# How to Use D Series

Introduction

This is the Instruction Manual for customers who have installed the security intercom 1 M type Base Unit (Product No. VGDT, VGDB, VGW) for the Condominiums HA D series, the extension adapter for home (VGD8210), and the mobile phone adapter with the following configuration.

Things you can do with the mobile phone adapter

- Forward calls to the Base Unit on to your mobile device to talk.
  * Depends on the Condominiums HA system settings.

- Unlock the condominium entrance in response to a call from the Main Entrance.

- Receive notification of alarms and notices.
  * For details, confirm on the Base Unit.

How-Tos

Using the mobile phone adapter

Confirming the recommended device/wireless LAN router

Registering a mobile device

Answering a call

Confirming an alarm

Confirming a notice

Setting up the application

Deleting a registered device

Initializing the registered devices

Troubleshooting

Making an inquiry

Using the mobile phone adapter

Required devices and environment

Base Unit	1M Type Security Intercom Base Unit for Condominiums HA D Series (Product No. VGDT, VGDB) (Connection to the extension adapter for home (VGD8210) required.)
Base Unit	Condominium HA System D Series Windea-C PLUS (Product No. VGW) (No expansion adapter is required to connect Windea-C PLUS to your mobile phone adapter.)
Smartphone Tablet[*1]	Android or iOS device Installation of Interphone App required.
LAN environment	Home wireless LAN environment required. Internet connection environment not required.
Wireless LAN router[*1]	The wireless LAN router is required for connecting the mobile device.

*1: For information on recommended devices and devices whose operation are confirmed, please refer to our company's website.
Note that some devices are not supported.

Caution

- If you buy a new mobile device, delete the registration information of the previous device from the mobile phone adapter using Interphone App and register again with the new mobile device.

Registering a mobile device

Preparation

Connect the mobile device to the wireless LAN router.
Using the Interphone App requires your mobile device to be connected to the wireless LAN. For the connection method, please refer to your mobile device operating instructions.
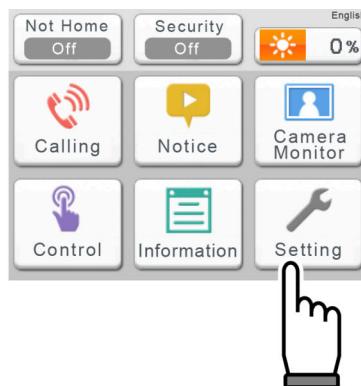
> **Caution**
>
> Your mobile device must be connected to the same network as the mobile phone adapter.

## Registering a mobile device with the mobile phone adapter
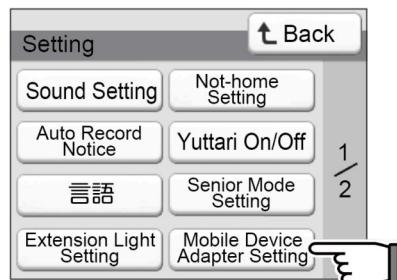
1. Install Interphone App into a mobile device from Google Play.

2. Press the MENU button on the Base Unit.
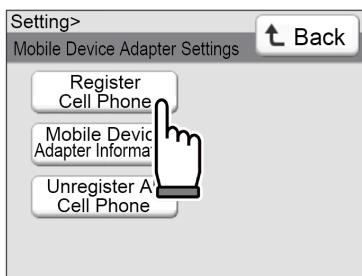
3. Touch "Setting".
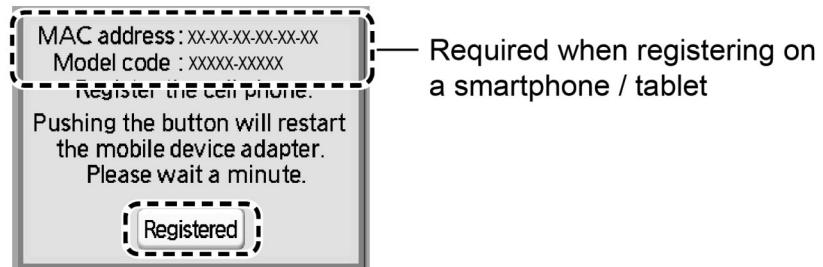
4. Touch "Mobile Device Adapter Setting".

5. Touch "Register Cell Phone".

6. If you touch "Yes", information for registering your mobile phone will be displayed.

→If an error screen displays

7. Enter the information to register the smartphone/ tablet.
   Enter the following information and touch "REGISTRATION".
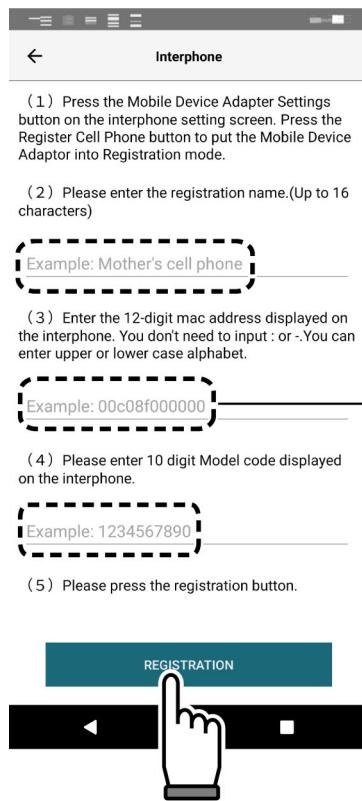
   o **Registration Name**:
   Name to identify the mobile device you are operating.
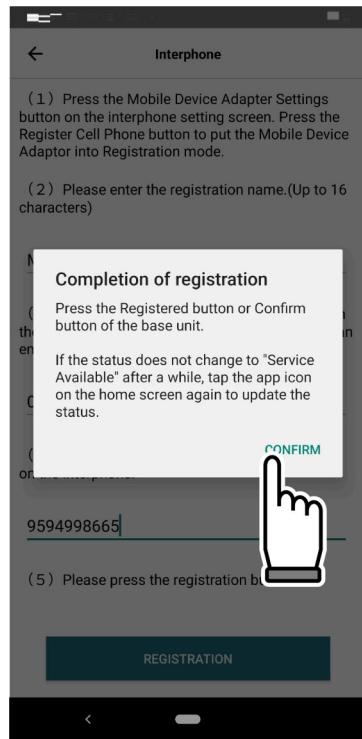
   o **MAC Address/Model code**:
   Information confirmed on the Base Unit.

Enter the MAC address displayed on the base unit.

8. When a registration complete message displays, touch "CONFIRM".
Repeat steps 3 to 8 to register multiple mobile devices.

→If an error screen displays
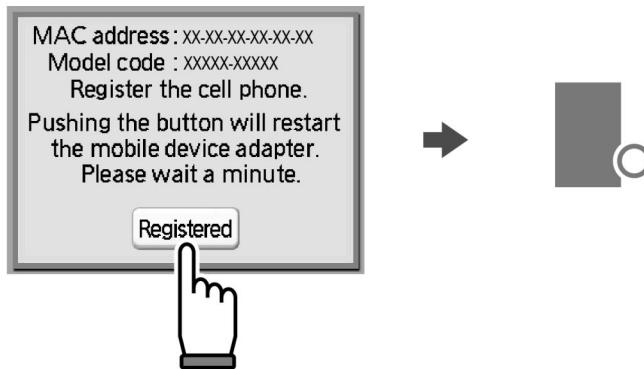
9. Touch "Finish Registration" on the Base Unit to finish the registration. Reboot the mobile phone adapter. Wait for the reboot to finish (about 1 minute). The service is ready for use when the following icon displays on the mobile device screen.

