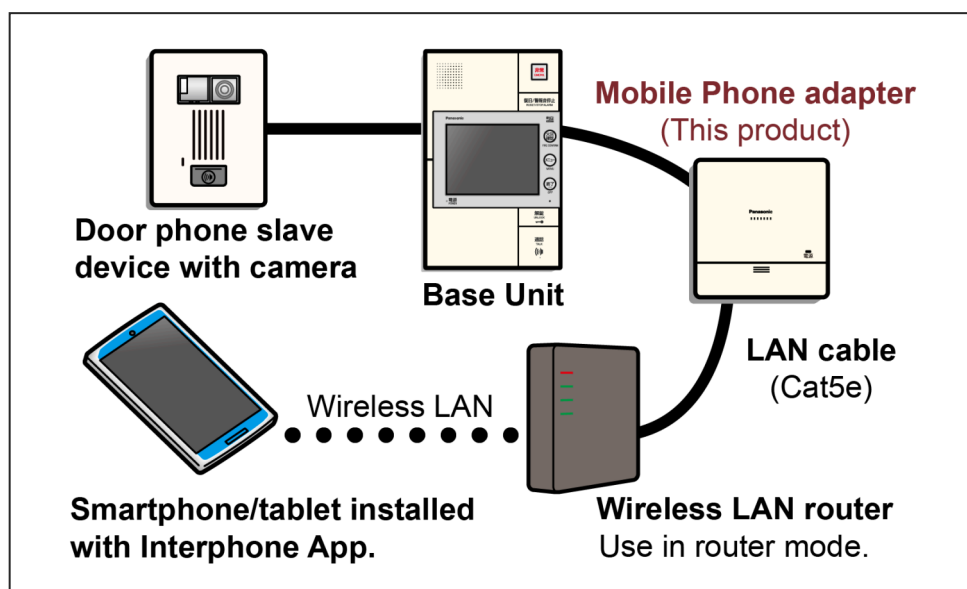# How to Use D Series

## Introduction

This is the Instruction Manual for customers who have installed the security intercom 1 M type Base Unit (Part number: 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 Mansion 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 | |
|---|---|
| Base Unit | 1M Type Security Intercom Base Unit for Mansion HA D Series (Product No. VGDT, VGDB)<br>(Connection to the extension adapter for home (VGD8210) required.) |
| Base Unit | Condominium HA System D Series Windea-C PLUS (Product No. VGW)<br>(No expansion adapter is required to connect Windea-C PLUS to your mobile phone adapter.) |
| Smartphone<br>Tablet$^{*1}$ | Android or iOS device<br>Installation of Interphone App required. |
| LAN environment | Home wireless LAN environment required.<br>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 <u>website</u>.
Note that some devices are not supported.

> **Caution**
>
> - If you buy a new mobile device, <u>delete the registration information of the previous device</u> from the mobile phone adapter using Interphone App and <u>register</u> 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.
> - In order to connect from your mobile device to your mobile phone adapter, you need to allow a "Local Network" connection. Please turn on "Local Network" of "Settings"-> "Interphone app" of iPhone or iPad.
> - You use the Wi-Fi SSID to connect from your mobile device to your mobile phone adapter. Since location information is required to obtain the SSID, please allow "Location access" in the "location setting" of "settings" → "interphone app" of the iPhone or iPad. Please use it with "Precise Location" turned on.

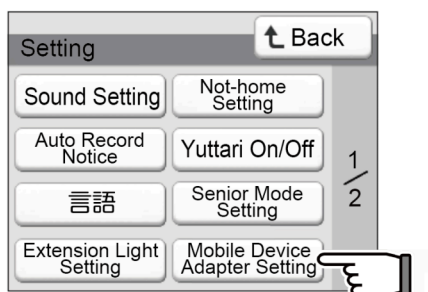## Registering a mobile device with the mobile phone adapter

1. Install Interphone App into a mobile device from App Store.

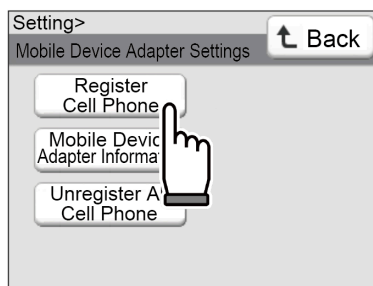2. Press the MENU button on the Base Unit.
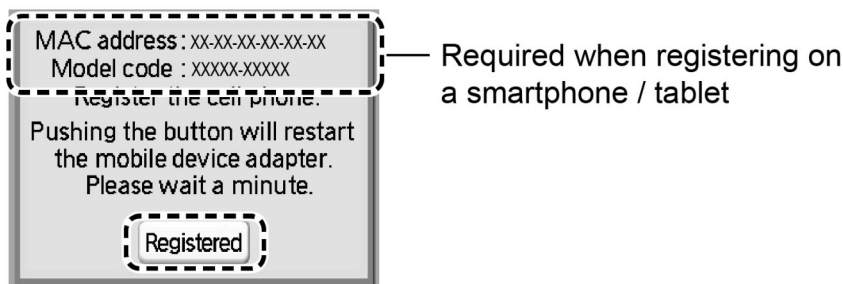


3. Touch "Setting".
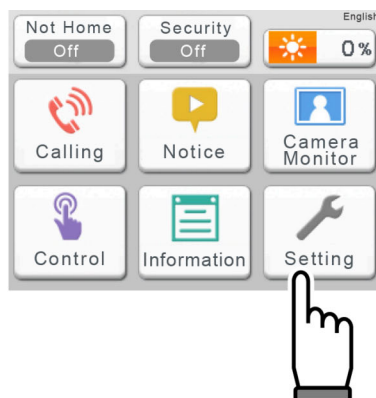


4. Touch "Mobile Device Adapter Setting".

5. Touch "Register Cell Phone".



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



MAC address : XX-XX-XX-XX-XX-XX
Model code : XXXXX-XXXXX

Required when registering on a smartphone / tablet

→If an error screen displays

7. Enter the information to register the smartphone/ tablet.
   Enter the following information and touch "REGISTRATION".

   ○ **Registration Name**:
   Name to identify the mobile device you are operating.

   ○ **MAC Address/Model Code**:
   Information confirmed on the Base Unit.



