Guard station IP DES

375000

User and installation manual

RA00192AA-01/22-PC

Guard station IP DES

User and installation manual

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General information

Warnings and recommendations

It is important to read this manual carefully before proceeding with the installation.
The warranty becomes automatically void in case of negligence, improper use, tampering by unauthorised personnel.
The Guard Station must only be installed indoors; it must not be exposed to water drops or splashes; it must be used only on IP DES digital systems.

Warnings and consumer rights

	Read carefully before use and keep for future reference.
	Touching the units with wet hands is forbidden. Using liquid cleaners or aerosols is forbidden. Blocking the ventilation openings is forbidden. Modifying the devices is forbidden. Removing protective parts from the devices is forbidden. Exposing the unit to water drops or splashes is forbidden. Installing the units near heat/cold sources or hot/cold air emission points is forbidden. Installing the units near heat/cold sources is forbidden. Installing the units near harmful gases and powders is forbidden. Fastening the units on unsuitable surfaces is forbidden.
	Danger of electrical shock.
	Risk of devices falling because the surface on which they are installed collapses or inappropriate installation. Switch the power supply OFF before any work on the system.
	Caution: Installation, configuration, starting-up and maintenance must be performed exclusively by qualified personnel. Check that the wall installation has been carried out correctly according to the installation instructions. Check that the unit installation complies with the standards in force. Connect the power supply wires as indicated. Use only the items indicated in the technical specifications for any system expansions.

Fundamental concepts

Naming of the devices

In this manual, for easy reading, the abbreviated device name is used as in the list:

– IU: Indoor Unit
– EP: Entrance Panel
– GS: Guard Station
– SD: Server DES
– SEP: Small Entrance Panel
– AB: Address book
– SW: Software Server DES

Community

The term Community means the housing complex reproduced in the project design made using the SW.
The structure in its maximum extension includes:

AREA → BUILDING → RISER → FLOOR → APARTMENT

Call addressing procedures

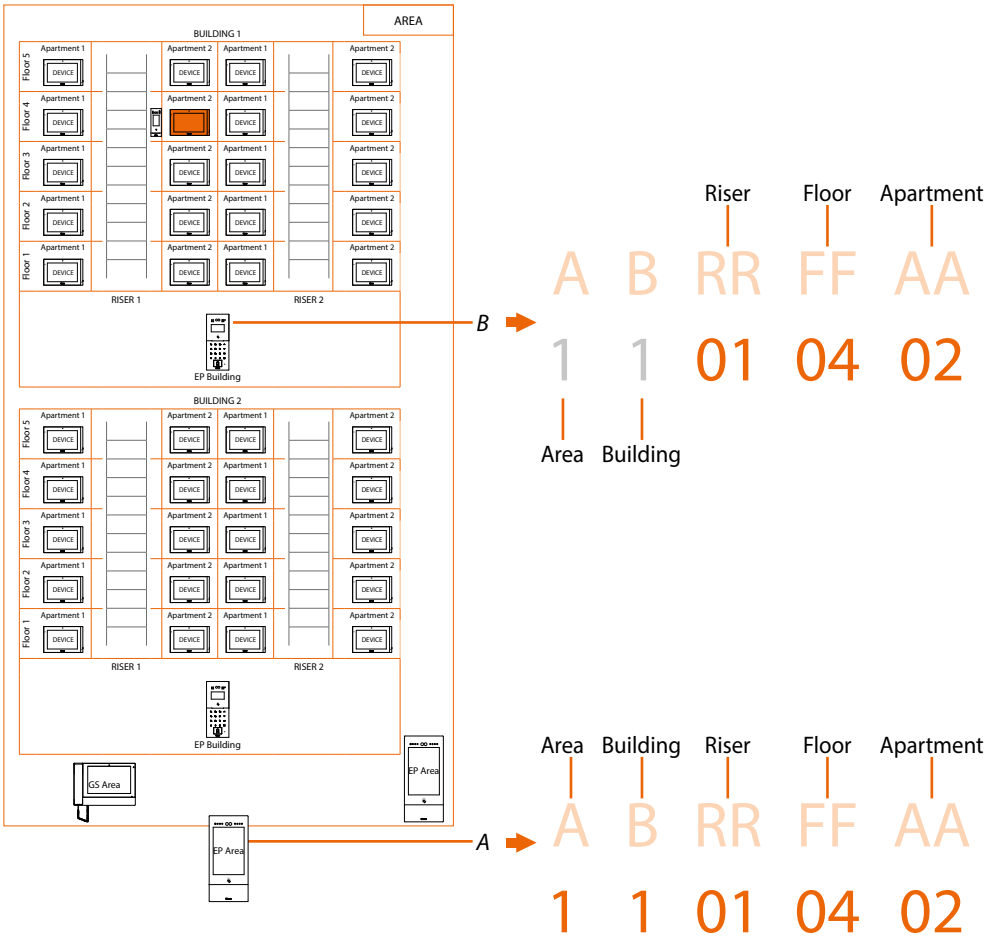
On the basis of data recorded in the AB and the Community structure the calls can be made using various methods:

- call using the address in the Community;
- call using the Alias (alphanumeric code);
- call using the Phonebook.

Call using the address in the Community

To make this type of call you must know the address of the person being called, which depends on the community structure, for example:

- to call the IU highlighted in the diagram from the «A» EP, enter the corresponding address «11010402»;
- to call the IU highlighted in the diagram from the «B» EP, enter the corresponding address «010402», as the IU is positioned inside building 1 and therefore it is sufficient to type the Riser, Floor and Apartment number.



***Note**: during the configuration phase, the number of digits to be used for each call sector (Area/Building/Riser/Floor/Apartment) must be set.*
Example: I have to call an apartment inside building 2
– if there are from 1 to 9 buildings in the area, I must enter «2» (one digit used for the Building call sector);
– if there are more than 10 buildings in the area, I must enter «02» (two digits used for the Building call sector).

The system will automatically show the correct number of digits to type and which data to enter on the basis of the EP position you are calling from, for example Area (2 01 06 02) or Building (01 06 02)

System configuration (default)
Areas 9, Building 99, Riser 99, Floor 99, Apartment 99
It is possible to modify the limits using the SW (see SW manual for details)

Call using the Alias (alphanumeric code)

The alphanumeric code, by default, is the same address as in the Community but it is possible to replace it with an alias using the SW. For more details see the Software manual.

Example:

1 1 01 04 02 ➡ B12

Call using the Phonebook

In this way it is possible to use the phonebook key and select the contact to call or it is possible to make a call by typing the code (Alias), with the advantage that during typing the system will autocomplete the address; see the software Manual for more detail.

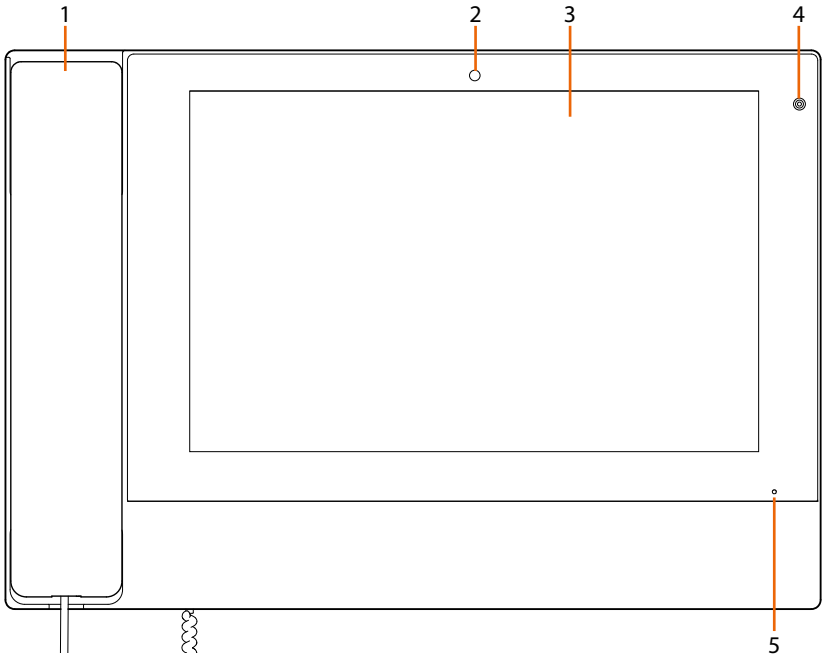
Example:

1 1 01 04 02 ➡ JOHN SMITH

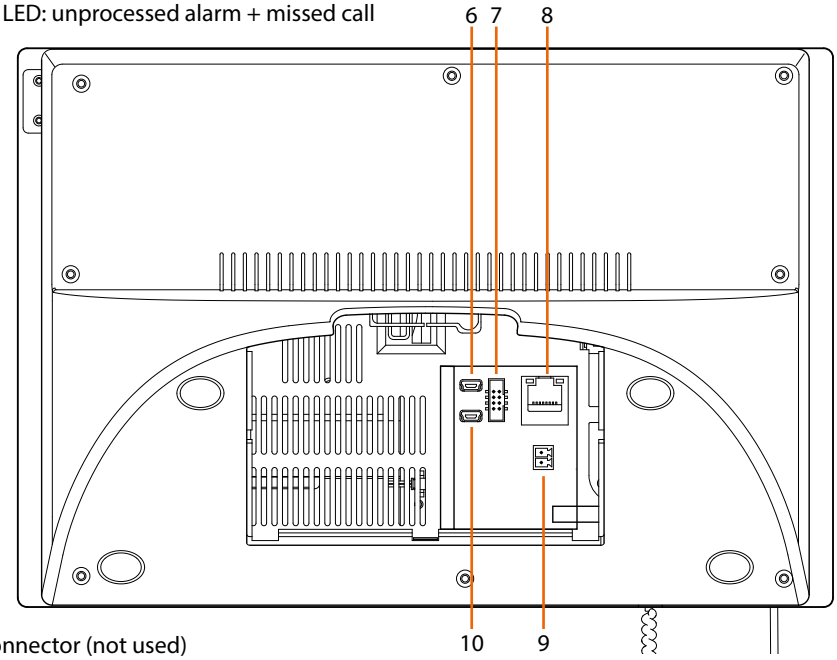
Contacts

The positioning of the objects in their respective locations also allows the creation of the contact lists that they can manage: for example, an EP positioned in the building will only have the contacts of the same building.
The GS will always have the complete contact list of the entire community

Front and rear view



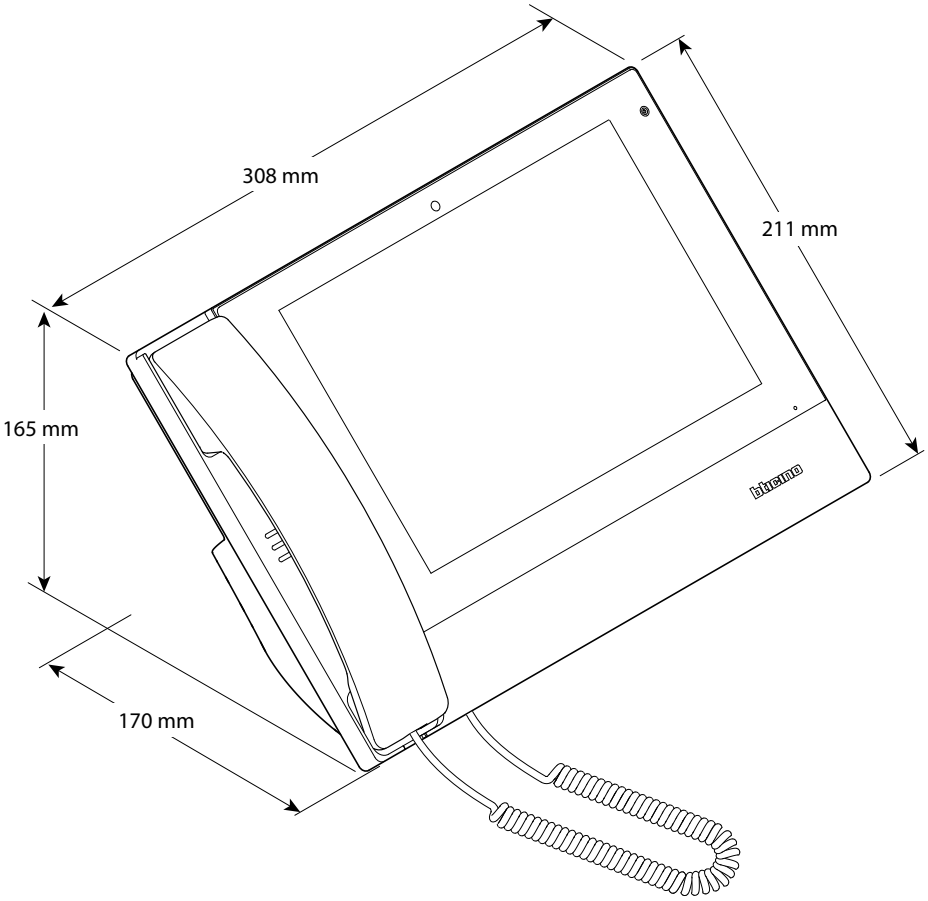
1. Handset
2. Camera
3. Display 10" (touch screen)
4. Microphone
5. Notification LED
   – Red led: alarm not processed
   – Blue led: missed call
   – Purple LED: unprocessed alarm + missed call

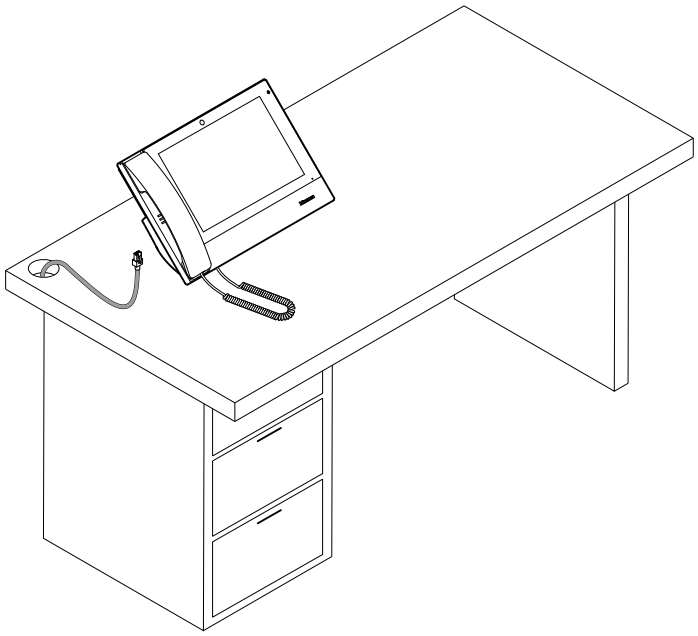


6. USB 1 connector (not used)
7. Not used
8. RJ45 * connector
9. Additional power supply clamps (not polarized)
10. USB 2 connector (not used)

(*) This device does not support standard POE power supplies, but only POE power supplies identified with item no. 375002.
Connect the cat5/5e/6 FTP or cat5/5e/6 UTP cable with ferrite supplied to the connector.