Caution

You can register up to a total of eight mobile devices with the mobile phone adapter.
* When registering more than eight, delete the registration of unnecessary ones in advance.
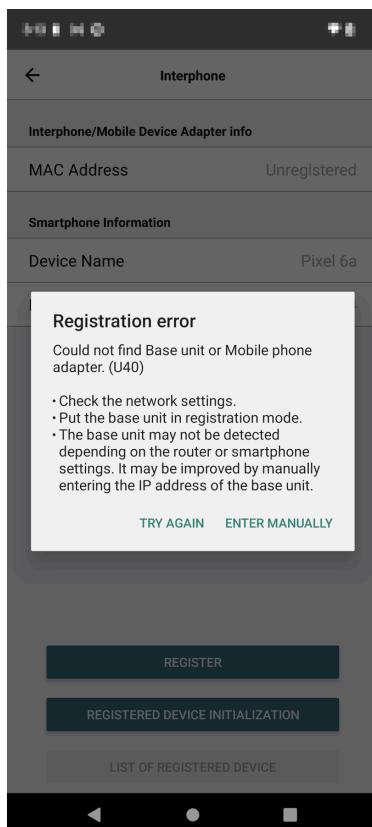
On Android devices, the registration status is displayed on the status bar as follows:

| Icon	Status	Description
	Initial status (Unregistered)	Status after Interphone App installation. <u>Proceed to register the mobile device.</u>
	Normal status	The mobile device can communicate normally with the Base Unit. The Interphone App is available for use.
	Service not available	The mobile device cannot communicate with the Base Unit; therefore, it cannot receive either alarms or notices. Confirm the following: ○ Is Wi-Fi feature on the mobile device enabled? ○ Is the router power turned on? ○ Is the IP address assigned from the DHCP server correct? Communication may be impossible if there are two DHCP servers. ○ Is the App stopped due to the energy saving settings of your mobile device?
	Service error status	The mobile device is deleted. Register again.

- If no mobile phone adapter is detected, the following screen will be displayed.
  - If your smartphone is in poor communication with the mobile phone adapter, the mobile phone adapter may not be detected on the first try. In that case, touch "Try again" to detect the mobile phone adapter again.
  - Depending on the operating wireless router or other devices connected to the home network, communications between your smartphone and the mobile phone adapter may become unstable, failing to detect the mobile phone adapter. In that case, Touch "Enter manually" and manually enter the IP address of the mobile phone adapter to locate the mobile phone adapter, which can establish communications between your smartphone and the mobile phone adapter.
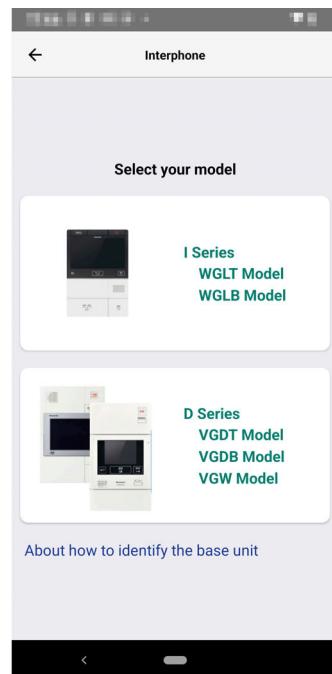
When you touch "Enter manually," specify the base unit using the following procedure.
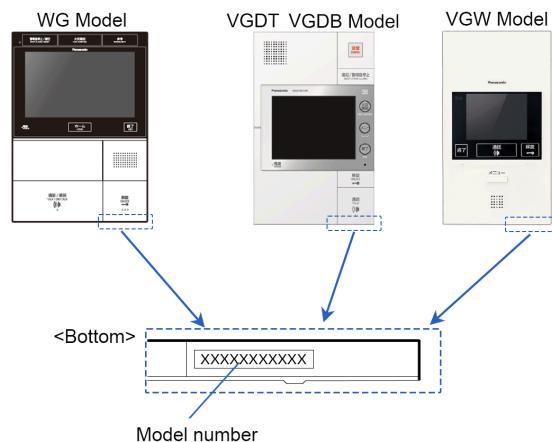
1. On your mobile device, choose the product No. of the base unit.
   Touch "I Series" for the product No. starting with "WG," "D Series" for the product No. starting with "VG."
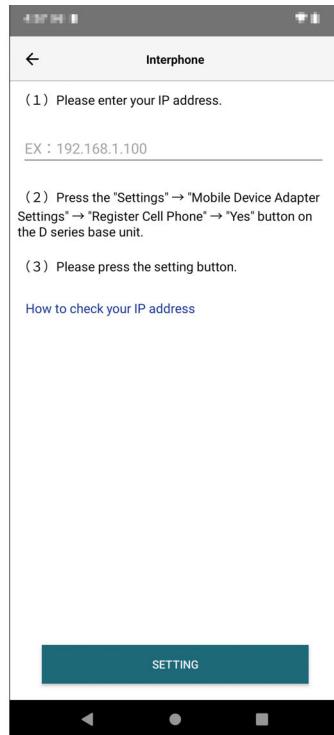
The product No. of the base unit is found on its bottom.
Check which characters it starts with: WG or VG.

2. On your mobile device, enter the IP address of the mobile phone adapter, and touch "Setting."



→How to check the IP address of the mobile device adapter
Go to step 7
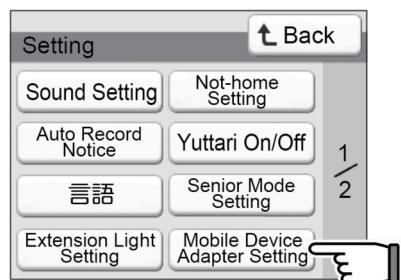
1. Press the MENU button on the Base Unit.
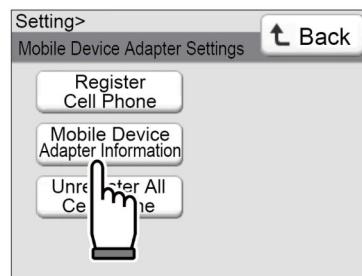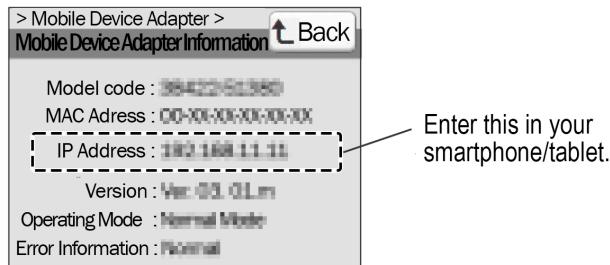
2. Touch "Setting".