Enter the MAC address displayed on the base unit.
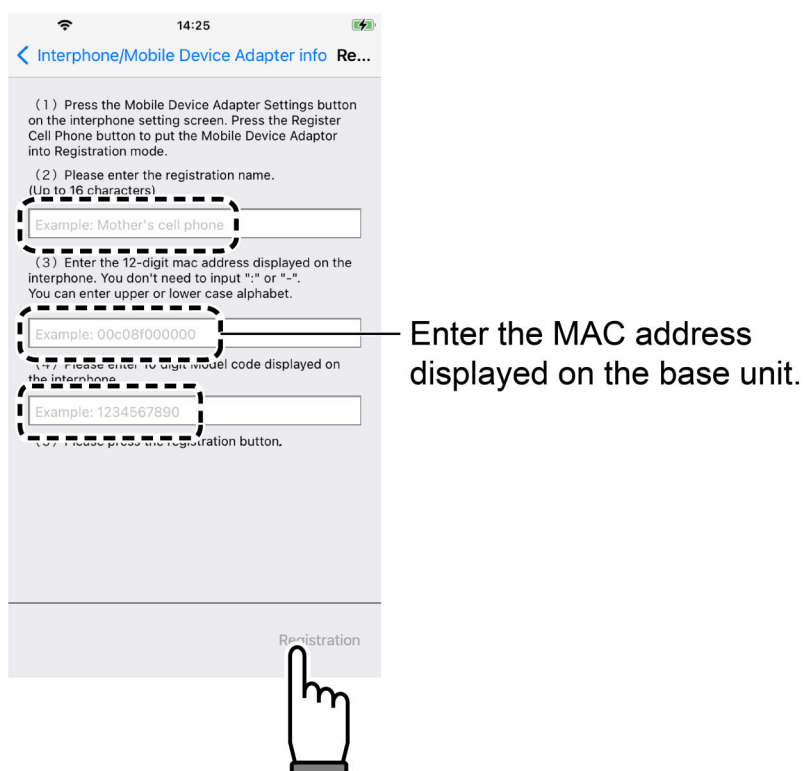
8. When a registration complete message displays, touch "Confirm".
   Repeat steps 3 to 8 to register multiple mobile devices.
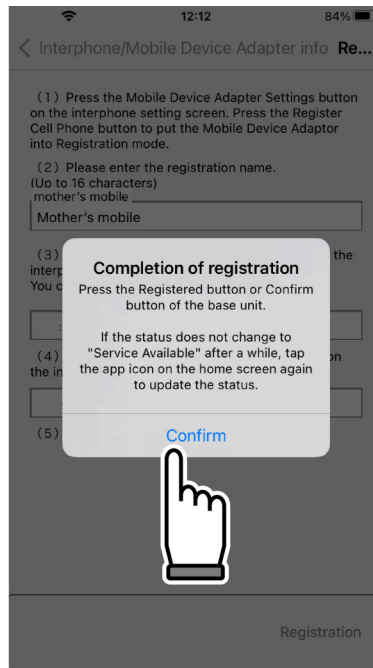


→If an error screen displays

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 notification displays on the mobile device screen.
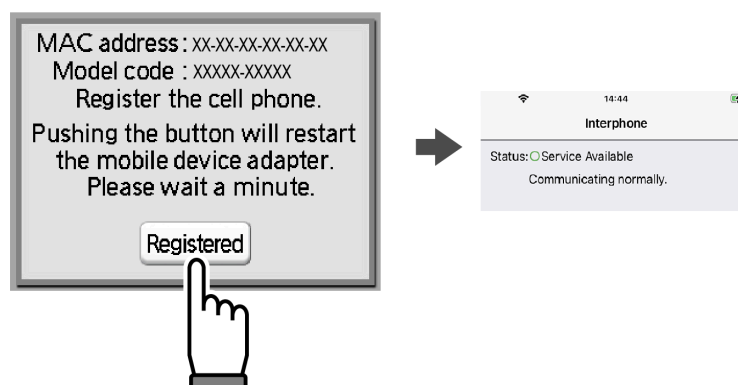


**Caution**

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.

- 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.
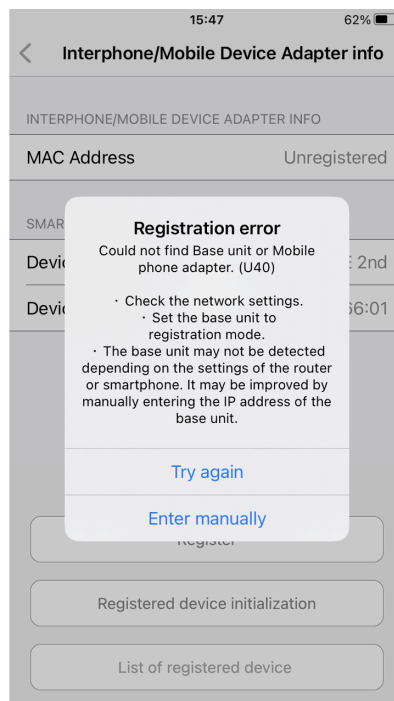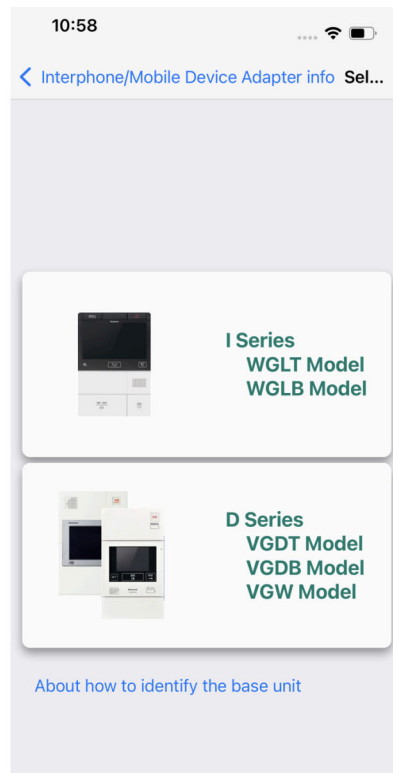
## When you touch "Enter manually"

