep twice.
- Wave the master badge (blue) in front of the detection cell on the front of the entry panel.

All user badges are deleted from the entry panel's memory. You can then reprogram them.

8.3 Using name holders

The name holders can be removed using a thin flathead screwdriver. Insert from the left or right of a name holder to extract it and access the label.



8.4. Operation

- Pressing the call button triggers a chime on the corresponding monitor(s).
- The **p** indicator indicates a call to the monitor(s).
- If the call is answered on the monitor(s), the e indicator lights up.
- If a known user badge is waved in front of the RFID read zone of the entry panel, the VIGIK reader (not supplied) or a monitor triggers the gate or electric strike plate to open and the *d* indicator lights up.
- When a known user badge is briefly waved in front of the RFID read zone of the entry panel, the strike plate output ('LOCK') is triggered.
- When a known user badge is held in front of the RFID read zone of the entry panel, the gate output ('NO/NC') is triggered.
- When an unknown user badge is waved in front of the entry panel's RFID read zone, the entry panel beeps three times to indicate that the badge is unknown. No action is triggered.
- Each name holder and the RFID read zone on the entry panel are backlit according to the ambient light.
- If a monitor displays the entry panel image in low ambient light conditions, the night vision light at the top of the entry panel comes on while the video is being displayed.

Please refer to the monitors' user manual for more information on how they work.

9. Technical features

Model	1-Name Philips WelcomeHive Pro 2 DES 9801 VDP entry panel
Power supply	DIN rail transformer 100-240 Vac 50 Hz/32 Vdc 1.5 A supplied
Assembly	Flush-mounted in wall/pillar
Video	CMOS 900TVL Camera Colour night vision with ambient-light-controlled lighting
Additional functions	12 V electric emission strike plate output, max. current 1.5 A Electric strike plate/magnetic lock/door output with NO or NC dry contact. Connecting a strike plate or magnetic lock requires a suitable power supply, which is not included
Type and length of cables	2-wire digital BUS connections Up to 120 m between the entry panel and power supply via shielded twisted pair cable 2x1 mm ² Up to 120 m between the entry panel and power supply via shielded twisted pair cable 2x1 mm ²
Maximum number of homes and screens	1 home, up to 2 screens
Number and type of RFID badges supplied	2 RFID badges, 125 kHz Up to 1000 badges can be saved in the entry panel's memory
Materials	Front panel: machined aluminium
Size and weight	Front panel: 253 mm x 134 mm x 6 mm 227 mm x 113 mm x 39 mm recess 770 g

10. FAQ - Common problems and solutions

Symptoms	Possible causes	Solutions
Nothing happens when first turned on	• The system is not receiving power	 Verify that the power supply is properly connected and turned on
	• Poor connection or short circuit on the line	Solve the connection problem
	 Incorrect configuration of the entry panel and/or monitor 	 Check that the entry panel's DIP switches are in the correct position Check that the DIP switches on each monitor are set correctly (master/slave setting, call button assignment)
	• Incorrect monitor model	• The entry panel is designed to work exclusively with the WelcomeHive Pro 2 DES 9806 VDP monitor, reference 531065

 Unable to display 	Distance too great	Check that the wires used are suitable
video from the entry panel on the monitor		for the distance to be covered.
	• Disturbances	• Check that a suitable wire gauge was used and that the connection wires are not in the same sheath as the 230 Vac wires
• No sound/no audible chime	• Communication volume set incorrectly at the rear of the entry panel	 Adjust the volume of the entry panel using the potentiometer behind the panel
	• Monitor volume too quiet	• Adjust the monitor volume in the appropriate menus Refer to the monitor's instructions for more information
	• The monitor is muted	• Check the time setting on the monitor and the settings for the time period during which it should not ring Refer to the monitor's instructions for more information
• Unable to open the entry point with badges	• The badge being used is an administrator badge	• Only user badges (blue) can be used to unlock the entry point
	• The monitor has not been programmed	• To operate, each badge must be registered by the entry panel
	• The entry panel is configured to open the other entry point	• Check that the corresponding DIP switch on the rear of the entry panel is set to the output you wish to control with the badges (NO/NC output for gate, or LOCK output for 12 Vdc strike plate)
• Unable to call the monitor from the entry panel	 Incorrect configuration of the entry panel and/or monitor 	• Check that the entry panel's DIP switches are in the correct position Check that the DIP switches on each monitor are set correctly (master/slave setting, call button assignment)
• Low volume or poor quality	• Communication volume set incorrectly at the rear of the entry panel	 Adjust the volume of the entry panel using the potentiometer behind the panel
	• Monitor volume too quiet	• Adjust the monitor volume in the appropriate menus Refer to the monitor's instructions for more information