3. Touch "Mobile Device Adapter Setting".

4. Touch "Mobile Device Adapter Information".

5. Record the on-screen IP address.

Enter this in your smartphone/tablet.
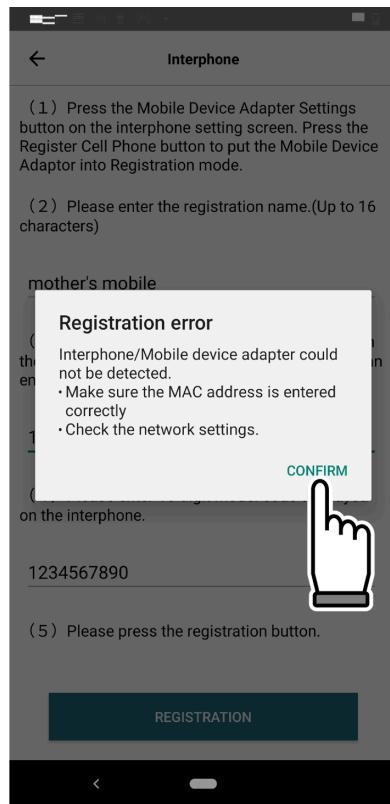
6. Touch "Back".
   The screen shown in step 6 is displayed on the base unit.
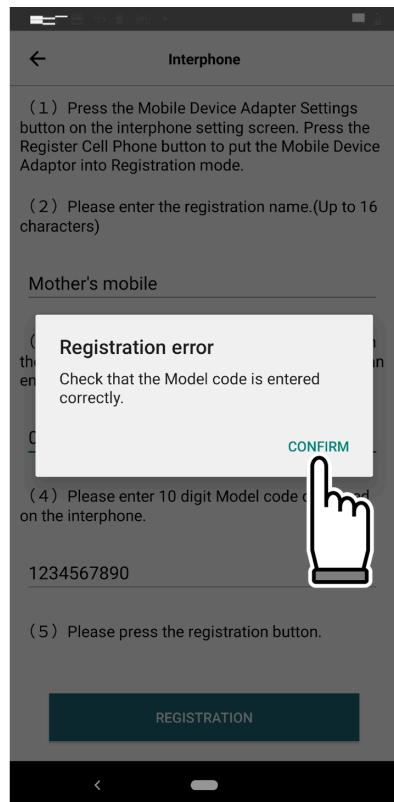
- If the MAC address you entered is incorrect, the following screen will be displayed. Confirm the content and touch "Confirm".
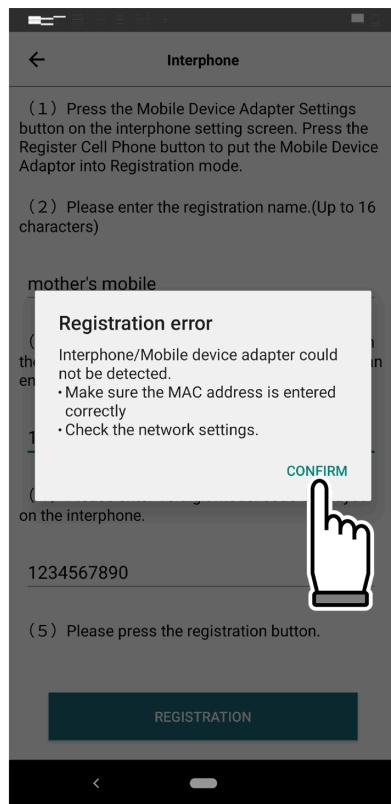
Confirm the MAC address.

- If the model code you entered is incorrect, the following screen will be displayed. Confirm the contents and touch "Confirm".
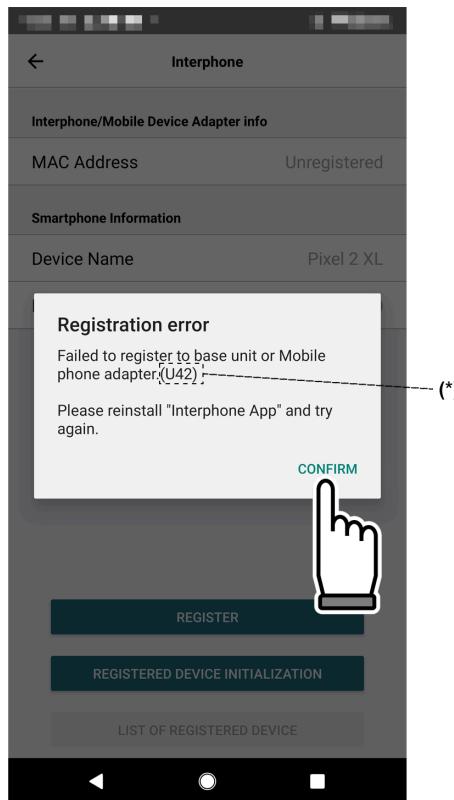
[Confirm the model code.](#)

- If the wireless communication with the wireless LAN router is unstable and a communication error occurs, the following screen will be displayed. Confirm the contents and touch "Confirm".

This may occur if WEP (a type of encryption method) is set to connect to the wireless LAN router. For details, refer to the instruction manual of the wireless LAN router.

- If the base unit fails to authenticate the mobile device to register, the following screen will be displayed.
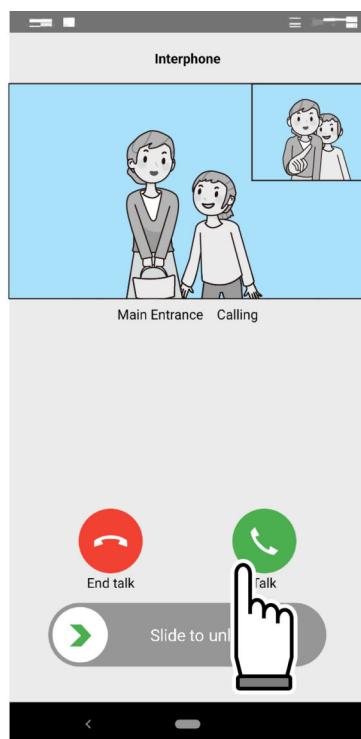
Touch "Confirm" and reinstall the Interphone App in your mobile device.
(*) U52 may appear instead.

Control
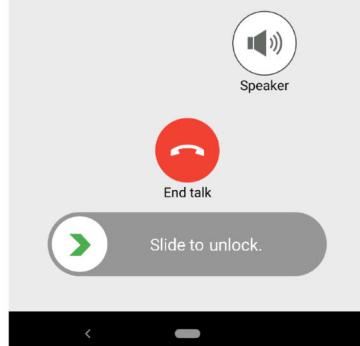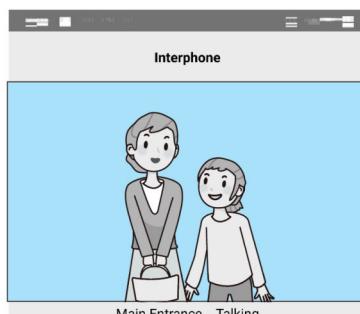
Answering a call (a visitor)

1. The ringtone sounds and an incoming call screen displays when a call is received from the Main Entrance intercom or door phone slave device.

   ○ The vibrator turns on along with the ringtone sound.
   The Interphone App is preset to vibrate along with a sound emitted by the mobile device.
   However vibration may not be available depending on the device.

   ○ The button to unlock the condominium entrance displays when a call is from the Main Entrance.
   A call is automatically terminated after approximately 5 sec. from operating the button to unlock the entrance electric lock.

2. Touch "Talk" to answer the call.
   The screen changes to the talking screen.

- o Touching 🔊 when 🔊 "Speaker On" is displayed, switches the speaker to 🔊 "Speaker Off", allowing you to talk while viewing the screen.