When you touch "Enter manually," specify the base unit using the following procedure.
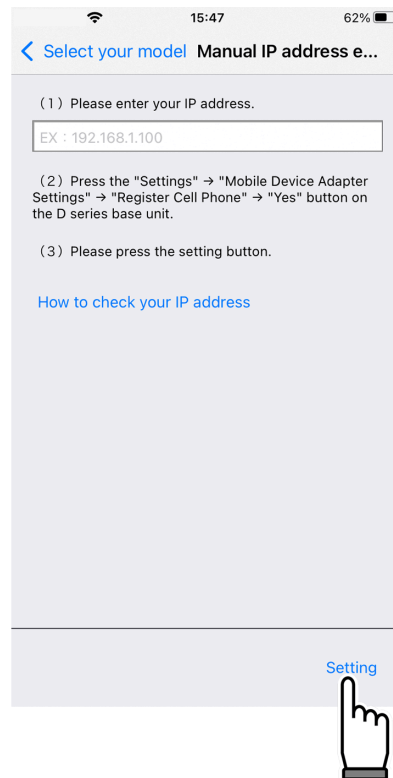
1. On your mobile device, choose the product No. of the base unit.
   Touch "I Series" for the product No. starting with "WG," "D Series" for the product No. starting with "VG."



The product No. of the base unit is found on its bottom.
Check which characters it starts with: WG or VG.
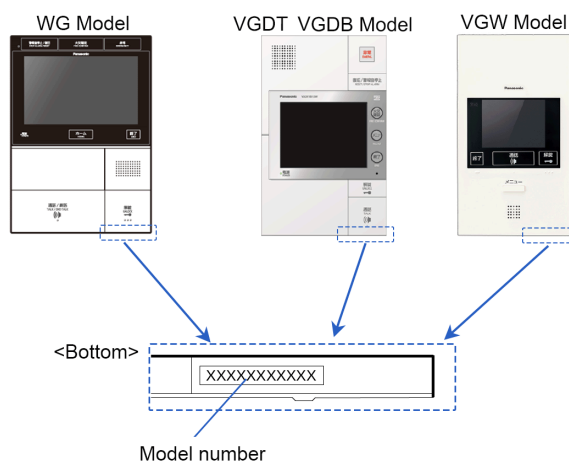
2. On your mobile device, enter the IP address of the mobile phone adapter, and touch "Setting."



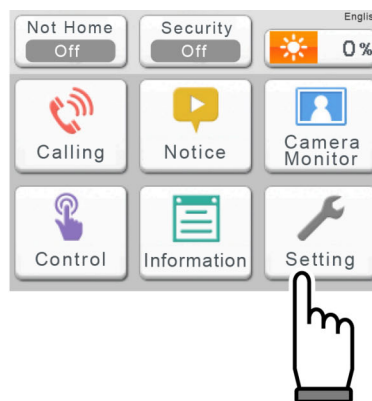$\rightarrow$How to check the IP address of the mobile device adapter.
Go to step 7.

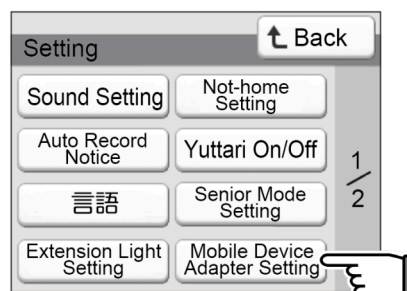## How to check the IP address of the mobile device adapter

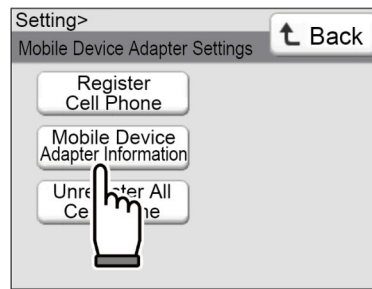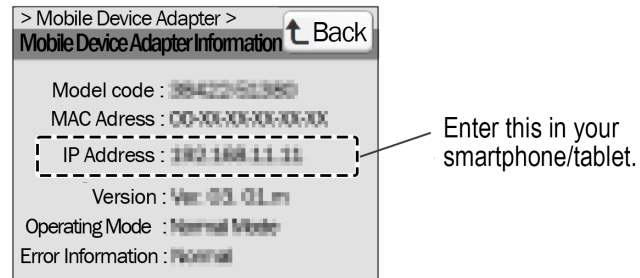1. Press the MENU button on the Base Unit.

2. Touch "Setting".

3. Touch "Mobile Device Adapter Setting".

4. Touch "Mobile Device Adapter Information".



5. Record the on-screen IP address.



6. Touch "Back".
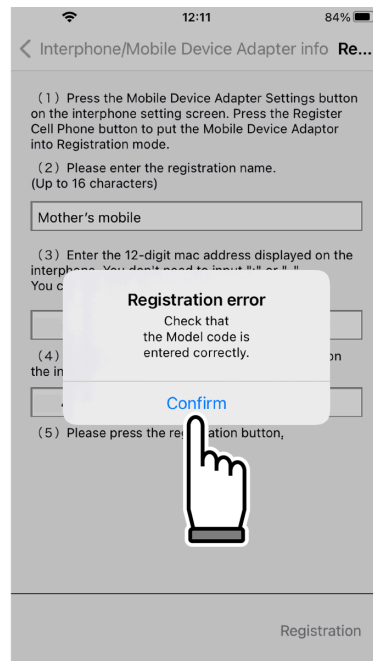   The screen shown in <u>step 6</u> is displayed on the base unit.

- If the MAC address you entered is incorrect, the following screen will be displayed. Confirm the content and touch "Confirm".
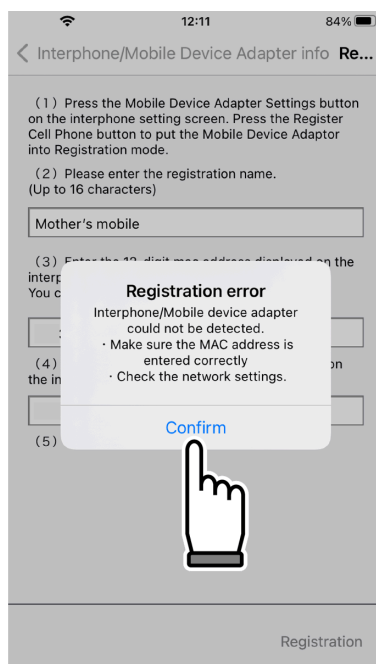


[Confirm the MAC address.](#)

- If the device code you entered is incorrect, the following screen will be displayed. Confirm the contents and touch "Confirm".