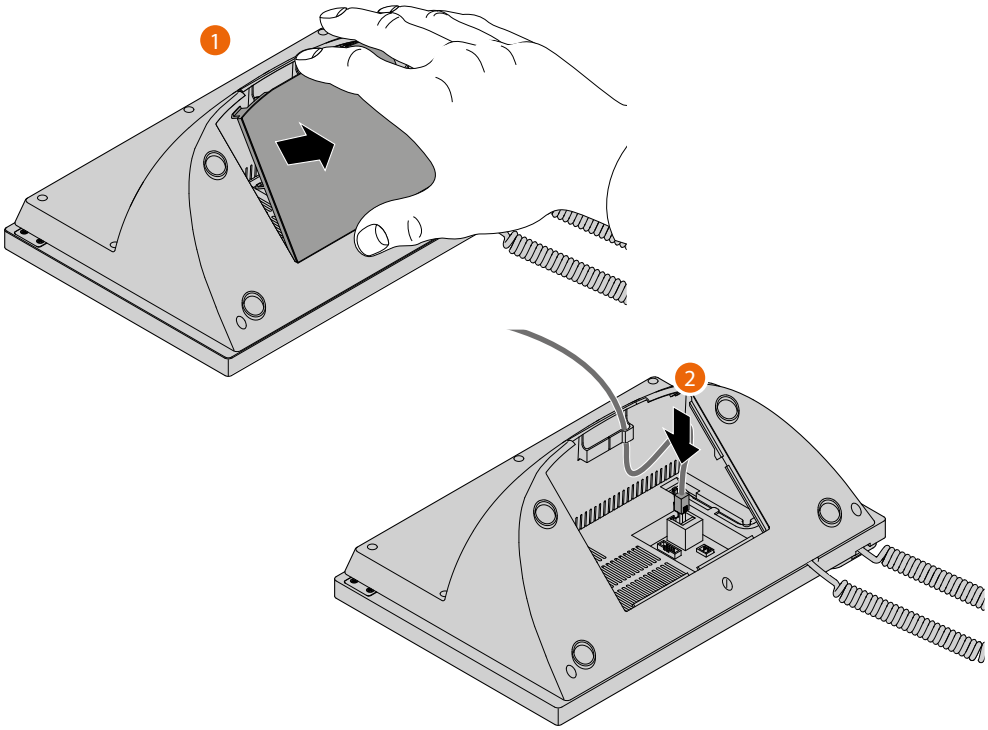
Dimensional data



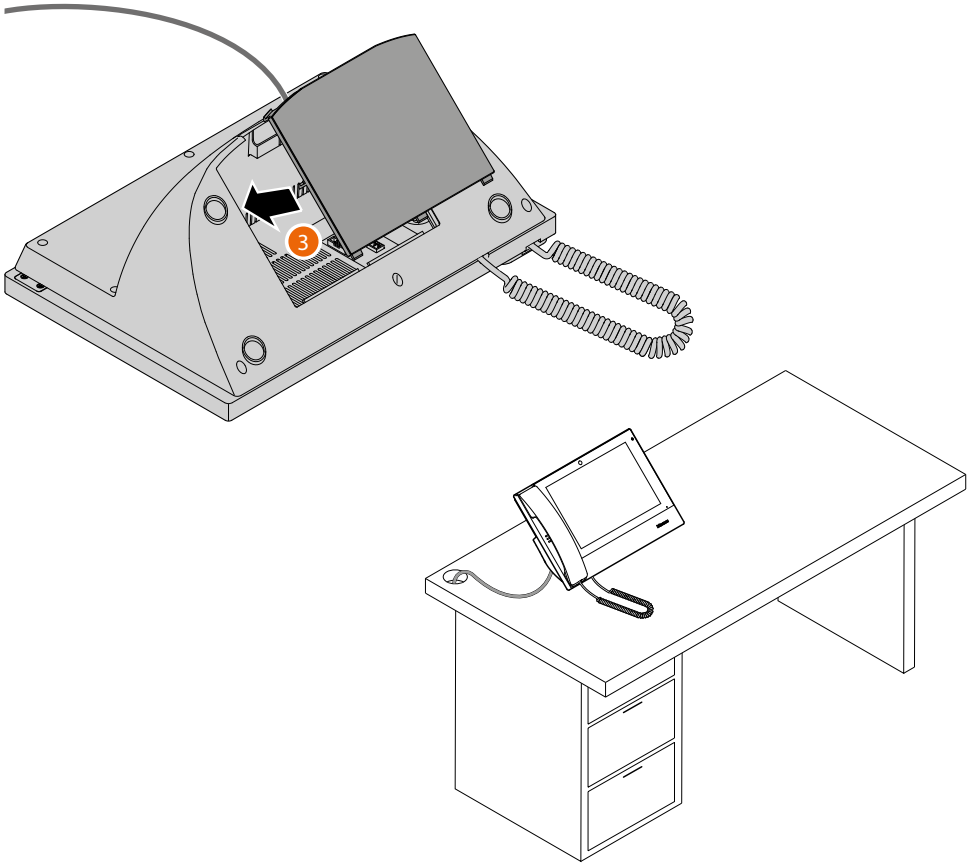


***Attention**: to ensure correct operation, the GS must be installed indoors, in a position protected from rain and away from heat sources.*

Installation



Attention: *place the GS on a flat surface, making sure not to damage the display.*

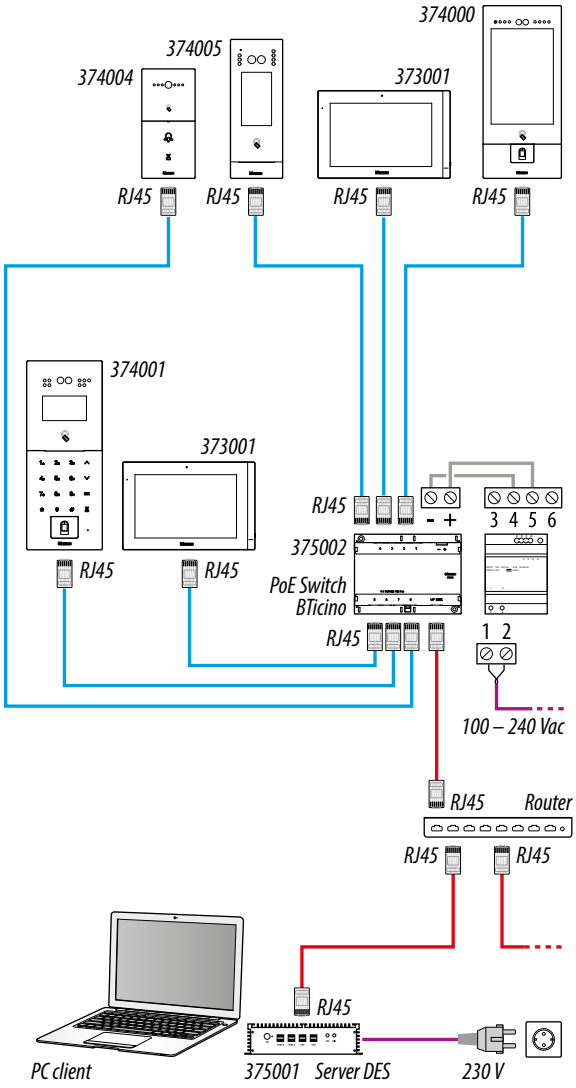


Example diagrams

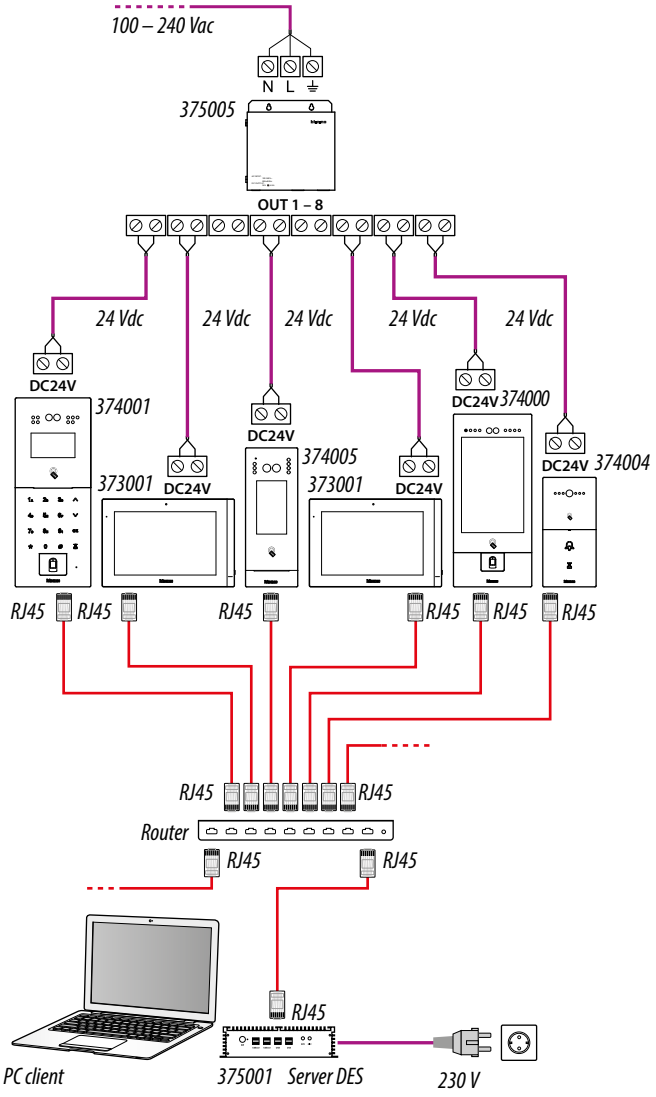
CABLES LEGEND	LAN PoE BTicino	LAN Ethernet	Copper cables	2 x Copper cables

It is possible to use two different types of connection according to installation situation:

A - Diagram with power supply by BTicino PoE Switch



B - Diagram with local power supply



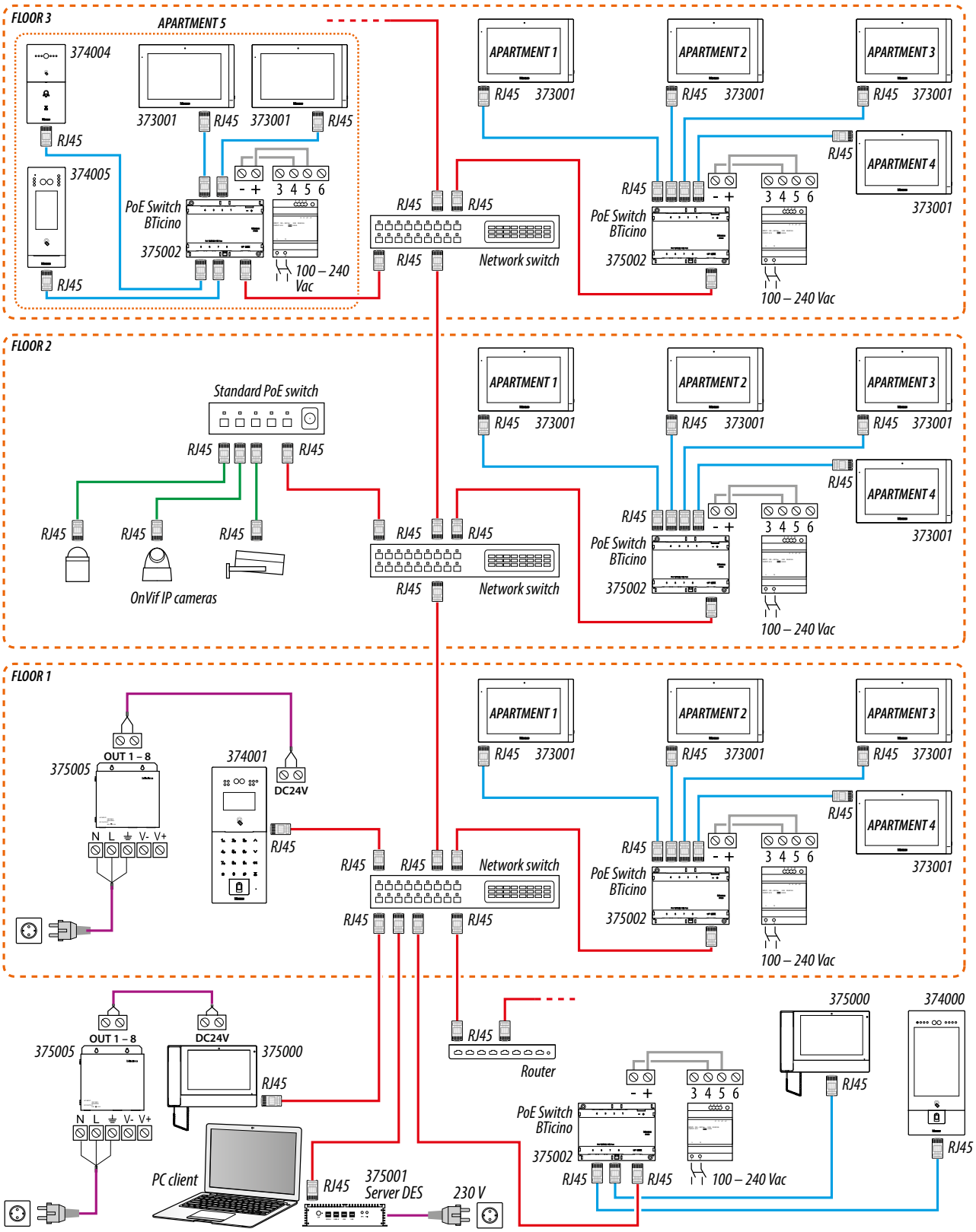
***Attention**: this device does not support standard POE power supplies, but only POE power supplies identifiedwith 375002. Connect the cat5/5e/6 FTP or cat5/5e/6 UTP cable with ferrite supplied to the connector.*