- o Touching 🔊 when 🔊 "Speaker Off" is displayed, switches the speaker to 🔊 "Speaker On", allowing you to talk by holding your mobile device to your ear like a phone.
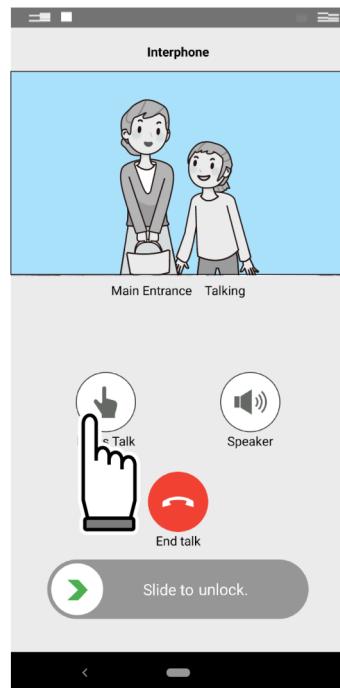
Touching 🔊 allows you to switch On/Off the speaker.

Caution

- The speaker button does not display on a tablet.

- On Android 10 or later, push notifications will be displayed when receiving a call.
  Tap the push notification to display the incoming call screen.

1. Touch 👆 "Press talk" while also touching 🔊 "Speaker".
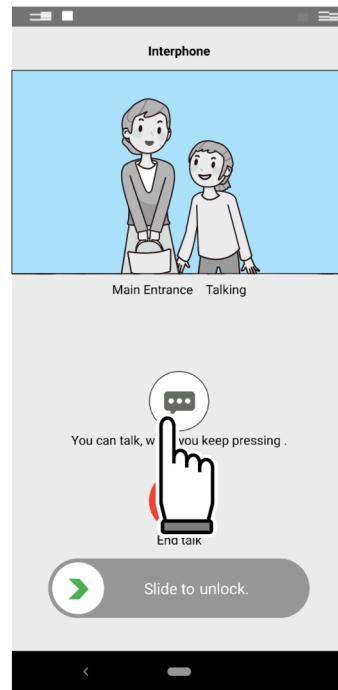
Touching 👆 "Press talk" displays a confirmation screen; touch "OK". Touching "Back" cancels the press talk. Touching "OK (Do not show again)" stops the confirmation screen from displaying from the next time.

Caution

Reverting to bidirectional talk is not possible once in press talk mode.

2. Talk while pressing 💬 "You can talk, while you keep pressing".
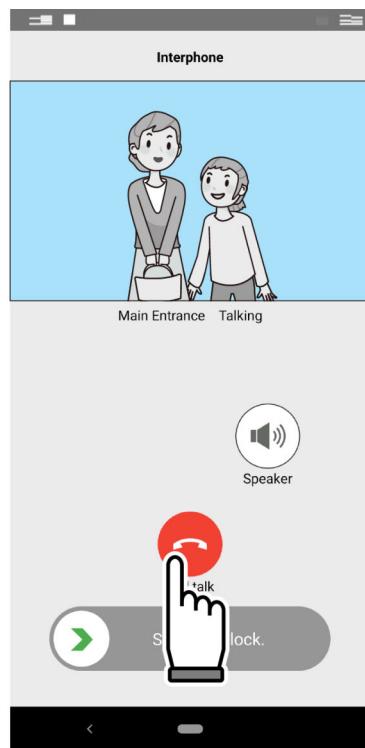
The voice of the person on the other side cannot be heard while 💬 "You c an talk, while you keep pressing" is down. The indication on the display cha nges to 💬 "You can hear, while you release".

3. To listen to the other end, release 💬 "You can hear, while you release".

Caution

- Echo, choppy sound, noise, etc. may occur during a call depending on your device. To improve, try holding the device closer, turning on the [Talk Correction settings](), lowering the [incoming speech volume](), etc.

- 🔊 "Speaker" is not displayed on tablets since only the speaker (talk while viewing the screen) mode is supported on them.

- A call may become choppy in a noisy place such as near a TV set, or a place where the voice is easy to echo such as a bathroom.

- Calls through speakers and microphone other than those built into the device, such as headsets, earphone with microphone, speakers, etc. are not supported.

- The speech quality may decrease or the call may become choppy depending on the network status, such as the wireless LAN radio signal strength.

- If the volume of the speech is too loud or soft, adjust your mobile device sound system volume.

- The devices allow you to adjust the incoming speech volume from the [Volume adjustment for transmission]() in the Settings menu if you have difficulty in hearing the person on the other side. (This is normally unnecessary since it is done automatically.)

- A delay in the received call time or decrease in picture refresh rate may occur depending on the network status.

- If the Main Entrance intercom or door phone slave device with camera is exposed to direct sunlight or strong illumination, white vertical lines and/or black spots, or a light reflective pattern may show up on the picture but this is normal.

- Talking is possible only from the first device that answers a call. If the call is answered by a device (Base Unit, Sub-Base Unit, another mobile device, etc.), the call is terminated for all other devices. (Calls cannot be forwarded.)

- Noise, choppy sound may occur depending on the mobile device. In such a case, holding the device closer or talking louder may make hearing easier.

3. Touch "End talk" to terminate the call.

Confirming an alarm

The mobile device sounds an alarm and displays the Alarm screen.
Confirm the alarm details on the Base Unit.

- The vibrator turns on along with the alarm sound.
  The Interphone App is preset to vibrate along with a sound emitted by the mobile device.
  However vibration may not be available depending on the device.
- Touching "Stop" stops the mobile device alarm sound.
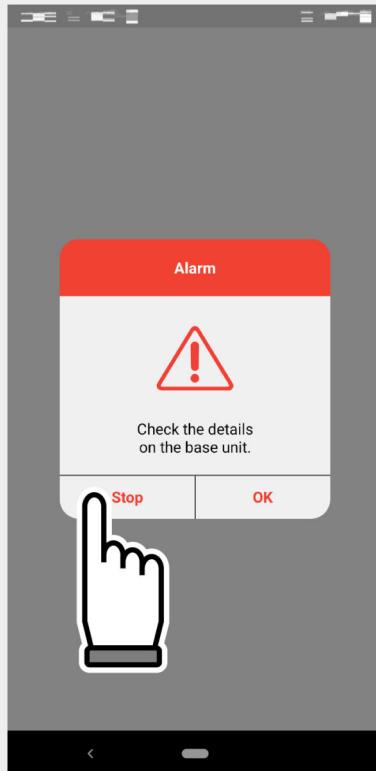
Caution
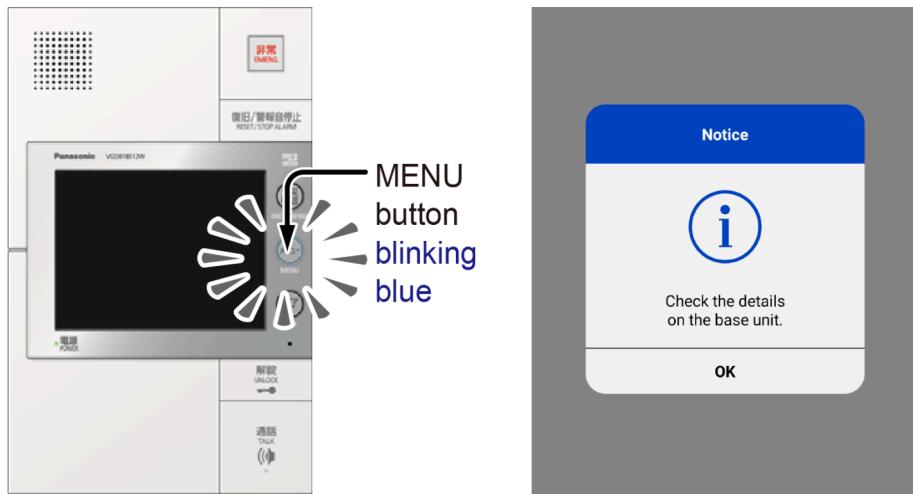
To stop the alarm sound from the Base Unit, press the STOP ALARM button on the Base Unit.