[Confirm the device 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.
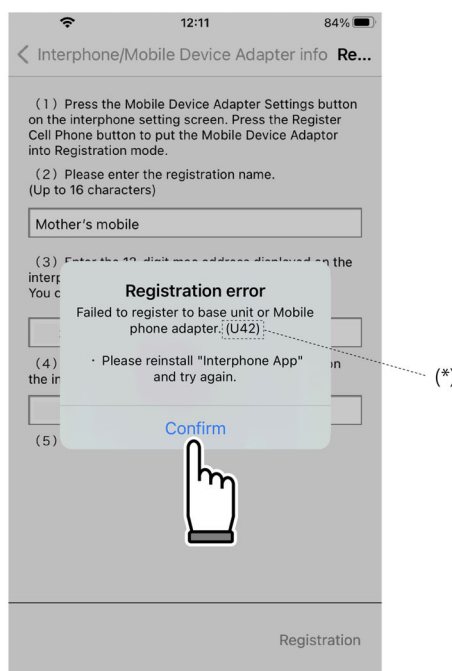


Touch "Confirm" and reinstall the Interphone App in your mobile device.
(*) U52 may appear instead.

# 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.

   - o 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.

   - o Touch the banner to display the incoming call screen.

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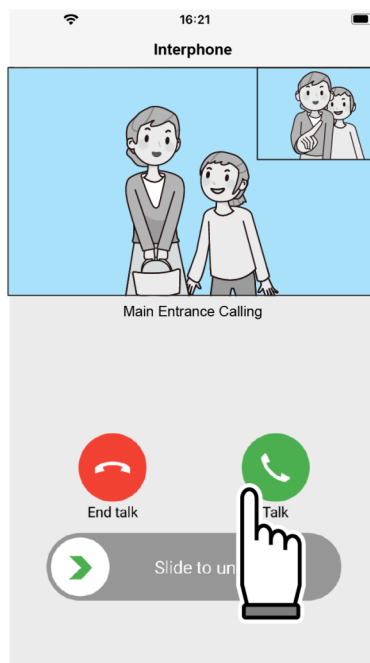
2. Touch "Talk" to answer the call.
   The screen changes to the talking screen.
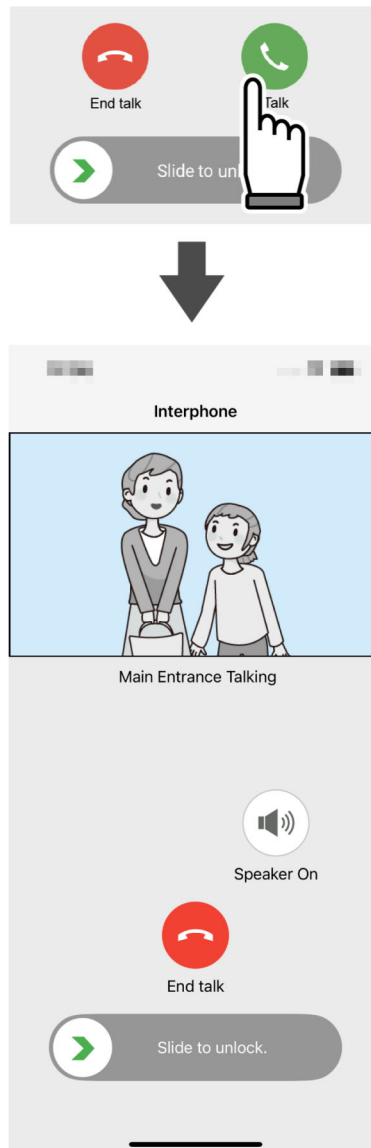


- ○ Touching 🔊 when 🔊 "Speaker On" is displayed, switches the speaker to 🔊 "Speaker Off", allowing you to talk while viewing the screen.

- ○ 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.
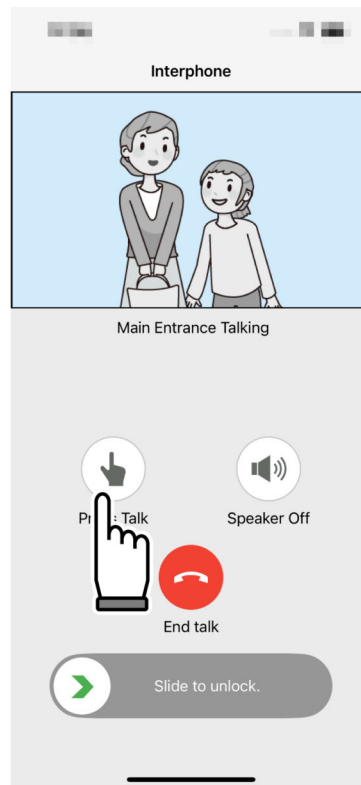
Touching 🔊 allows you to switch On/Off the speaker.

**Caution**

- The speaker button does not display on a tablet.

- Due to iOS restrictions, the banner will always be displayed when an incoming call is received while the Interphone App is running in the background.
  The Interphone App must be running to respond to visitor calls.

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 can talk, while you keep pressing" is down. The indication on the display changes 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.
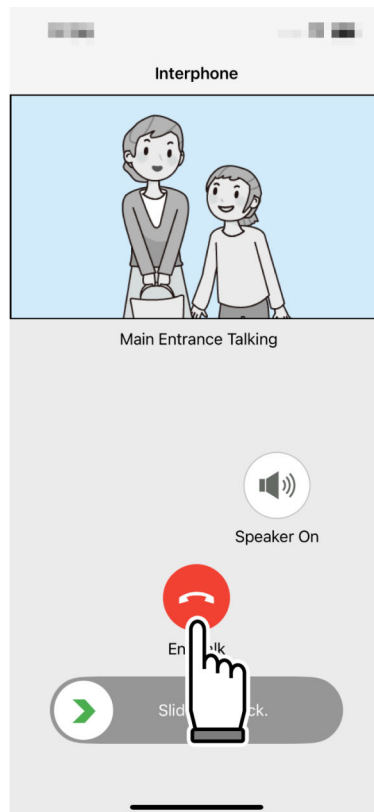
## Confirming an alarm