***Attention**: do not directly connect PoE ports to an unsuitable network interface, such as a device powered by a different voltage. Connect the UP LINK port to a suitable port, never to a PoE port.*

***Note**: maximum length of every LAN permanent link line = 90 m.*

Ethernet connection

CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Copper cables	2 x Copper cables

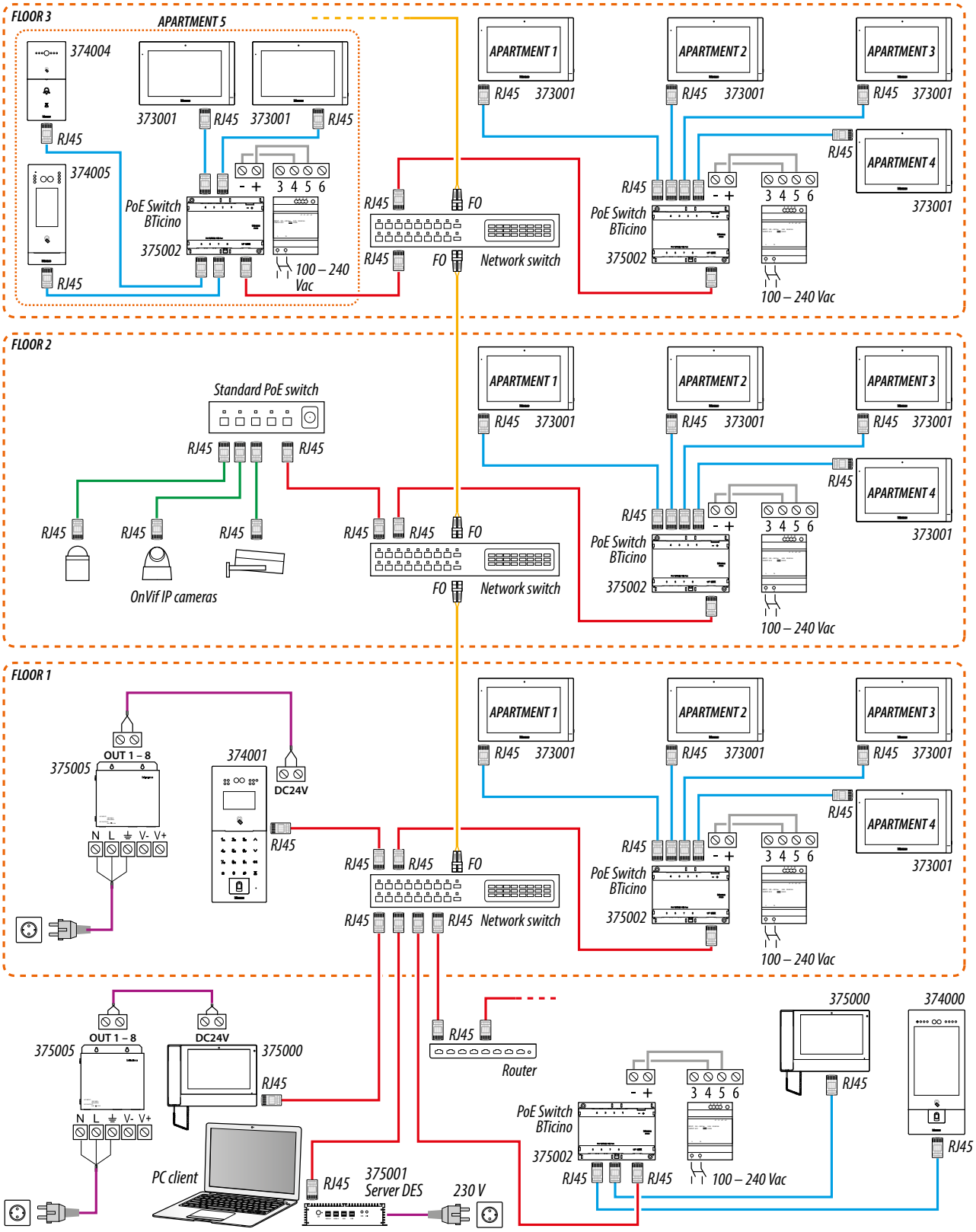


***Attention**: do not directly connect PoE ports to an unsuitable network interface, such as a device powered by a different voltage. Connect the UP LINK port to a suitable port, never to a PoE port.*

***Note**: to connect the devices it is possible to use both types of wiring (diagram A or diagram B) or even mixed ones.*

Fiber optic riser connection (case of higher bandwidth demand)

CABLES LEGEND	LAN PoE Standard	LAN PoE BTicino	LAN Ethernet	Optical fiber	Copper cables	2 x Copper cables



***Attention**: do not directly connect PoE ports to an unsuitable network interface, such as a device powered by a different voltage. Connect the UP LINK port to a suitable port, never to a PoE port.*

***Note**: to connect the devices it is possible to use both types of wiring (diagram A or diagram B) or even mixed ones.*

Use of the device

Introduction

After the installation and connection of the device, it is necessary to configure it and create the Community structure. For details see Server DES Software manual.

Step 01 Community VLAN network creation

Step 02 Community structure definition

Step 03 Community structure creation

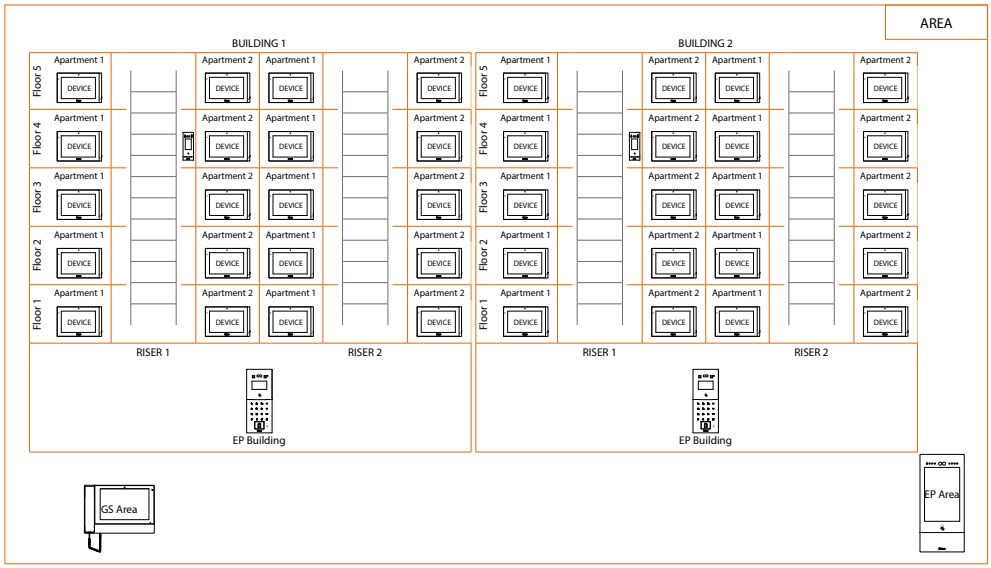
Step 04 Device MAC address registration

Step 05 Forwarding of the phonebook to the SD

Step 06 Installation of the devices

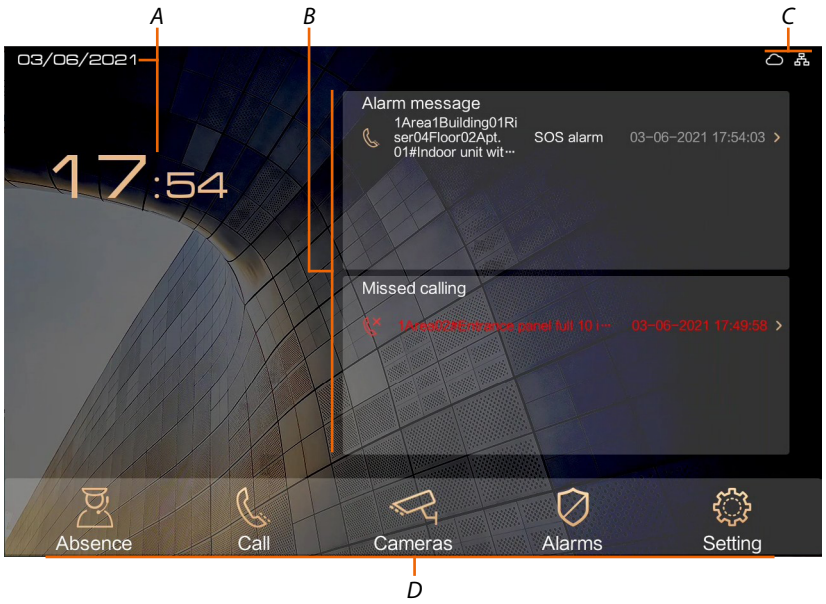
Step 07 Activation of the devices

Step 08 System test



Home page

This page may show different content according to the configuration modes and systems connected to the device.
The Home Page, with all the functions enabled, is shown below.



A Current date and time

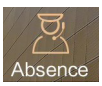
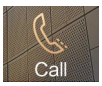
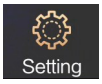
B Notifications section

	Alarms to manage	It displays currently active alarms yet to be managed. Touch to open the Alarms section and manage the alarm
	Missed calls	It displays the missed calls. Touch to open the Call/Call history section; view the calls and call back if necessary

C Status icons

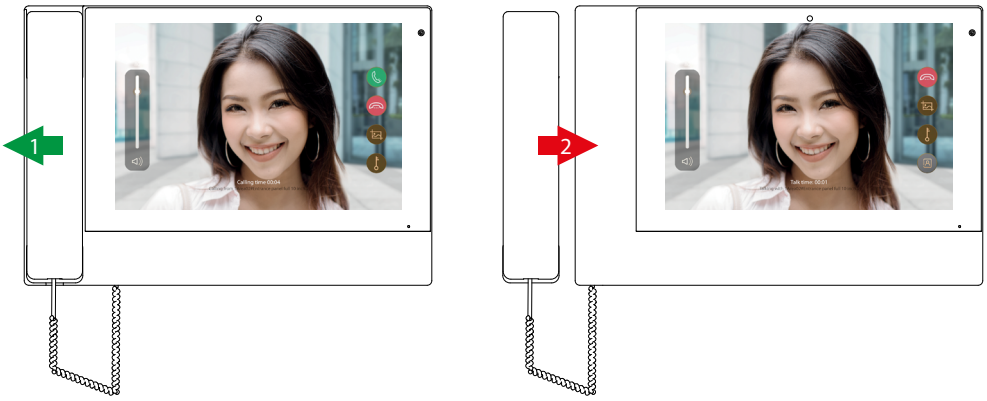
	No IP addressing conflict
	IP addressing conflict (same address assigned to 2 or more devices)
	When visible, communication between the device and the SD is active
	Call transfer is active

D Function keys

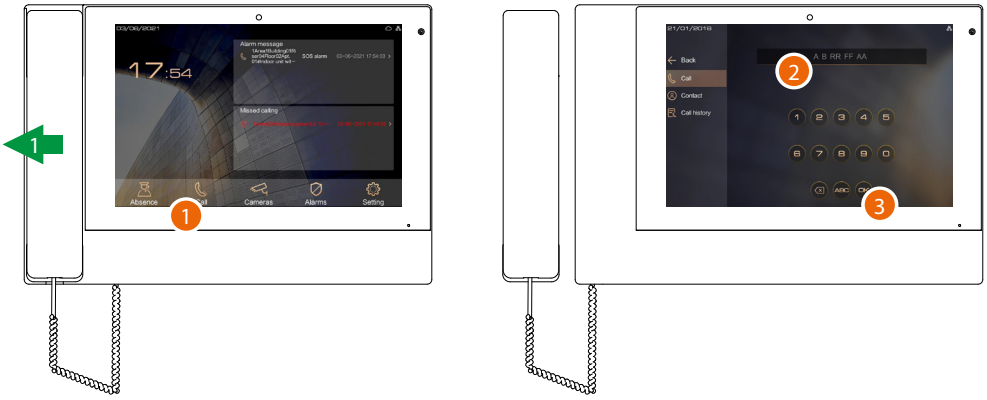
	Absence function	It activates the function for transferring calls to the GS, in case of absence.
	Call section	It opens the call section where it is possible to make calls to GS and IU, manage the contacts and see the call list
	Camera section	It displays the CCTV and EP cameras
	Alarm section	It manages incoming alarms from IUs and EPs
	Settings	It opens a section where it is possible to change various settings

Video door entry functions

To receive or make a call, it is possible to use the function keys or, for increased privacy, the handset provided.
In the first case, the audio will be transmitted through the loudspeaker, while in the second through the handset.