Confirming a notice

> The mobile device sounds a beep and displays the Notice screen.

- The vibrator turns on along with the beep sound.
  The Interphone App is preset to vibrate along with a sound emitted by the mobile device. However vibration may not be available depending on the device.
- Confirm the contents of the notice by pressing the Menu button on the Base Unit whose perimeter will be blinking in blue.
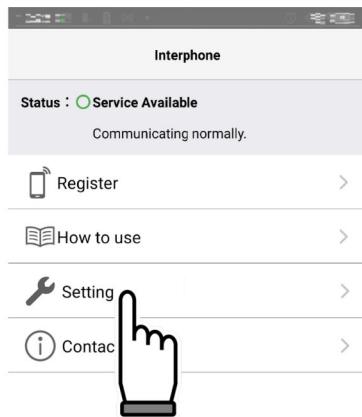
Setting up the application
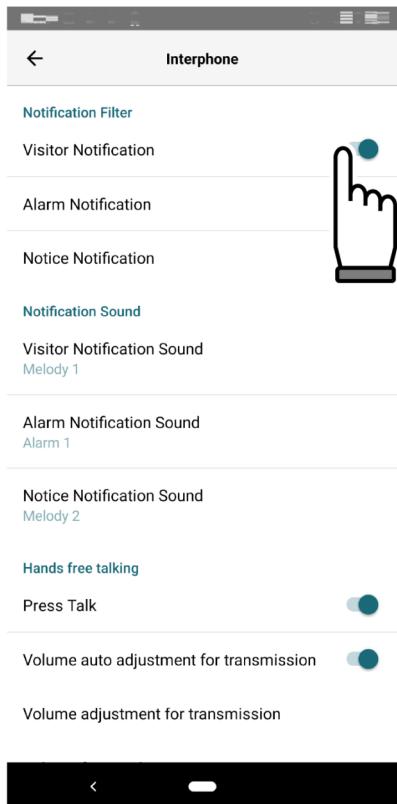
1. Launch the Interphone App.

2. Touch "Setting" on the portal screen.

The Setting screen displays.
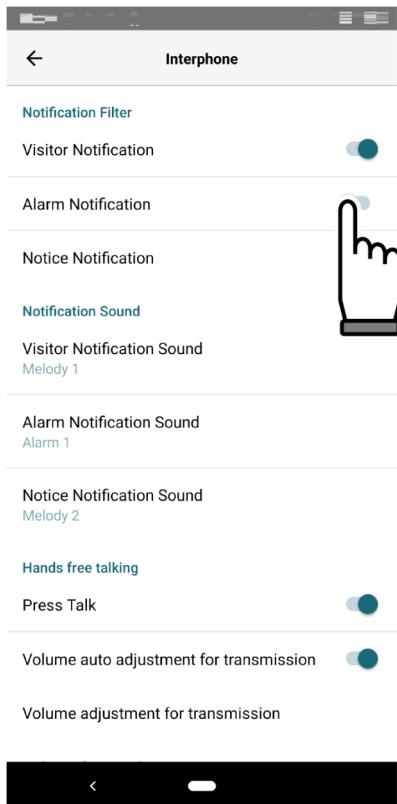
3. Make various Interphone App settings.
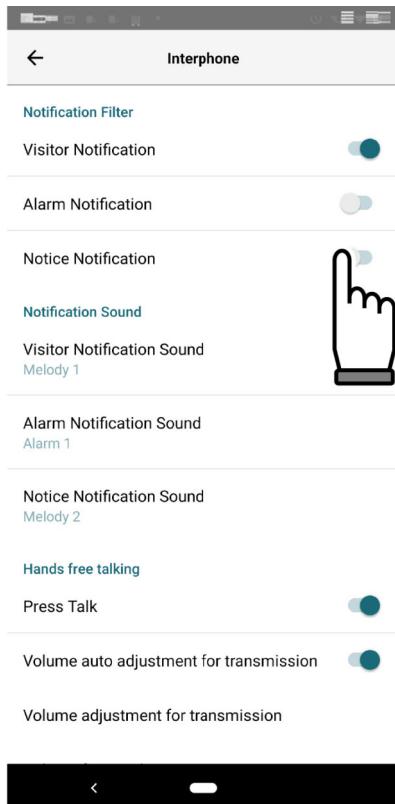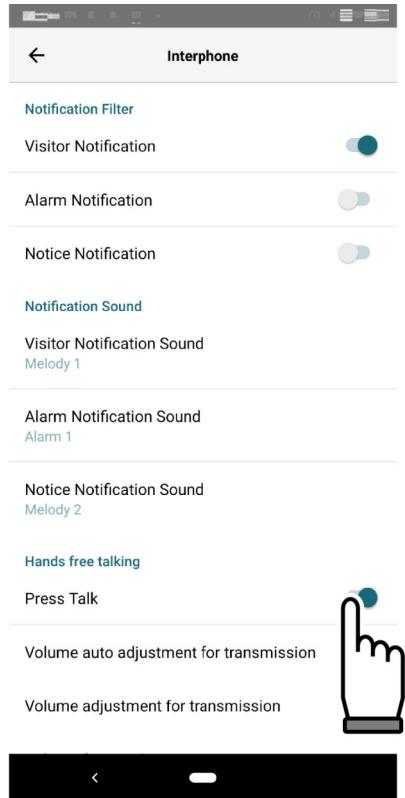
- Visitor notification is disabled when this is "OFF".
- The default setting is "ON".

- Alarm notification is disabled when this is "OFF".
- The default setting is "ON".
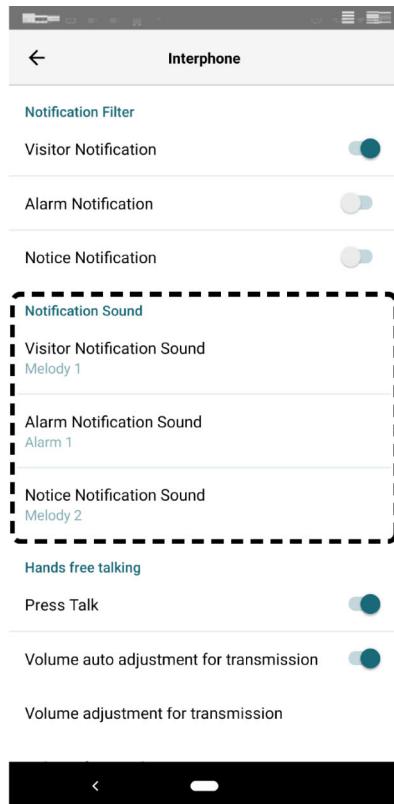
- Notice notification is disabled when this is "OFF".
- The default setting is "ON".
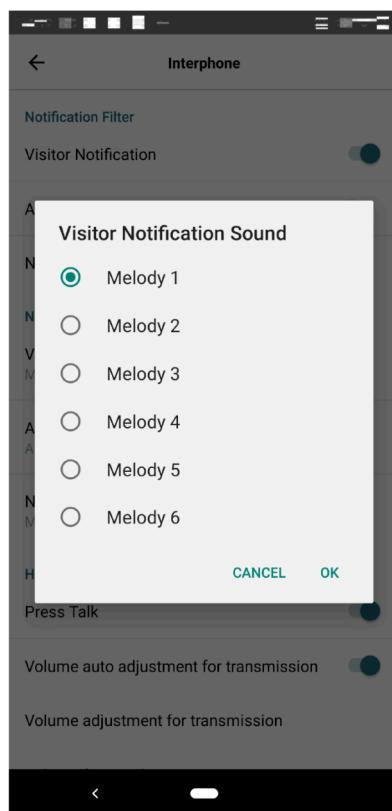
- For use when a call is choppy due to noisy background. Setting Press Talk to ON displays "Press Talk" during calls.
- The default setting is "ON".