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.
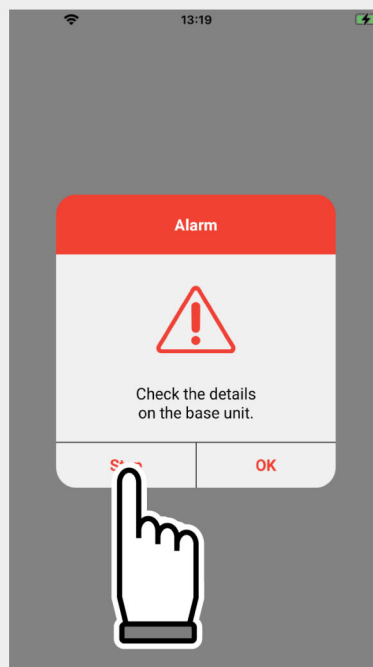
## Confirming a notice

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.
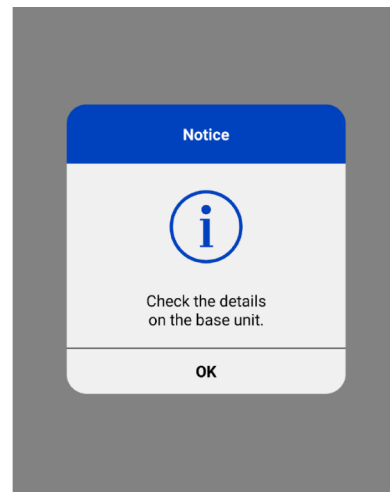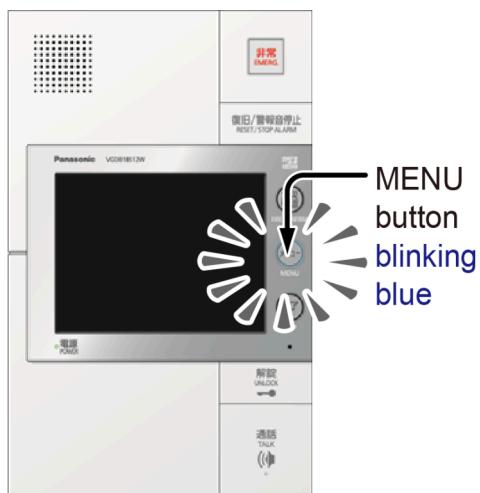
## Setting up the application

> ### Caution
> - The shown screen is just an example. It may vary depending on the model of mobile device.
> - For the operating procedure, please refer to your mobile device operating instructions.

1. Launch the Interphone App.

2. Touch "Setting" on the portal screen.
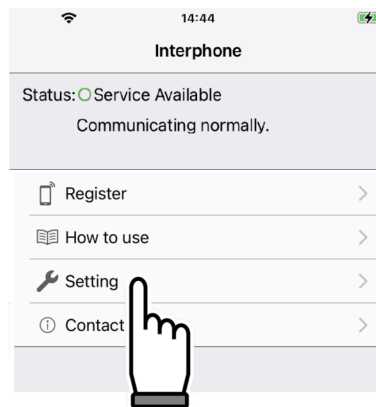


The Setting screen displays.

3. Make various Interphone App settings.

## Choosing "Visitor Notification" ON/OFF



- Visitor notification is disabled when this is "OFF".
- The default setting is "ON".

## Choosing "Alarm Notification" ON/OFF



- Alarm notification is disabled when this is "OFF".
- The default setting is "ON".

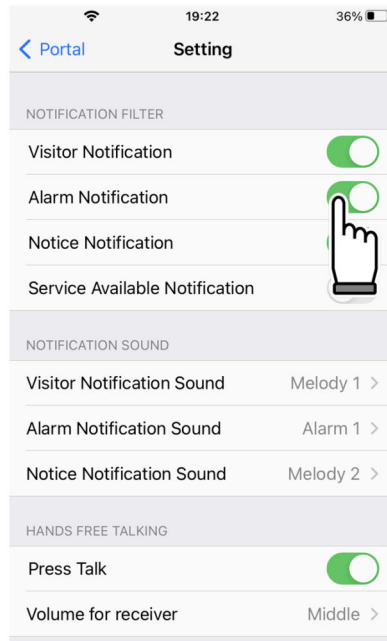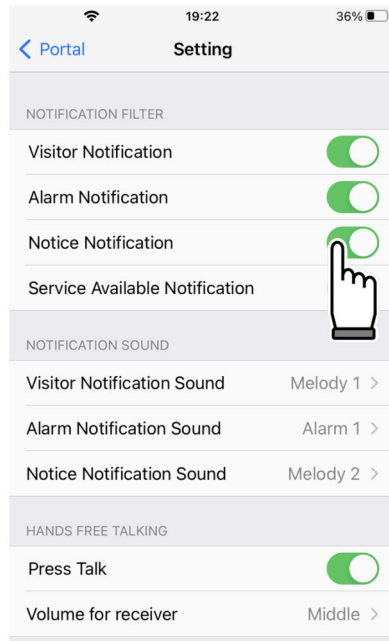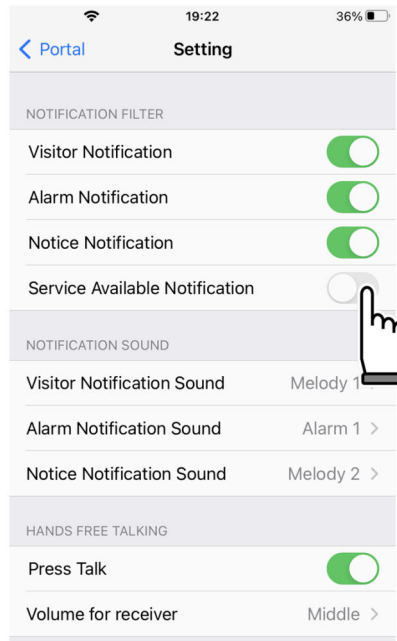## Choosing "Notice Notification" ON/OFF



- Notice notification is disabled when this is "OFF".
- The default setting is "ON".