1. Receive a call
2. End a call



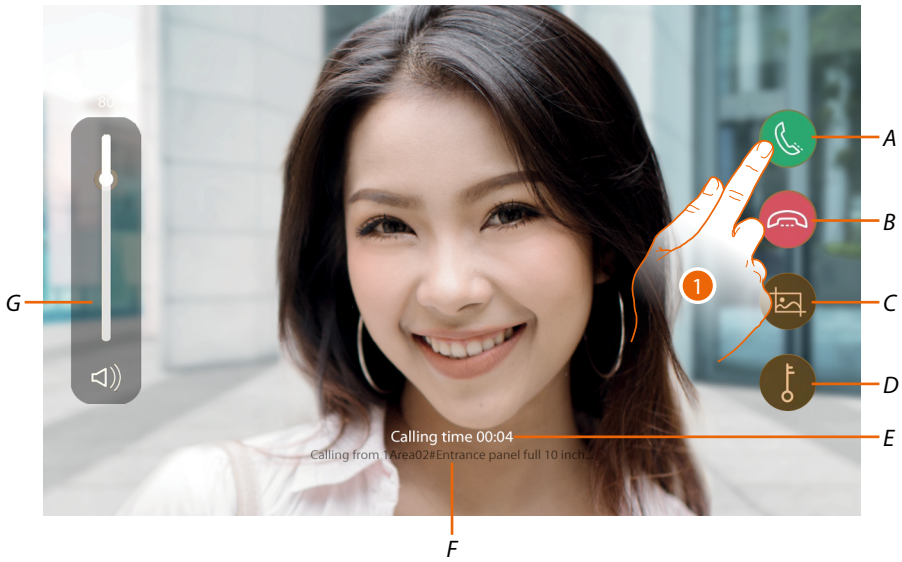
1. Make a call
2. Enter address or alias
3. Touch to send the call

***Note**: the following procedures will show loudspeaker mode.*

Receive a call from EP

When a call comes in, the display of the GS is activated, showing the image taken.

Note: *if the Absence function is active, the call will be transferred as per the scheduling.*



A It answers the call

B It rejects the call or ends the communication

C It captures an image

D It opens the door lock

E Calling time

F Address of the device from which the call comes

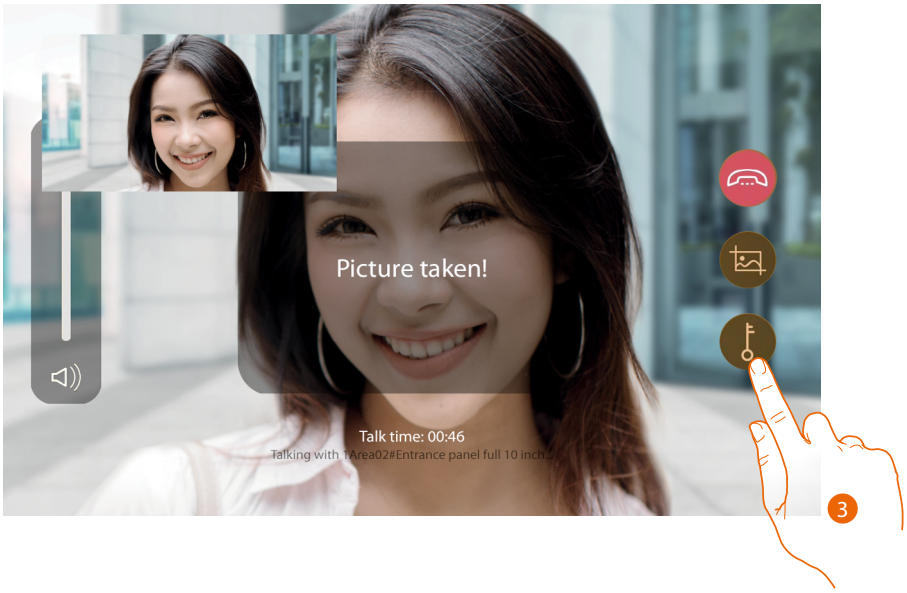
G It adjusts the volume

1. Touch to answer the call

A *It transfers the call to the IU*

2. Touch to capture an image of the screen

A confirmation message appears, the image will be saved in Call/call history



3. Touch to open the EP door lock

A confirmation message appears

***Note**: it is possible to open the door lock even without answering the call*

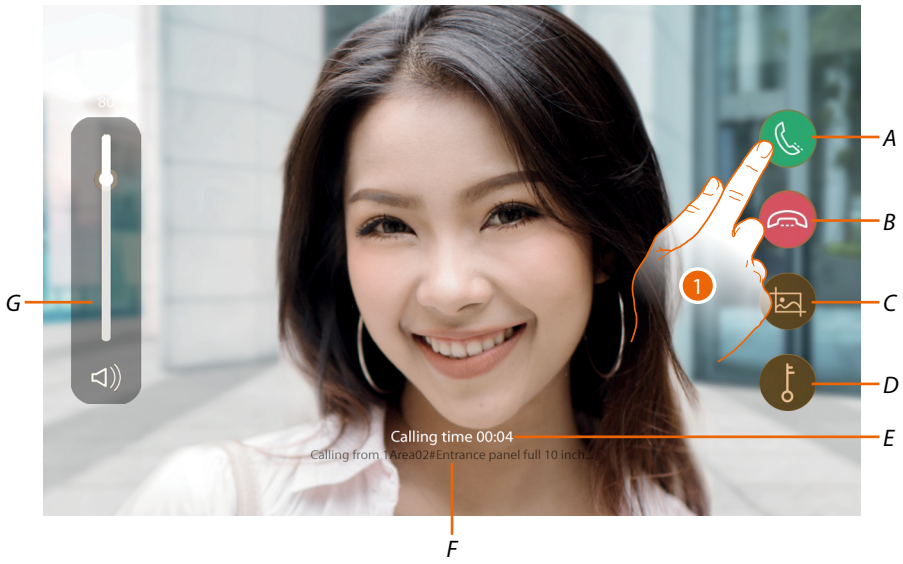
4. Tap to adjust the volume
5. Touch to end the call

***Note**: for security reasons, it is not possible to open a door lock without first activating the camera of the corresponding EP.*

Transfer a call from the EP to an IU

Calls can be answered and if necessary transferred to an IU.

Note: *if the Absence function is active, the call will be transferred as per the scheduling.*



A It answers the call

B It rejects the call or ends the communication

C It captures an image

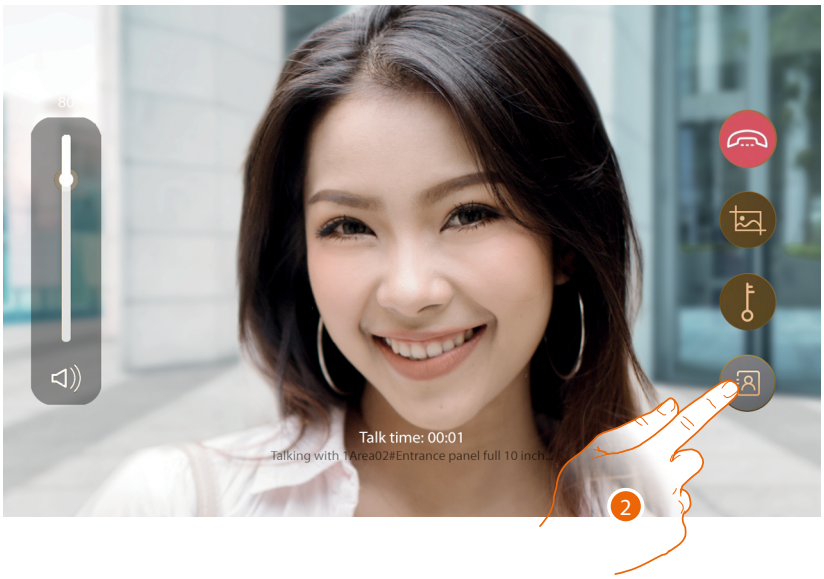
D It opens the door lock

E Calling time

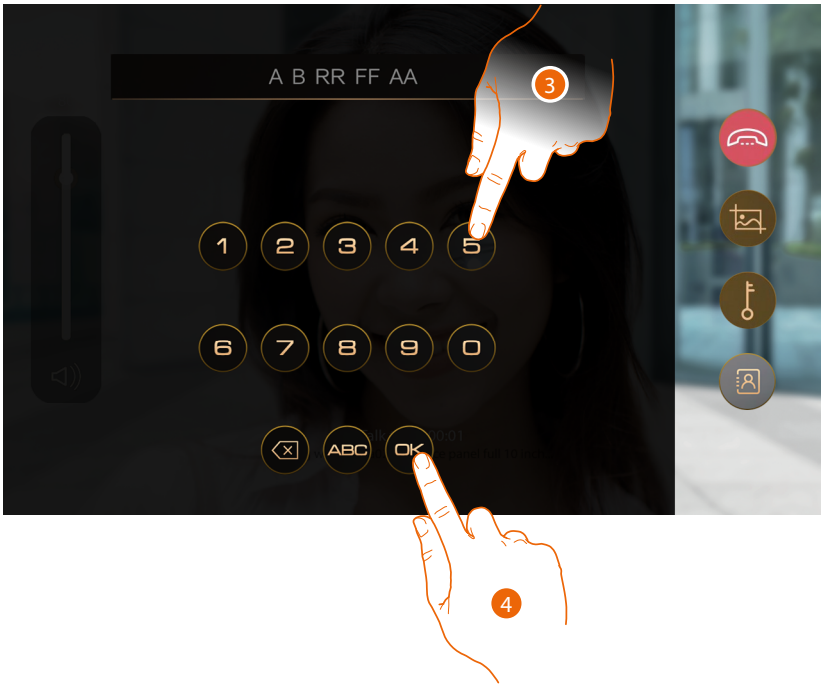
F Address of the device from which the call comes

G It adjusts the volume

1. Touch to answer the call

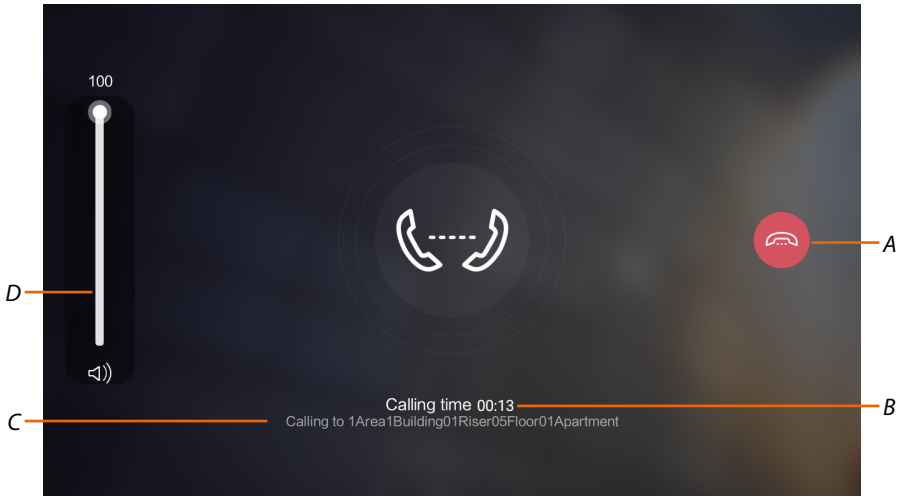


2. Touch to transfer the call from the EP to an IU



3. Enter the address or alias of the IU to which you wish to transfer the call
4. Touch to send the call to the IU

Wait for the IU to answer



A It ends the communication

B Calling time

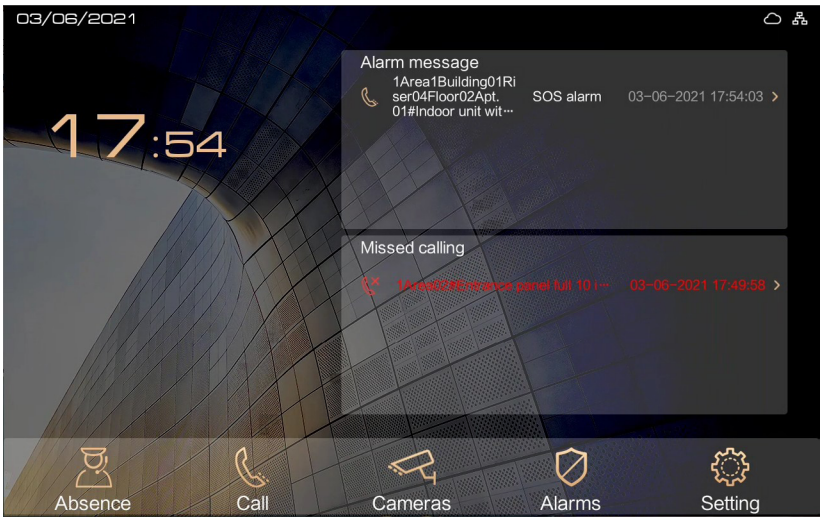
C Address of the device to which the call is made

D It adjusts the volume

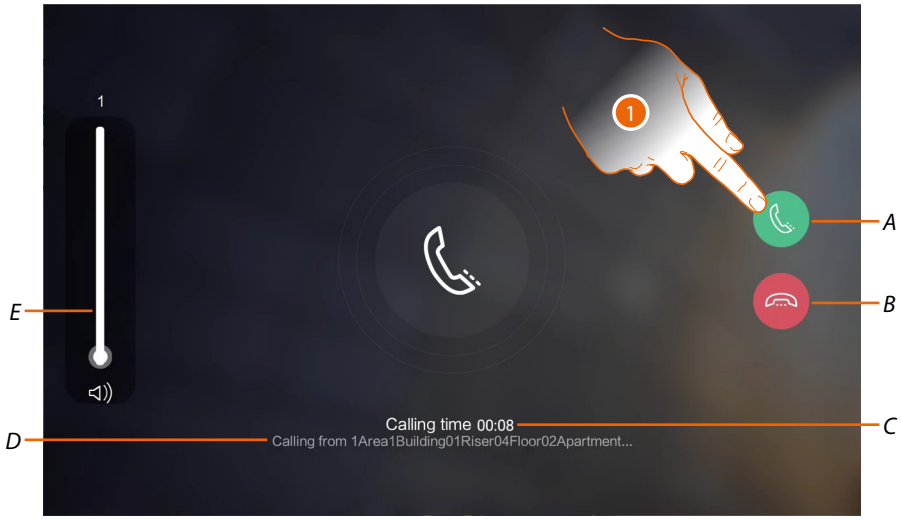
When the IU answers, the following screen appears on the GS:

5. Touch to transfer the call to the IU, establishing direct communication between the same and the EP

The Home Page appears on the GS



Receive a call from IU or GS



A *It answers the call*

B *It rejects the call or ends the communication*

C *Calling time*

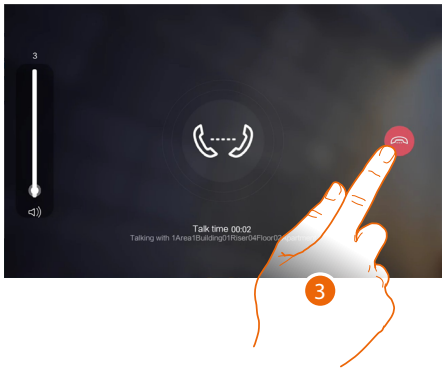
D *Address of the device from which the call comes*

E *It adjusts the volume*

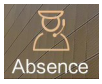
1. Touch to answer the call

Audio video call

Audio call



3. Touch to end



Absence

In this section it is possible to set the way the call is managed when absent:

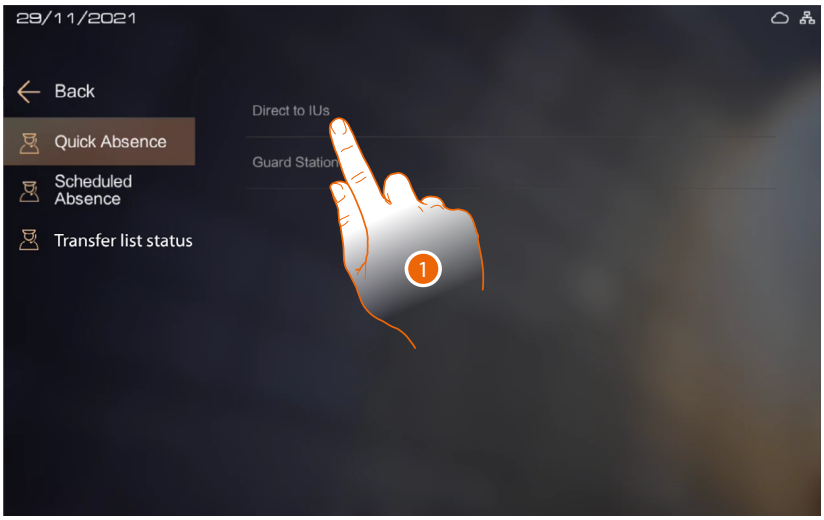
- Quick Absence in case of temporary absence, calls will be transferred according to the scheduling.
- Scheduled absence in case of scheduled absence, calls will be transferred according to the scheduling.
- Transfer list status displays active transfers and if necessary stops them

Quick absence

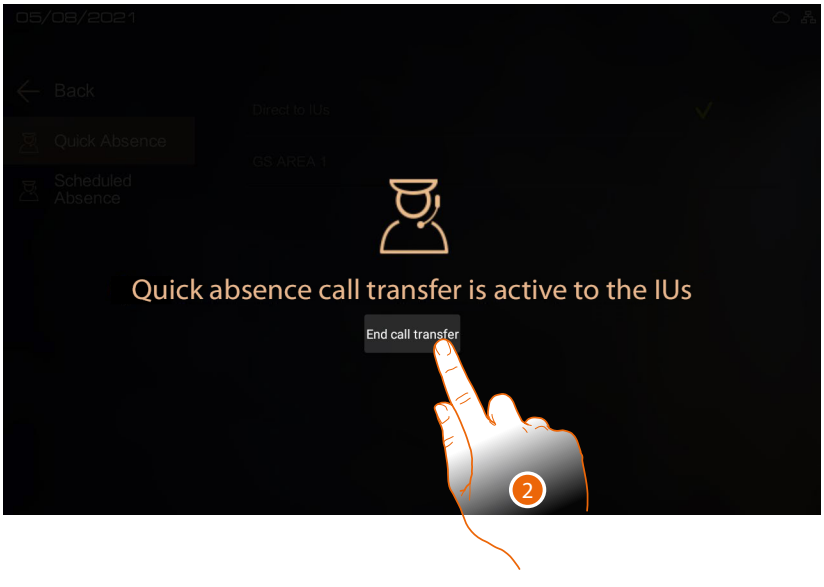
The function can be enabled with 2 different modes:

- **Direct to IUs**: the call is not intercepted by the GS but transferred directly to the IU to which it was originally addressed
- **GS**: the call is transferred to another GS

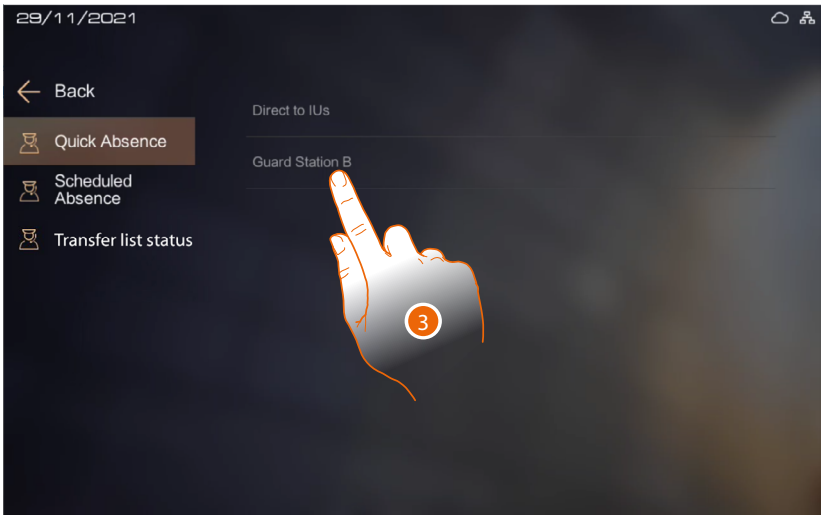
***Note**: If the call from the EP is directly addressed to a GS and the GS has set Direct to IUs, the call will not be transferred to anyone.*



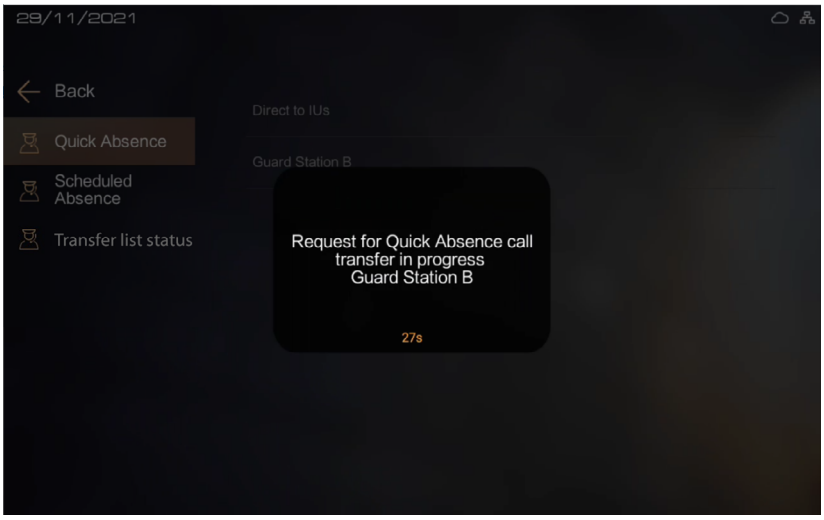
1. Touch not to transfer the call directly to the IU



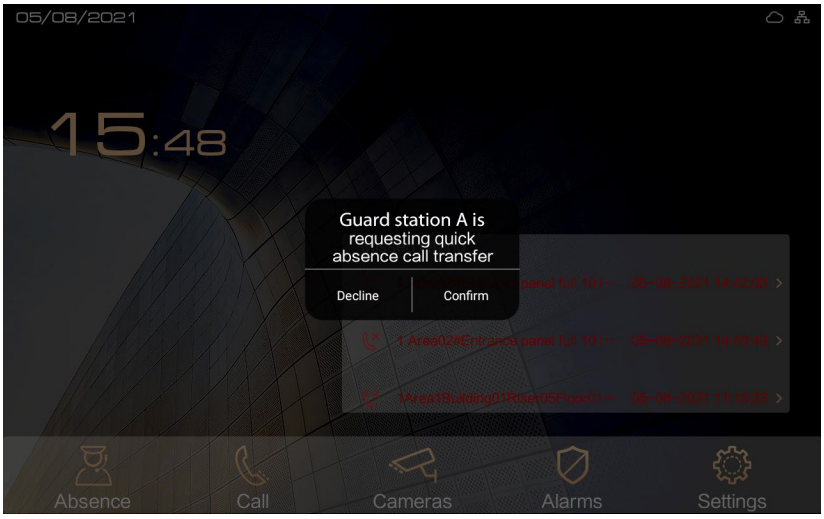
2. Calls will now be transferred directly to the IUs, touch to stop the transfer of calls



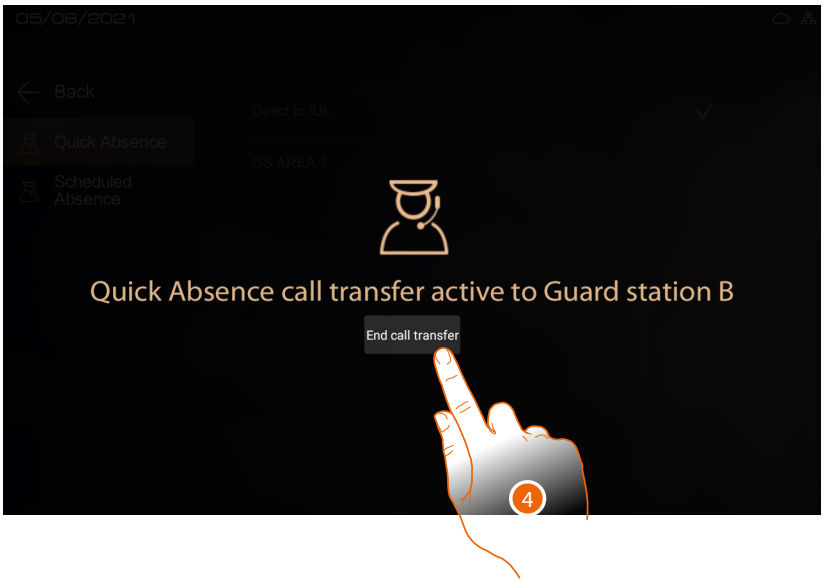
3. Alternatively, select the GS to which the call will be transferred in your absence



The GS to which you want to transfer the calls has 30 seconds to confirm



The GS to which you want to transfer the calls receives a message and must confirm

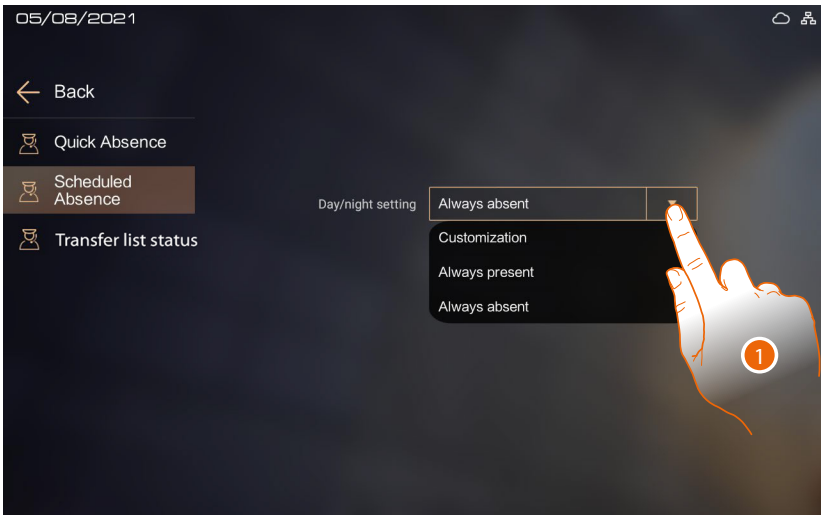


4. If the GS confirms, the GS transferring the call shows the transfer active screen. Touch to stop the transfer

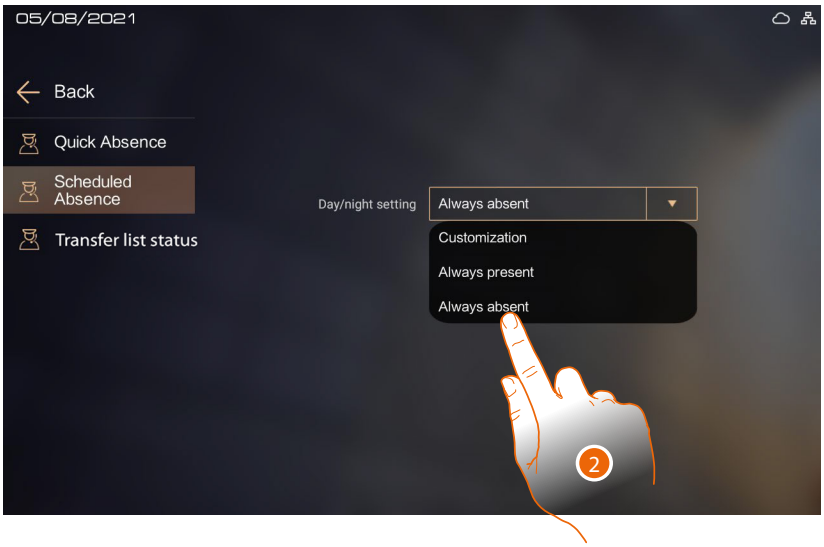
Scheduled absence

The function can be enabled with 3 different modes:

- **Always absent (default)**: the call is always transferred
- **Always present**: the call is not transferred
- **Customization**: the call is transferred for a set period of time