For Visitor Notification
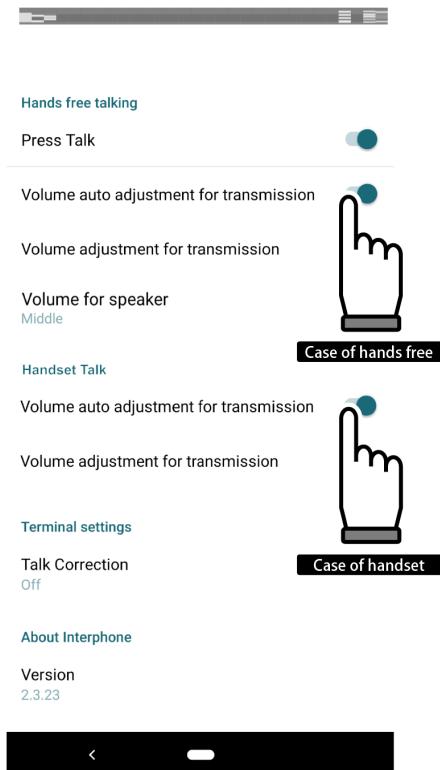
- Touch the notification ringtone to change (visitor notification, alarm notification, notice notification) and choose a notification ringtone from the displayed screen.
- There are six tones for visitor notification and notification of notice, and two tones for alarm notification to choose from.

Caution
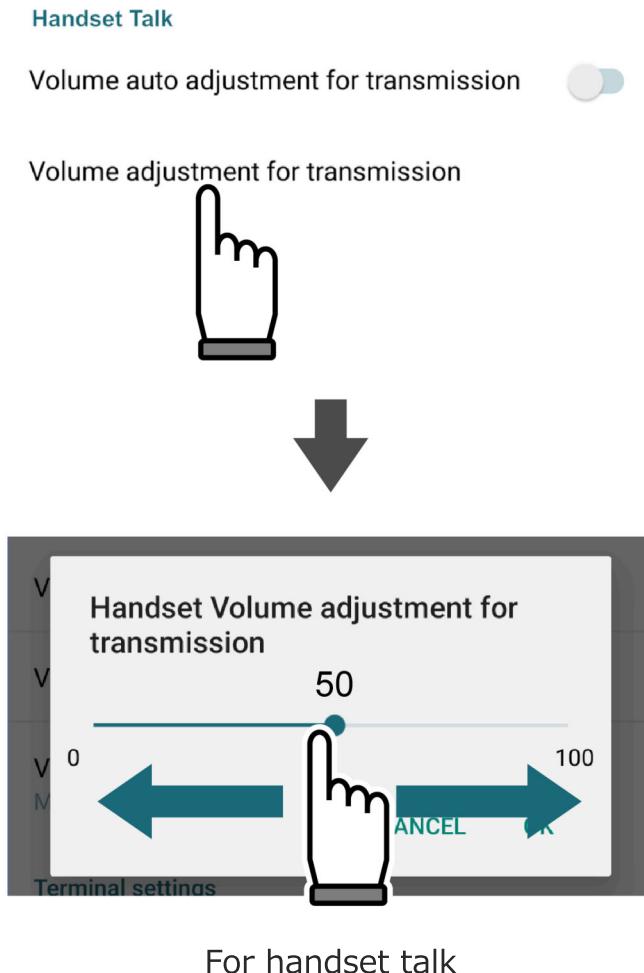
- The notification ringtone may be hard to hear depending on the mobile device model. In such a case, choose an easier to hear tone.
- The notification ringtone may sound when selected depending on the mobile device settings.

Choosing "Volume auto adjustment for transmission" ON/OFF for hands-free and handset talk

Hands free talking

Press Talk

Volume auto adjustment for transmission

Volume adjustment for transmission

Volume for speaker
Middle

Case of hands free

Handset Talk

Volume auto adjustment for transmission

Volume adjustment for transmission

Terminal settings

Talk Correction
Off

Case of handset

About Interphone

Version
2.3.23

- This feature adjusts the speech volume due to the mobile device model.
- The default setting is "ON".
- Normally use the mobile device with this feature set to "ON".
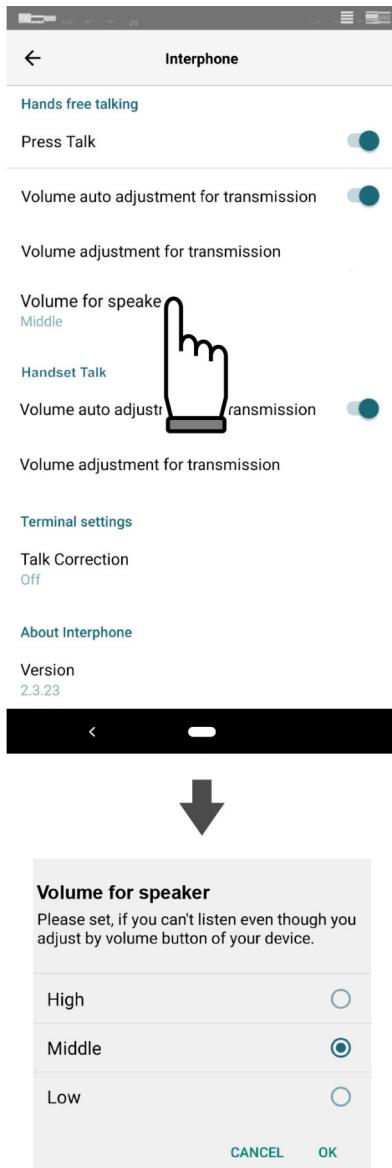
- When "OFF" is chosen, you can manually change the "Volume adjustment for transmission" to talk hands-free or normally with the smartphone (handset call).

Handset Talk

Volume auto adjustment for transmission

Volume adjustment for transmission

Handset Volume adjustment for transmission

50

0   100

ANCEL

Terminal settings

For handset talk

Caution
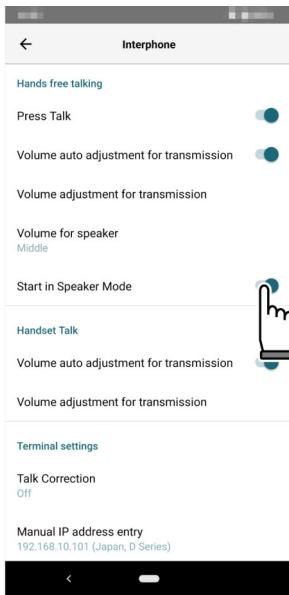
- The outgoing speech volume cannot be adjusted while talking on the smartphone.
- Tablets only support hands-free talking.

- Adjust the "Volume for speaker" for hands-free.
- The volume of the speech can also be adjusted from your mobile device sound system volume settings.

Choosing "Start in Speaker Mode" ON/OFF

- Switches the initial audio output setting for incoming calls.
- ON: The speaker is initially enabled for calls, allowing you to talk while viewing the screen.
- OFF: The speaker is initially disabled for calls, allowing you to talk by holding your mobile device to your ear like a phone.
- The default setting is "ON".