- The service available notification is not sent when it is "OFF".
- It is "OFF" by default. If you turn "ON" the setting in a poor network environment, the available notification might arrive frequently.

On iOS devices, the registration status is displayed as follows:

| Notification | Status | Description |
|---|---|---|
| **Normal** now<br>Service is available. | Normal status | The mobile device can communicate normally with the Base Unit.<br>The Interphone App is available for use. |
| **Service Unavailable** now<br>Service is not available. | Service not available | The mobile device cannot communicate with the Base Unit; therefore, it cannot receive either alarms or notices. Confirm the following:<br>• Is Wi-Fi feature on the mobile device enabled?<br>• Is the router power turned on?<br>• Is the IP address assigned from the DHCP server correct?<br> Communication may be impossible if there are two DHCP servers.<br>• Is the App stopped due to the energy saving settings of your mobile device? |
| **Abnormal** now<br>Please register again. | Service error status | The mobile device is deleted. Register again. |
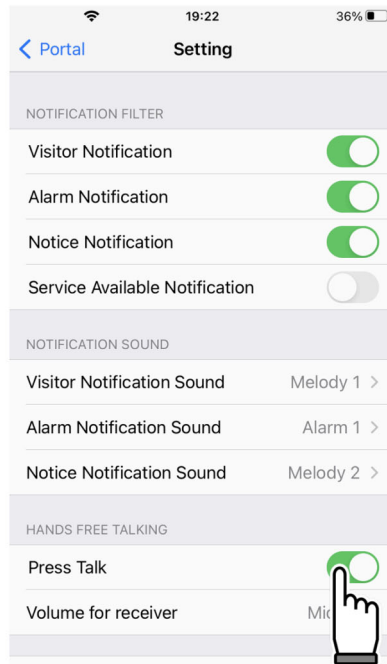
- For use when a call is choppy due to noisy background. Setting Press Talk to ON displays "Press Talk" during calls.
- The default setting is "ON".
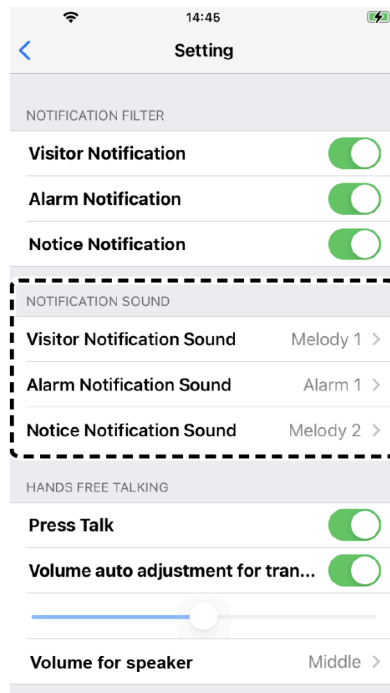
For Visitor Notification
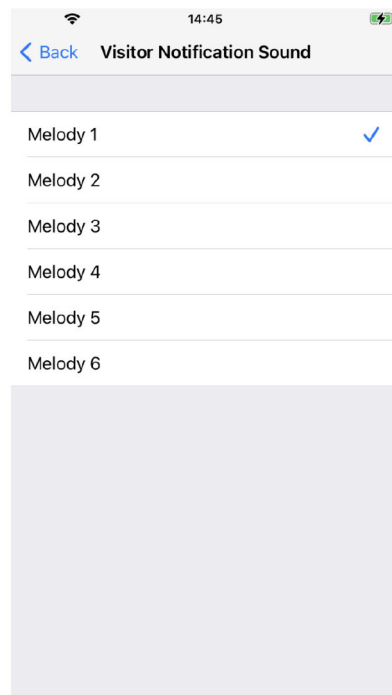
- Touch the notification ringtone to change (visitor notification, alarm notification, notice notification) and choose a notification ringtone from the displayed screen.
- There are six tones for visitor notification and notification of notice, and two tones for alarm notification to choose from.

**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
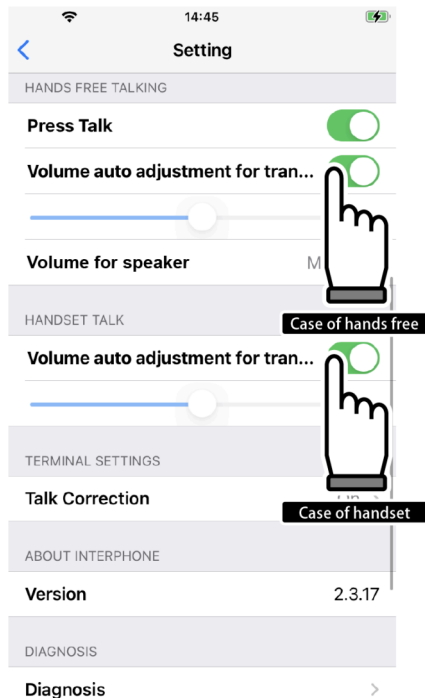


- This feature adjusts the speech volume due to the mobile device model.
- The default setting is "ON".
- Normally use the mobile device with this feature set to "ON".
- When "OFF" is chosen, you can manually change the "Volume adjustment for transmission" to talk hands-free or normally with the smartphone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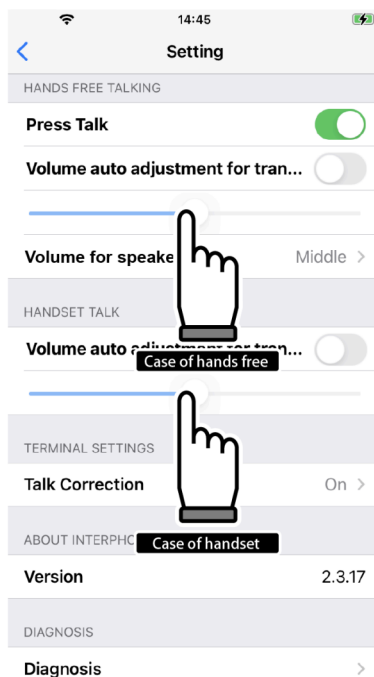