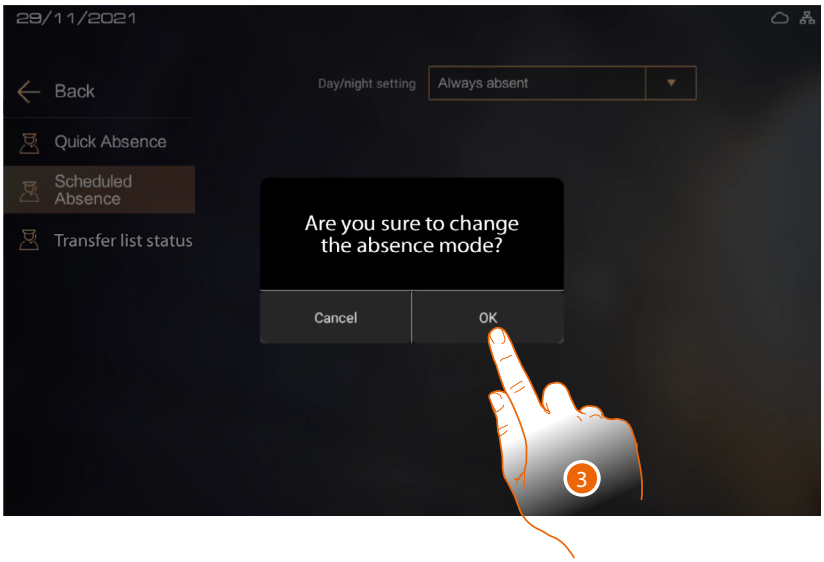


1. Select the mode

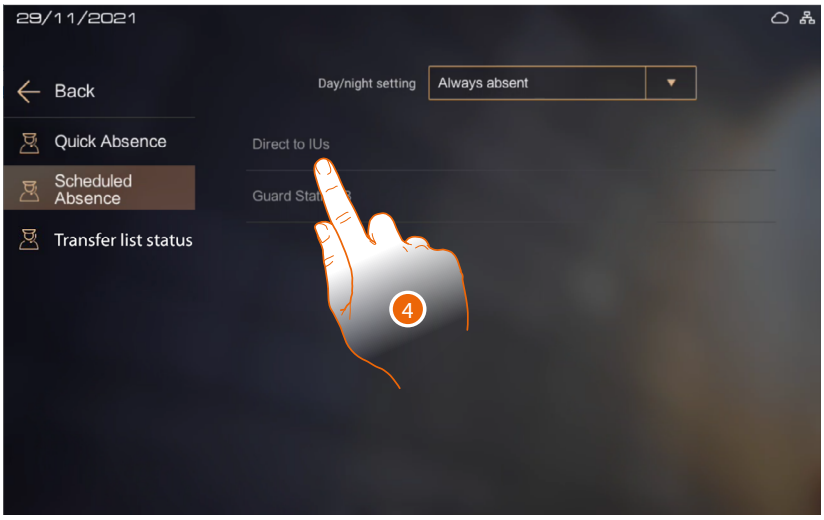


The default setting is Always present and therefore the call is not transferred

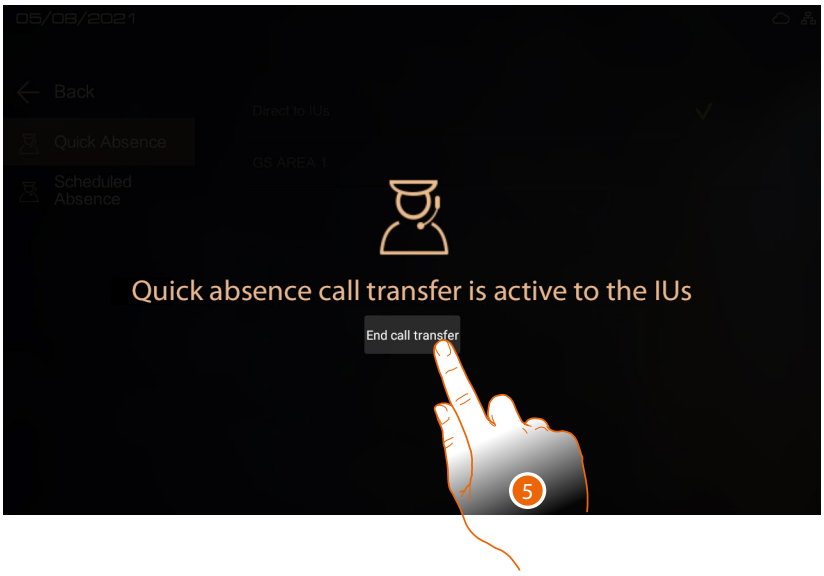
2. Touch Always absent if you need to permanently transfer the call



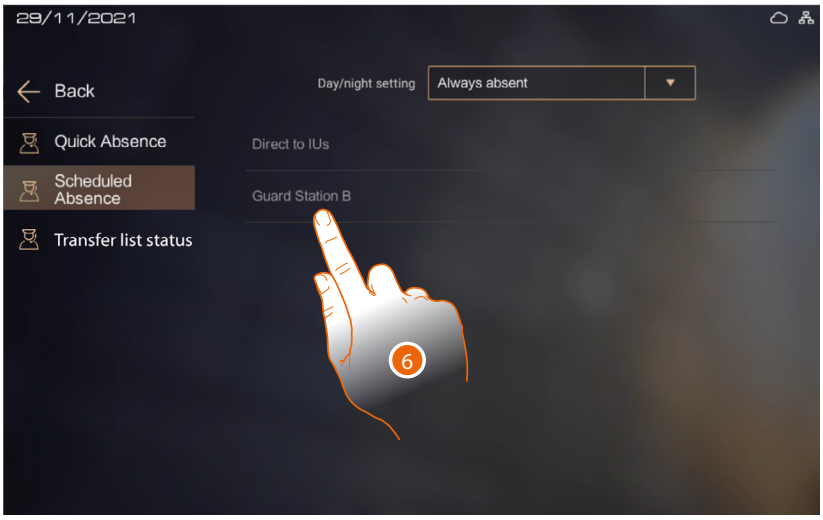
3. Touch to confirm



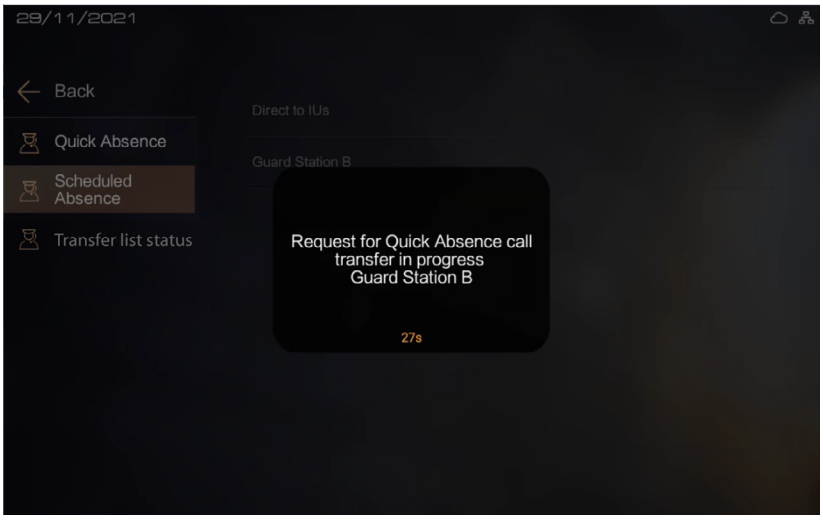
4. Touch not to transfer the call directly to the IU



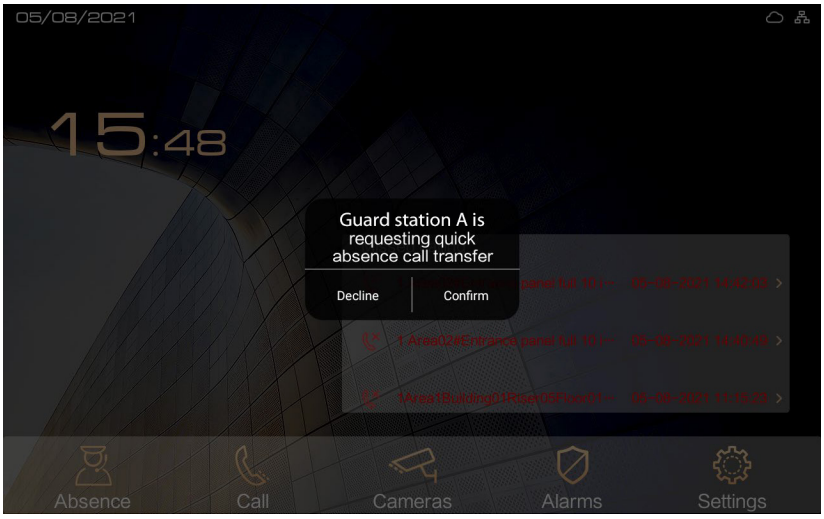
5. Calls will now be transferred directly to the IUs, touch to stop the transfer of calls



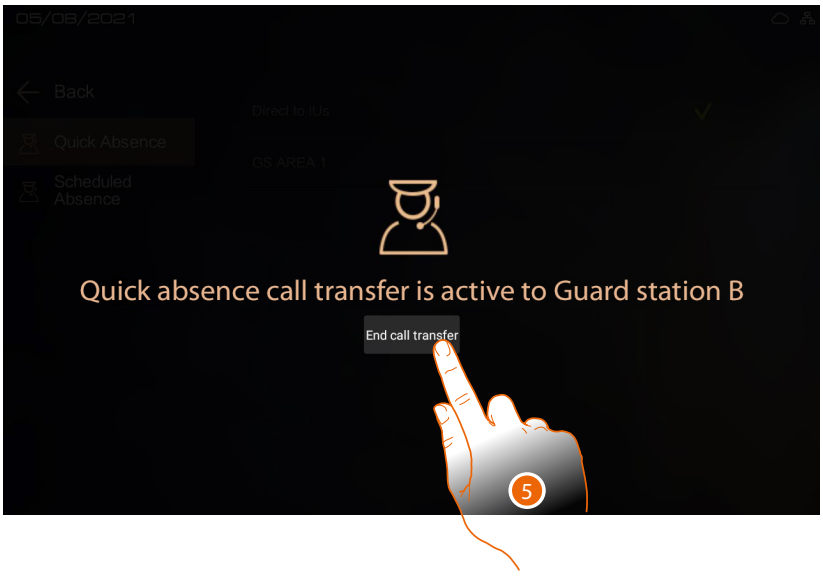
6. Alternatively, select the GS to which the call will be transferred in your absence



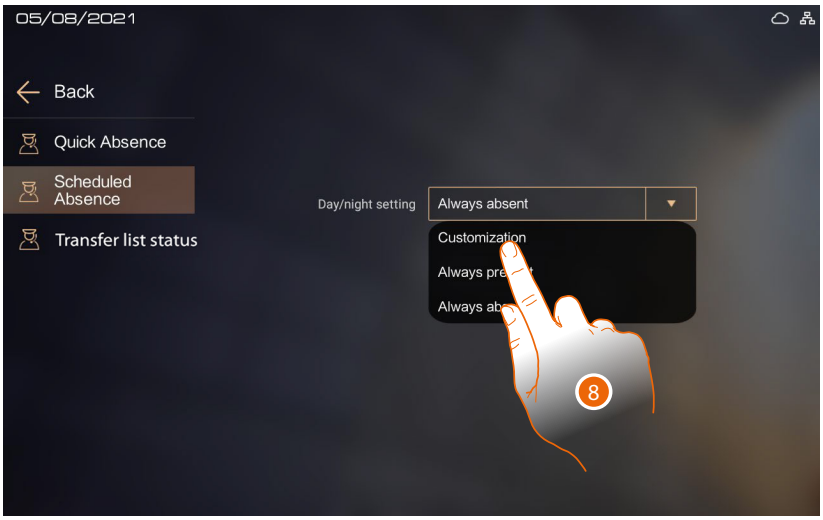
The GS to which you want to transfer the calls has 30 seconds to confirm



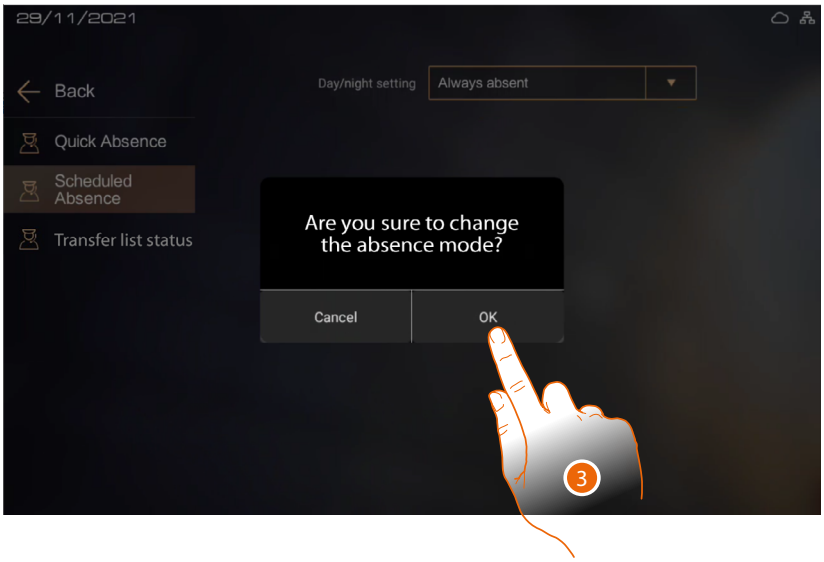
The GS to which you want to transfer the calls receives a message and must confirm