- This is normally unnecessary.
- Use this feature when various settings fail to adjust the speech quality of calls. It may improve the speech quality of calls.

Deleting a registered device
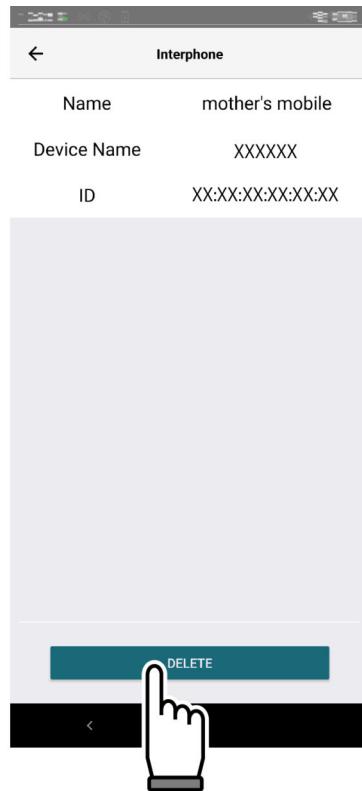
If you are disposing of your mobile device, delete its registration from the mobile phone adapter in advance.

1. Launch the Interphone App on your mobile device.
   Select "Register" → "List of Registered Devices" in order.
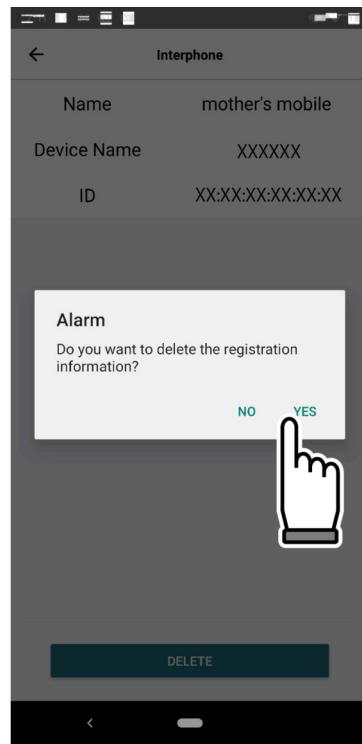
2. Choose the device to delete from the displayed list.
   Touch "Delete".
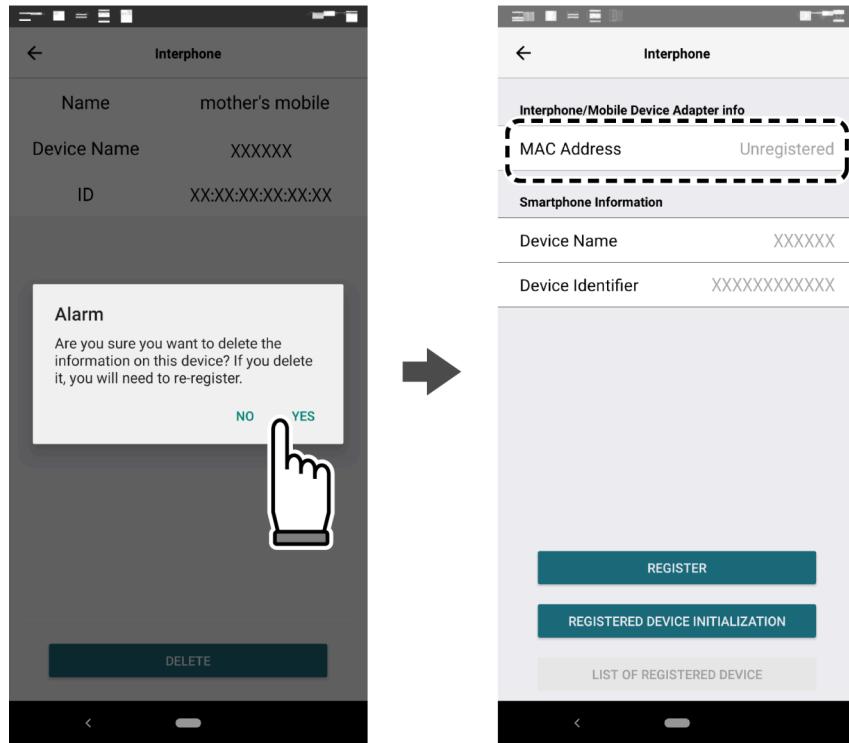
3. Touch "Yes".
   The operation up to this step deletes other than the device from which you are op
   erating.

4. Touch "Yes".

The device is deleted and becomes unregistered.
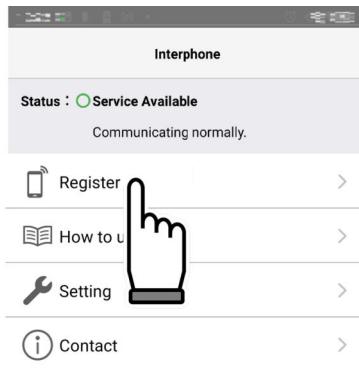
* This step deletes the device from which you have performed the above-described steps 1 to 3.

Initializing the registered devices

If you move out, perform "REGISTERED DEVICE INITIALIZATION" and delete all the registered information of the mobile phone adapter in advance.
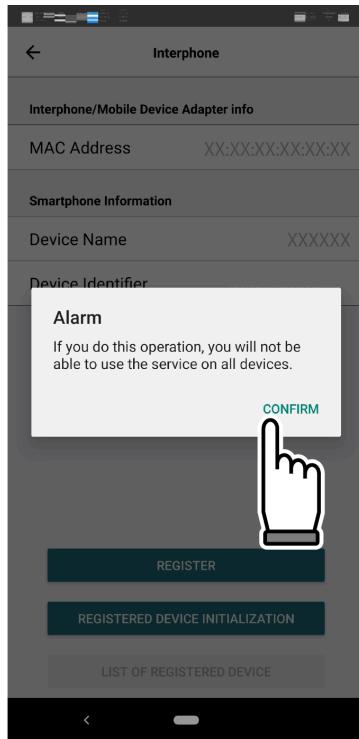
1. Put the mobile phone adapter in "registration mode" by operating the base unit

2. Launch the Interphone App on your mobile device, and touch "Register".
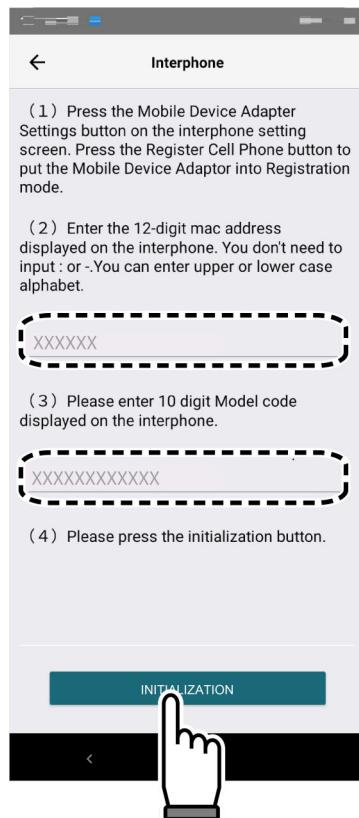
3. Touch "REGISTERED DEVICE INITIALIZATION".
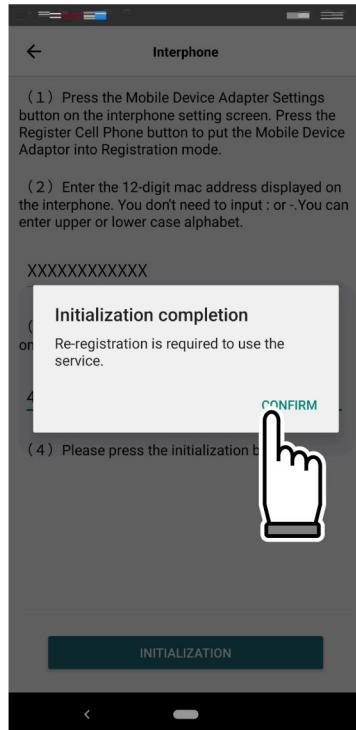
4. The message "If you do this operation, you will not be able to use the service on all devices." displays. Touch "CONFIRM".