For handset talk

**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
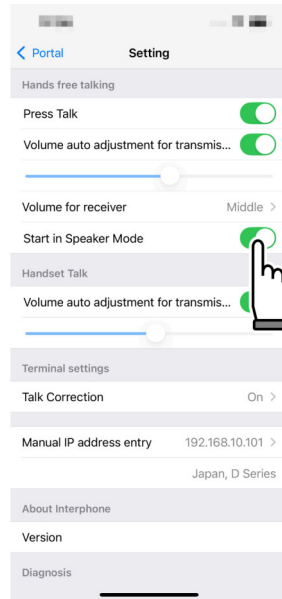


- Switches the initial audio output setting for incoming calls.
- ON: The speaker is initially enabled for calls, allowing you to talk while viewing the screen.
- OFF: The speaker is initially disabled for calls, allowing you to talk by holding your mobile device to your ear like a phone.
- The default setting is "ON".
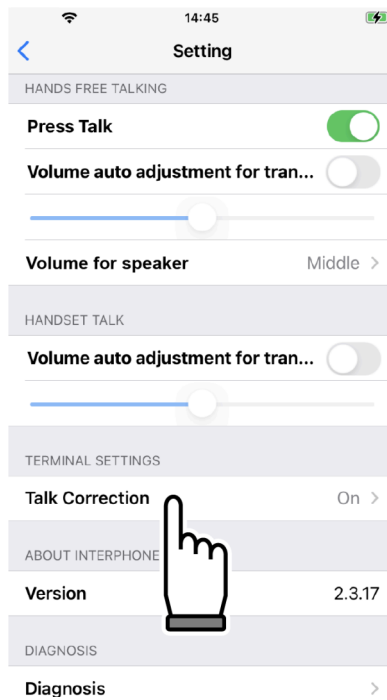
- This is normally unnecessary.
- Use this feature when various settings fail to adjust the speech quality of calls. It may improve the speech quality of calls.

## 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 device" in order.

2. Choose the device to delete from the displayed list.
   Touch "Delete".
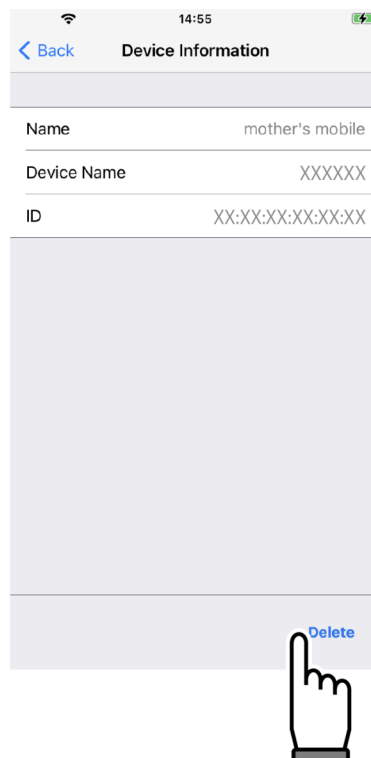
3. Touch "Yes".
   The operation up to this step deletes other than the device from which you are operating.
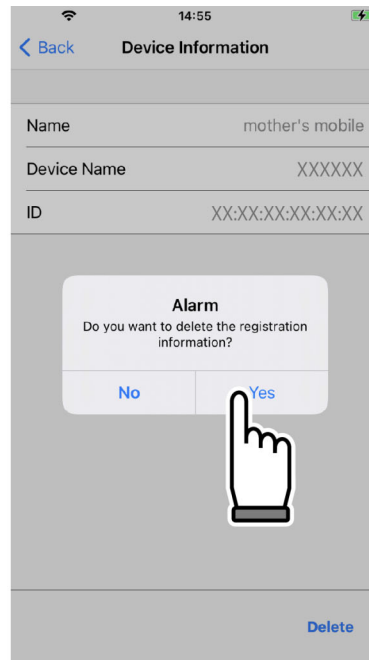


4. Touch "Yes".
   The device is deleted and becomes unregistered.
   * This step deletes the device from which you have performed the above-described steps 1 to 3.
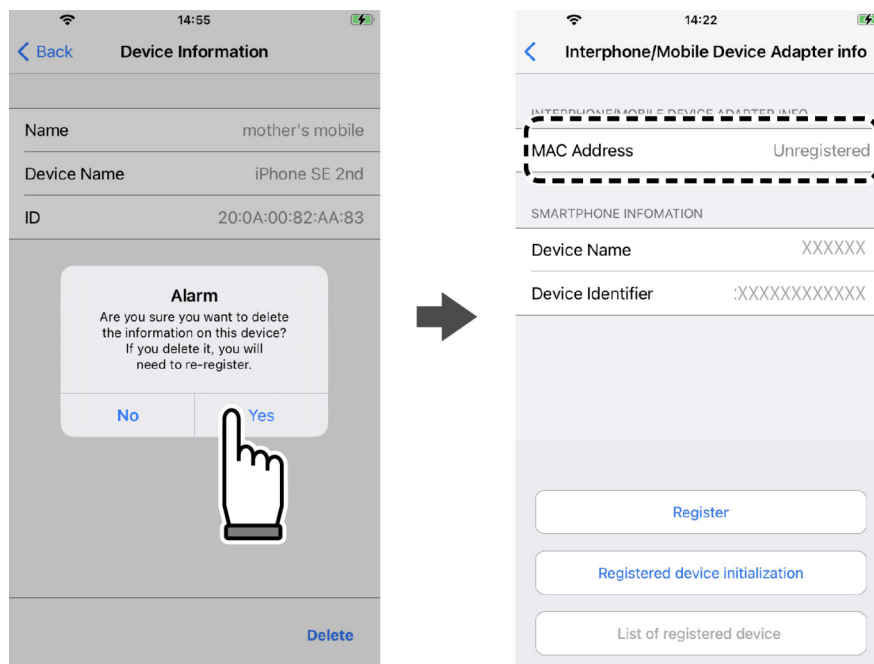
## Initializing the registered devices

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".
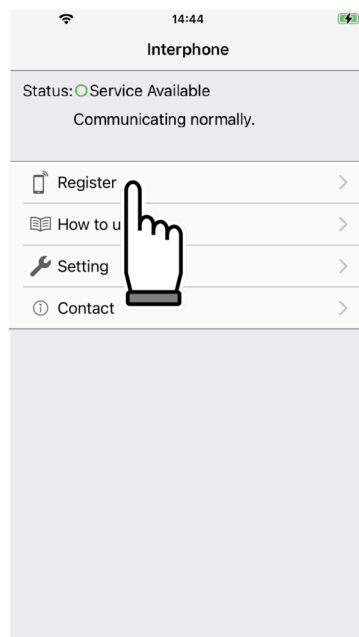