7. If the GS confirms, the GS transferring the call shows the transfer active screen. Touch to stop the transfer



8. Touch to transfer the call for a set period

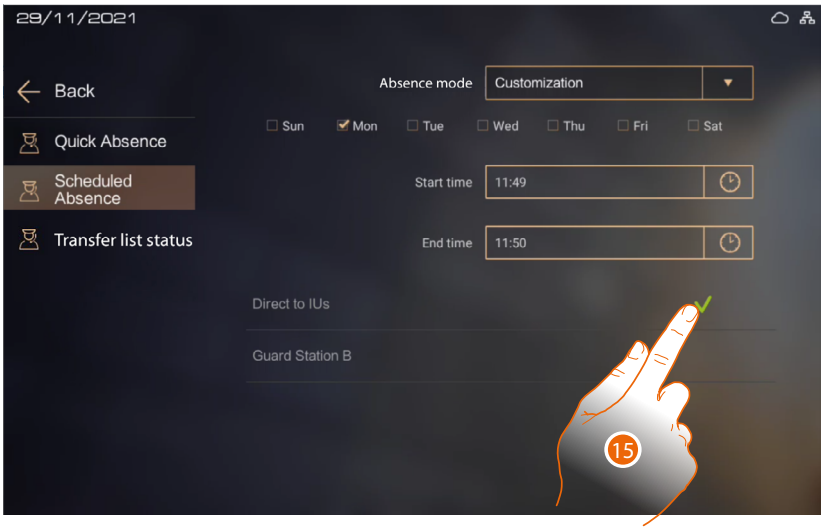


9. Touch to confirm

10. Select the days of the week when you will be absent
11. Select the absence start time
12. Select the absence end time
13. Touch to directly transfer the call to the IU to which the call was originally directed (see item 4)

Or

14. Touch to select the GS to which to transfer the call (see item 6)

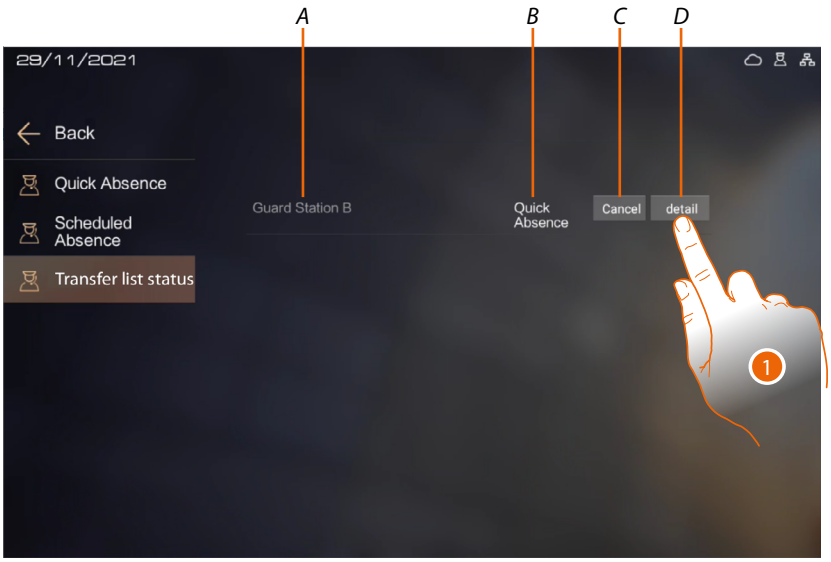


15. The tick indicates to whom the call was transferred

Active transfers can be seen in the Transfer list status page

Transfer list status

This page can be used to display active transfers and if necessary to stop them.



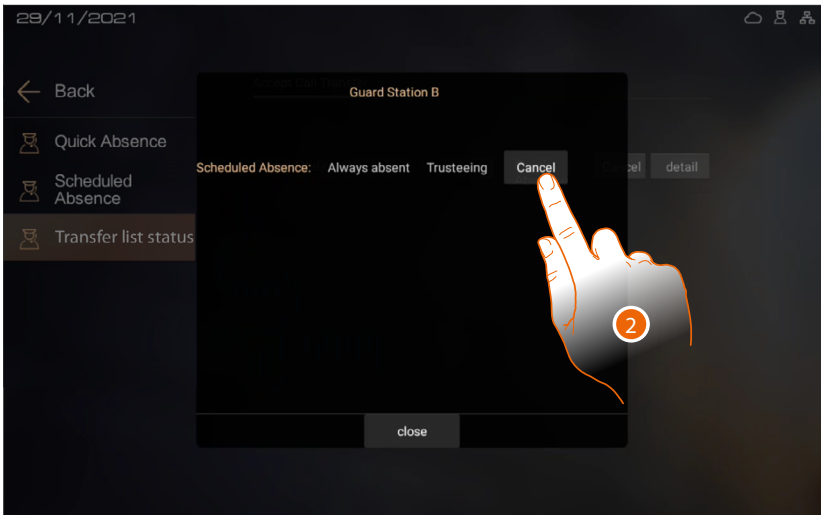
A GS name

B Type of transfer (quick or scheduled)

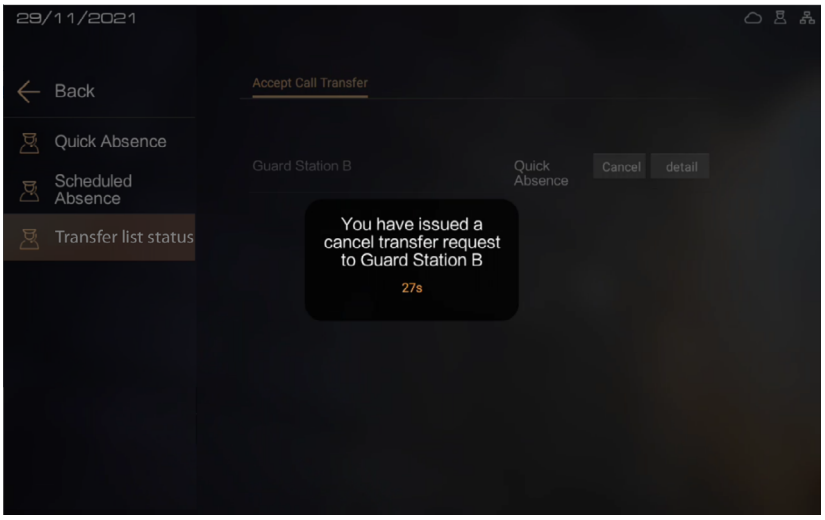
C Delete transfer

D Transfer details

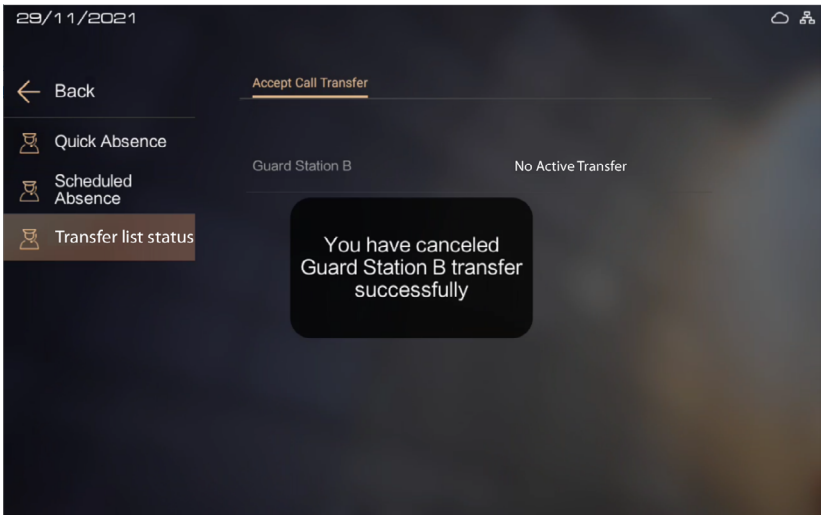
1. Touch to display the transfer details and if necessary to stop



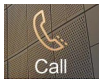
2. Touch to stop the transfer



The GS object to the active transfer has 30 seconds to confirm. A notification message appears after the confirmation



A cancellation completed message appears after the confirmation



Call IU or GS

In this section it is possible to communicate with other IU or other GS.
It is possible to call an IU or GS in different ways:

- call using the address in the Community;
- call using the Alias (alphanumeric code);
- call using the Phonebook.

The call mode depends on how the community has been configured using the SW. For details see Fundamental concepts

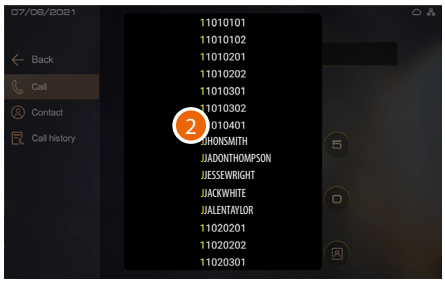
Call using the address in the Community

1. Enter the address in the IU or GS Community, the device helps you by showing the fields to be entered (e.g. 1 01 04 02)
2. Touch to send the call

Call using the Alias (alphanumeric code)

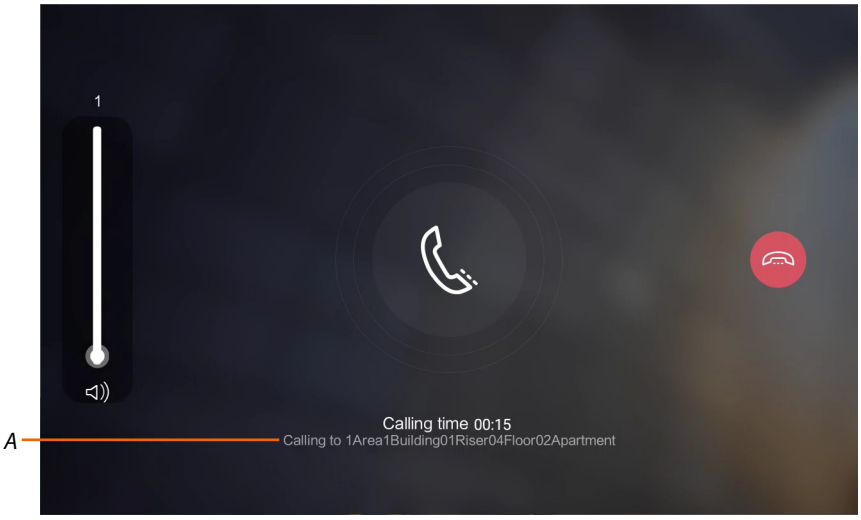
1. Enter the alias created using the SW (e.g. B12)
2. Tocca per inviare la chiamata

Call using the Phonebook



1. Touch to open the phonebook where all the community contacts are present
2. Touch the code to send the call
3. Otherwise, type the contact name saved in the phonebook (e.g. JHONSMITH). The system suggests the contacts by means of the self-completion function.
4. Touch the suggested contact to send the call

***Note**: in the call using Alias mode, the default code corresponds to the address in the Community as long as the Server DES software has not altered it in the address book*



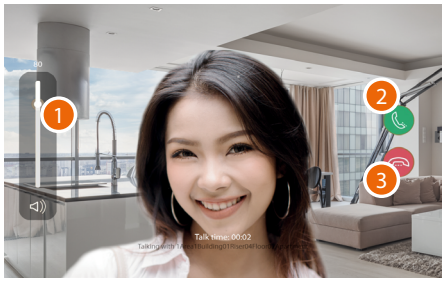
Wait for the person being called (*A**) to answer

The IU being called can decide whether to activate an audio only or audio&video communication.

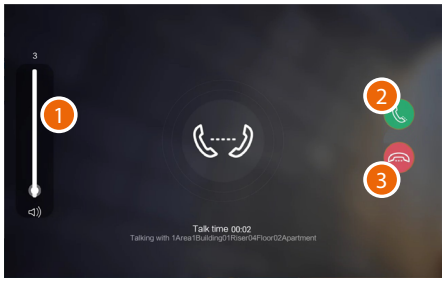
***Note**: the video communication is active only for IU item 373001/02 with enabled camera or GS.*

****Note**: the caller display depends on how the community has been configured using the software. For details see Fundamental concepts*

Audio video call



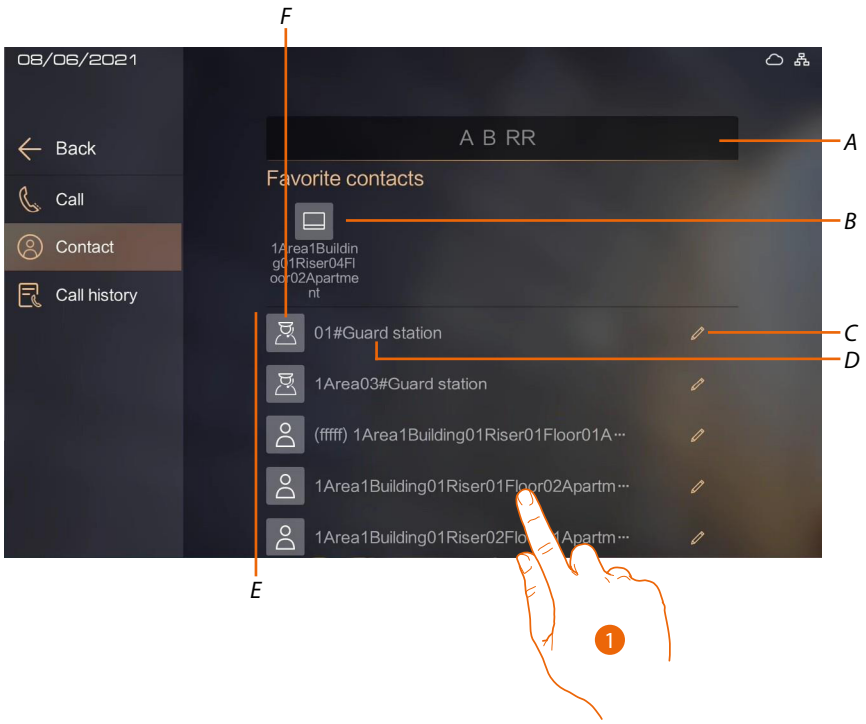
Audio call



1. Tap to adjust the volume
2. Touch to answer
3. Touch to end the communication

Contacts

In this section it is possible to manage and call the contacts (IU and GS).
Often called contacts may also be included in the favorites.