5. Enter the "MAC address" and "Model code" confirmed on the base unit, and Touch "INITIALIZATION".

6. When the initialization is completed, the message "Re-registration is required to use the service" displays. Touch "CONFIRM".
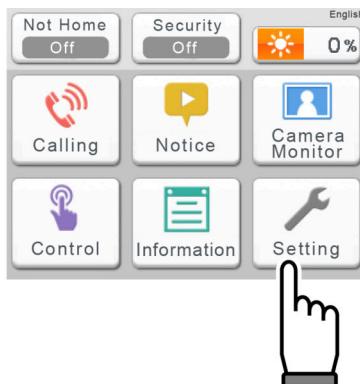
7. Touch "Completed" on the base unit.
   Initialization is complete.
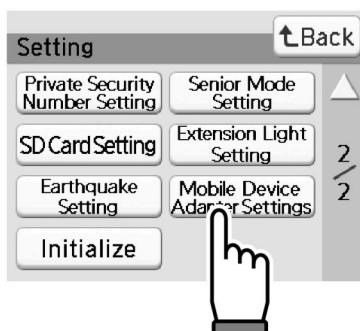
1. Press the MENU button on the base unit.
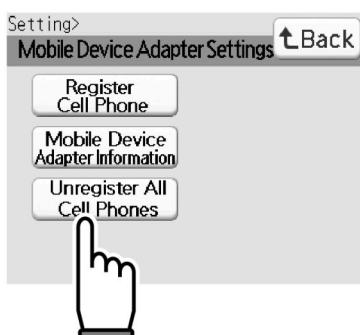
2. Touch "Setting".
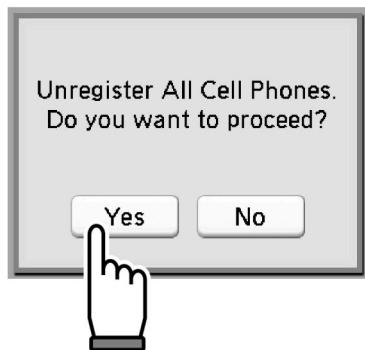
3. Touch "Mobile Device Adapter Settings".
   Depending on the setting status of the intercom system, it may be displayed on the first page in the settings.

4. Touch "Unregister All Cell Phones".

5. Touch "Yes" to complete the delete operation

Initialization is complete.

Troubleshooting

■Interphone App is not displayed on the mobile device Home screen

Action	Install the Interphone App.

■The Interphone App service is unavailable and does not become available

Check	Is the network correctly connected and/or set?
Action	Confirm your mobile device and router operating instructions to connect to the router. If there are two or more DHCP routers or WEP (an encryption method) is used for router connection, the communication between the mobile device and Base Unit may not function correctly. Make sure they are always connected to the same network.

Check	If the smartphone cannot communicate with the base unit due to wireless or network conditions, it may not be in the "Service Available" state.
Action	・Check that it is "Normal" in "Mobile Phone Adapter Setting" → "Mobile phone adapter information" on the base unit. ・Check that it is "Normal" in "Network Status" on the base unit. ・Move your smartphone to a place where the wireless and network conditions are good. ・Tap the Interphone App icon on the home screen again to update the status.

■The Interphone App is running normally but no calls can be received

| Action	The status is refreshed every 10 minutes. The displayed status may differ from the actual one. Touch the Interphone App icon and display the portal screen. You can confirm the status at the time you touched the icon.

■Base Unit not found though the mobile device is connected to the wireless LAN

Action	Confirm the router settings. (For details, please refer to your router operating instructions.) We recommend the use of recommended routers. The Base Unit may not be recognized because some router models do not forward IP multicast packets.

■Incoming calls cannot be received in some indoor places

Check	Confirm the router location.
Action	The radio signal may not reach the mobile device if it is in a wet area, such as the bathroom, and separated from the router by a wall. Connection will be easier if there are no obstacles between the router and mobile device.

■ No calls come in to the mobile device

Check	Is the smartphone or tablet registered with the Base Unit?
Action	Register with the Base Unit.

Check	Did you unlock the device immediately after turning on it?
Action	Between the device startup and the unlocking, you may not be able to receive incoming calls because the device is not connected to Wi-Fi or the Interphone app does not start. Unlock after starting.

Check	Do you run the Interphone app?
Action	If you forcibly terminate the Interphone App, the communication will be disconnected and you will not be able to receive calls. If you terminate it, be sure to restart the Interphone app.

Check	Is the router power turned on?
Action	Turn on the router power.

Check	Is communication with the router possible?
Action	Make the connection work by referring to your router operating instructions.

■ Incoming calls are not received if the mobile device is in sleep mode (the screen is turned off)

Check	Is the Wi-Fi feature enabled also during sleep mode?
Action	Set the mobile device so that the Wi-Fi feature is enabled also during sleep mode.

Check	Is the Interphone app stopped in sleep mode due to the energy saving mode of the device?
Action	Depending on the energy saving settings of your mobile device, you may not be able to receive notifications normally when the app goes into the background, so set it correctly. In the case of Android, the name of the energy saving setting differs depending on the device such as battery optimization. Check the instruction manual of each device.

Check	Do you allow the Interphone App to run in the background all the time?
Action	If you have an Android 12 or later mobile device, turn off "Remove permissions and free up space" in [App Info] - [App Permissions] to disable app hibernation. * Settings may be automatically changed depending on the OS when not in use for a long time.

■ Characters stick out or are missing

Action	Depending on the font settings of your device, characters may not be displayed correctly, such as protruding or missing characters. Please set the font settings on the device side appropriately.

■ Calls are choppy

Action	When multiple applications are running simultaneously, the Interphone App may not run normally, causing calls to be choppy. Ensure an environment where the Interphone App can run normally by quitting other applications and the like.

Action	Choppy calls may occur when the status of the network, such as wireless LAN is unstable. Do not place the router near devices that negatively affect the radio signal, such as microwave ovens, etc.

Action	Choppy calls may occur as a result of a noisy environment. Move the router to a quiet place, set Talk Correction to ON, or use the Press talk feature to speak.

■ Can not switch languages

Check	Check the language setting on your smartphone or tablet.
Action	The Interphone app can switch the display between Japanese and English by switching the language setting of the smartphone or tablet. *Please switch the language setting of your smartphone or tablet because it is not linked to the language setting of the base unit. *After switching the language setting, restart the Interphone app.

Making an inquiry (When in problem)

Help desk for Interphone App

Repair inquiries

How to use and maintenance inquiries

- Specifications such as the Base Unit shape may vary depending on your condominium facilities, practical configuration, etc. Thank you for your understanding.

- Be sure to install the latest version of the app from the store as it may not work properly when the OS version is updated.