3. Touch "Registered device initialization".
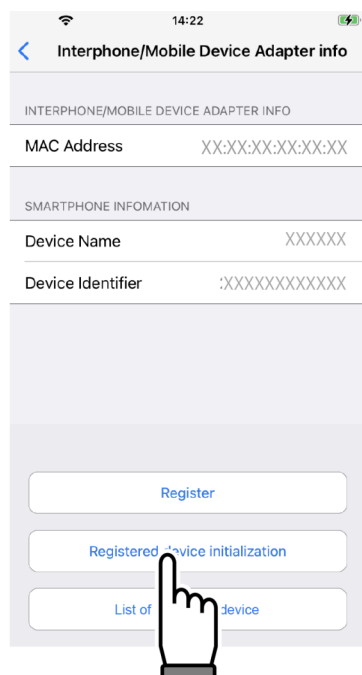
4. The message "If you do this operation, you will not be able to use the service on all devices." displays. Touch "Confirm".
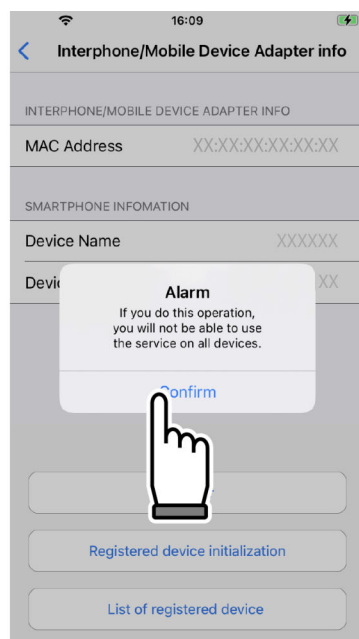


5. Enter the "MAC address" and "Device code" confirmed on the base unit, and Touch "Initialization".

6. When the initialization is completed, the message "Re-registration is required to use the service" displays. Touch "Confirm".
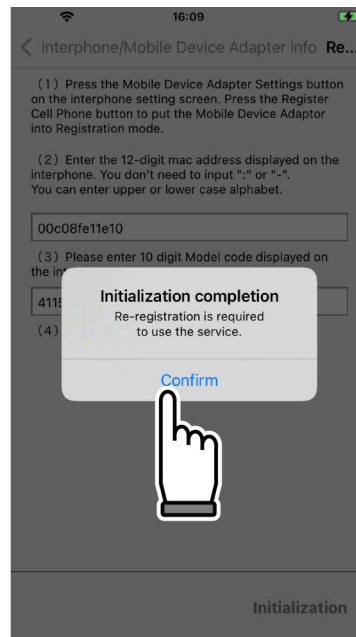


7. Touch "Registered" on the base unit.
   Initialization is complete.

1. Press the MENU button on the base unit.
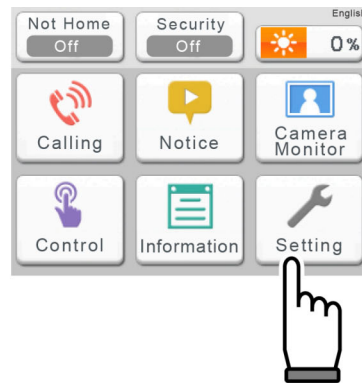


2. Touch "Setting".

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.
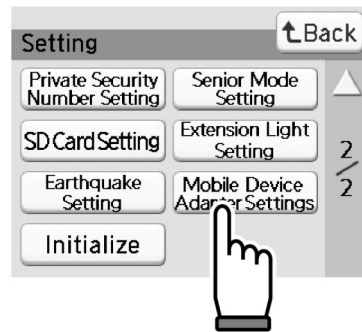


4. Touch "Unregister All Cell Phones".
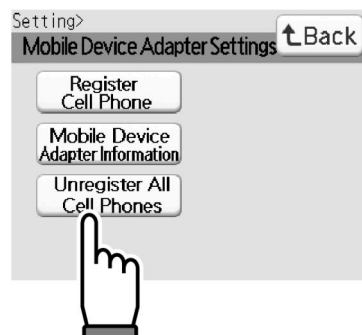


5. Touch "Yes" to complete the delete operation
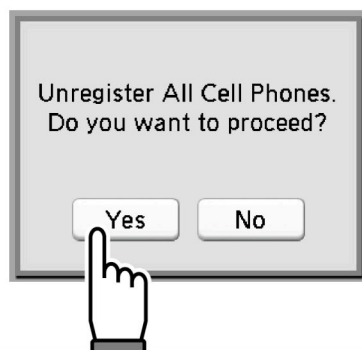


Initialization is complete.

# 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.<br>・Check that it is "Normal" in "Network Status" on the base unit.<br>・Move your smartphone to a place where the wireless and network conditions are good.<br>・Tap the Interphone App icon on the home screen again to update the status. |

| Check | Please check "Local Network" of "Settings" |
|-------|--------------------------------------------|
| Action | In order to connect from your mobile device to your mobile phone adapter, you need to allow a "Local Network" connection. Please turn on "Local Network" of "Settings"-> "Interphone app" of iPhone or iPad. |

| Check | Please check "location setting" |
|-------|---------------------------------|
| Action | You use the Wi-Fi SSID to connect from your mobile device to your mobile phone adapter. Since location information is required to obtain the SSID, please allow "Location access" in the "location setting" of "settings" → "interphone app" of the iPhone or iPad. Please use it with "Precise Location" turned on. |

**■ 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.)<br>We recommend the use of recommended routers.<br>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** | <u>Register with the Base Unit.</u> |

| | |
|---|---|
| **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.<br>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.<br>If you terminate it, be sure to restart the Interphone app.<br>* If you press the home button twice quickly and swipe to finish, you will not be able to receive calls. |

| | |
|---|---|
| **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. |

## ■ 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 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.<br>*Please switch the language setting of your smartphone or tablet because it is not linked to the language setting of the base unit.<br>*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.