• Poor image quality	Distance too great	• Check that the wires used are suitable for the distance to be covered
	Disturbances	• Check that a suitable wire gauge was used and that the connection wires are not in the same sheath as the 230 Vac wires
	• The monitor is not configured correctly	• Check that the DIP switches on each monitor are set correctly (end of line) Refer to the monitor's instructions for more information
• Unable to record video when a visitor rings	• The microSD card is missing or not formatted	• A microSD card (not supplied) must be inserted and formatted in the monitor to activate this feature. Refer to the monitor's instructions for more information
• The connected entry point opens during a power cut	• Wrong type of exit button	• The exit button to be connected to the EXT and GND terminals of the entry panel must be a normally open contact: the contact closes when the button is pressed

11. 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.
- 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.

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

WARRANTY CARD		
Mr / Mrs :		
Phone number :		
Address :		
E-mail :		
Date of purchase :// (DD/MM/YYYY)		
Dealer :		
Dealer Phone :		
Dealer address :		
Serial number PHI/1031/		
Important : Please keep this warranty card with your proof of purchase.		

12. Safety measures

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 use, the user must adhere to the safety instructions and warnings in this manual.

1 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, be sure to adhere to accident prevention rules for electrical installations.
- For schools, training equipment, workshops, etc., the presence of qualified personnel is needed to monitor operation of the electronic devices.
- Adhere to the usage instructions for other devices connected to the system.
- Contact a person with experience if you are unsure about how to operate the system or about the safety of devices.
- Never plug in or unplug electrical devices with wet hands.
- When installing this product, verify that the power wires are not at risk of being damaged.
- Never replace damaged electrical wires yourself! In this case, remove them and call an expert.
- The electrical socket must be close to the device and must be easily accessible.
- An easily accessible cut-off system (switch disconnector, circuit breaker, equivalent system) must be integrated into the building's wiring system for 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.

13. 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 using one of the following methods:

- Redirect or move the receptor antenna.
- 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.

14. Declaration of conformity

WITH the RED directive

AVIDSEN hereby declares that the equipment designated below:

Philips WelcomeHive Pro 2 DES 9801 VDP entry panel

Complies with the RED 2014/53/UE directive and that its conformity has been assessed pursuant to the applicable standards in force:

- EN 62311:2020
- EN 62368-1:2020+A11:2020
- EN 55032:2015+A1:2020
- EN 55035:2017+A11:2020
- EN 300 330 V2.1.1 (2017-02)

In Tours, 25/01/2024

Signed by Alexandre Chaverot, CEO, on behalf of Avidsen 19 avenue Marcel Dassault. 37200 Tours, France



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 out batteries or out of order products with household waste (garbage). The dangerous substances that they are likely to include may harm health or the environment. Return the equipment to your local distributor or use the recycling collection service provided by your local council. Directive WEEE 2012/19/ EU

D - Verbrauchte Batterien und nicht mehr benützte 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 - Nie wyrzucać 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



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 Prad stały
- IT Corrente continua
- ES Corriente continua
- PT Corrente contínua



FR - Courant alternatif

- GB Alternating Current D - Wechselstrom
- NL Gelijkstroom
- PL Prad zmienny
- IT Corrente alternata
- ES Corriente alterna
- PT Corrente alterna





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