A Contact filter: if details are entered in the filter, the relevant list of contacts will only show contacts meeting the filter settings: for example, when entering 1203, only contacts with address Area=1 Building=2 and Riser=03 will be displayed

B Favourite contacts area

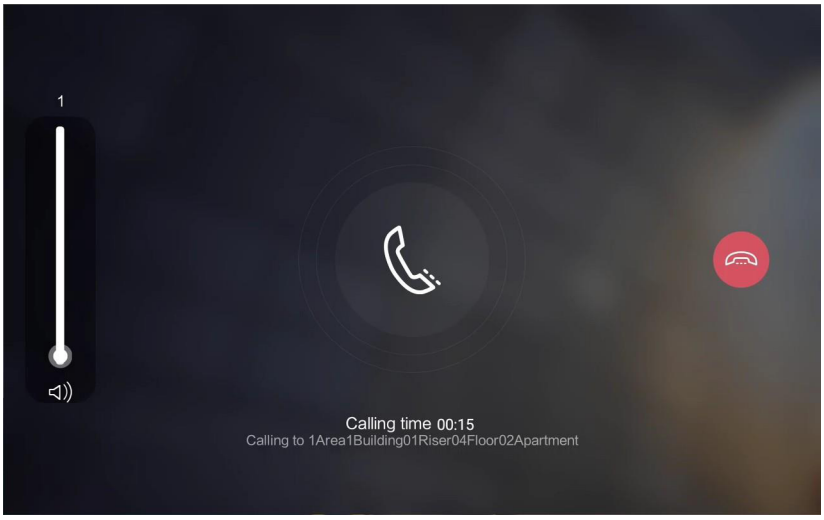
C Modify contact

D Address/name of the contact

E Contacts

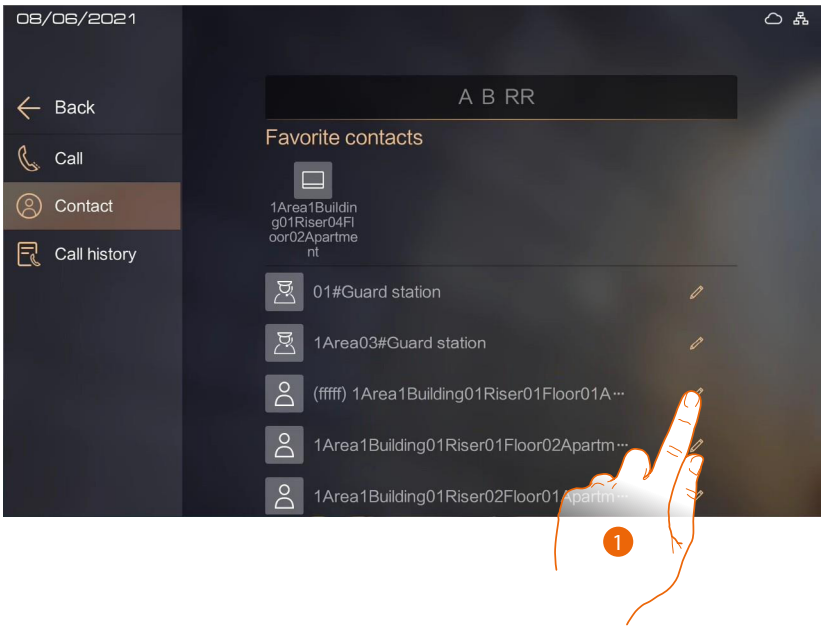
F Type of contact

1. Touch to the call the contact

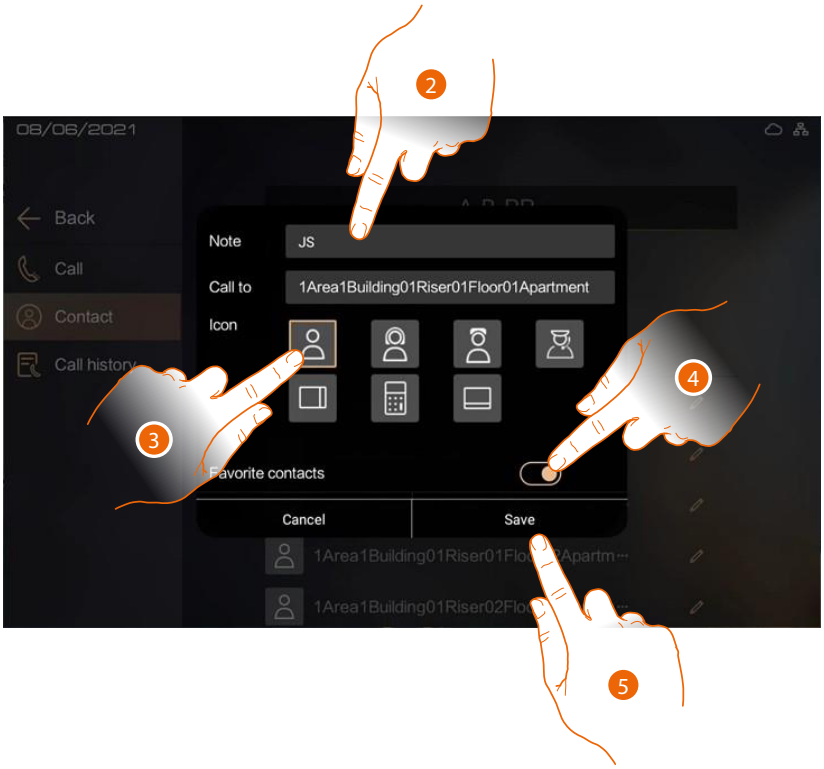


The call is sent immediately; see the Call IU or GS using the address in the Community or alphanumeric code (alias) section for details.

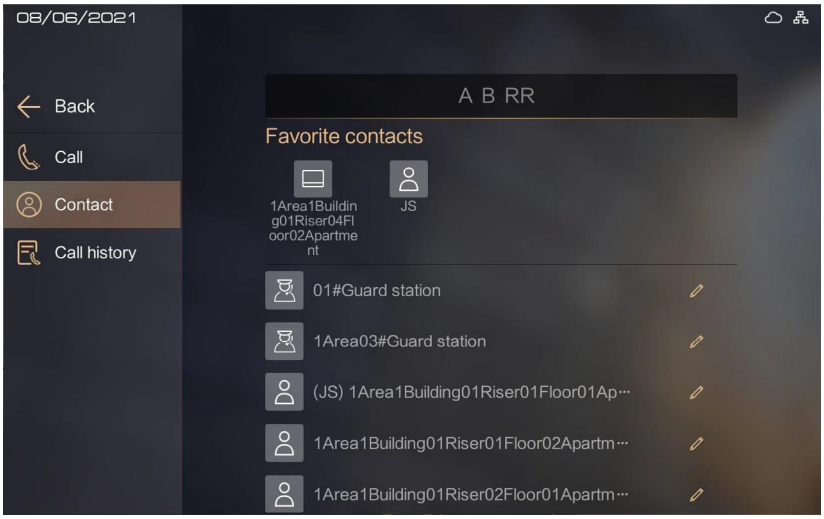
Edit a contact and/or include it in your favorites



1. Touch to modify a contact

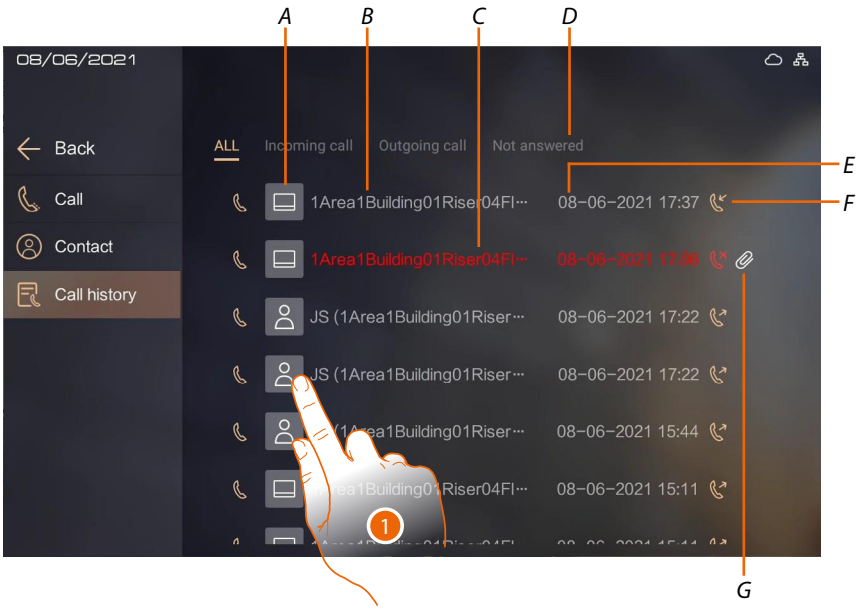


2. Touch to enter a contact name
3. Select the contact type icon
4. If necessary, touch to add the contact to the favourites
5. Touch to save



Call history

In this section it is possible to display the list of received, sent or missed calls, in chronological order.



A Type of caller

B Caller address

C Missed call

D Call filters

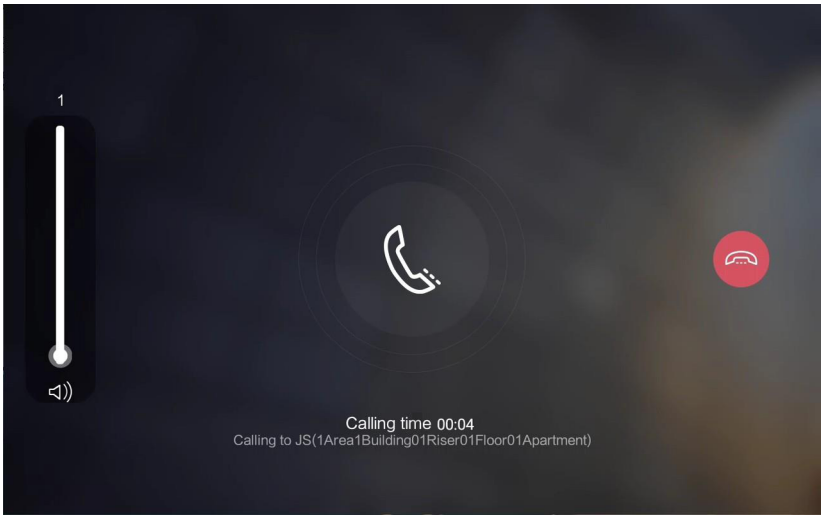
E Date and time of the call

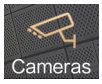
F Type of call

- *missed*
- *outgoing*
- *incoming*

G Call with attachment (voice mail or captured image)

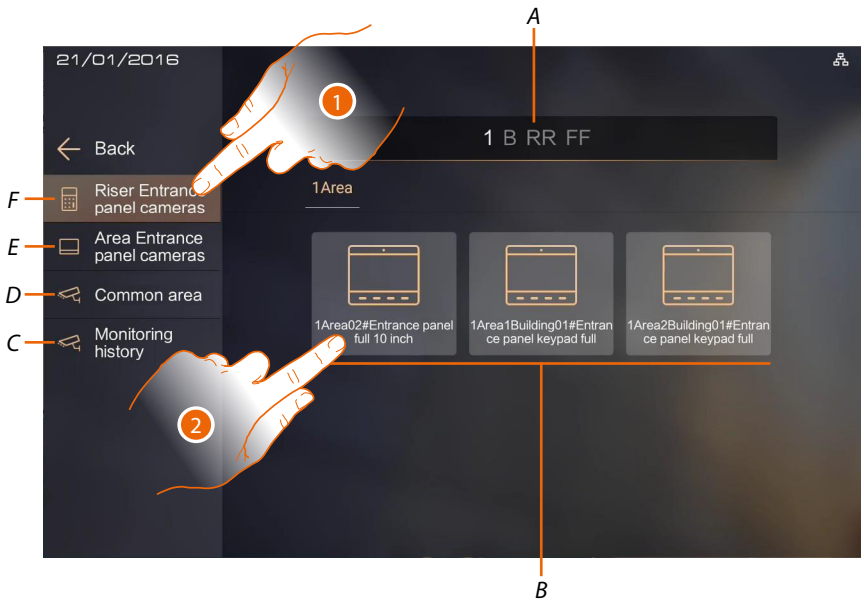
1. Touch to call the contact again





Camera

In this section it is possible to view the EPs and the public cameras of the Community.
It is also possible to view the monitoring log.
The cameras to be monitored are split into:
– Riser EP cameras
– Area EP cameras
– Common area cameras



A Camera filter: If details are entered in the filter, only those meeting its requirements are displayed

B Cameras

C Monitoring history page

D CCTV cameras page

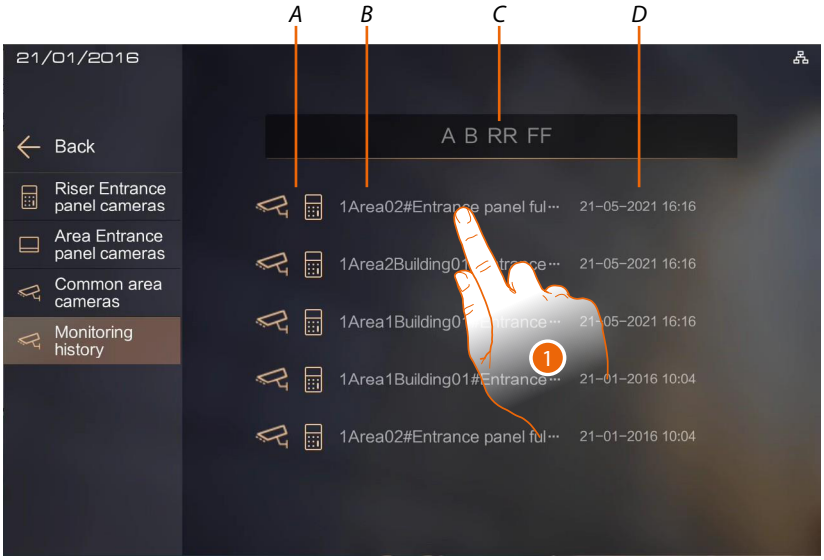
E Building area EP cameras page

F Building, riser and floor area EP cameras page

1. Touch to display the EPs on the system
2. Touch to switch the EP on

The display shows the image taken by the EP camera.
The controls are the same as described in the Receive a call section

Monitoring history



A Type of monitoring

B Camera address

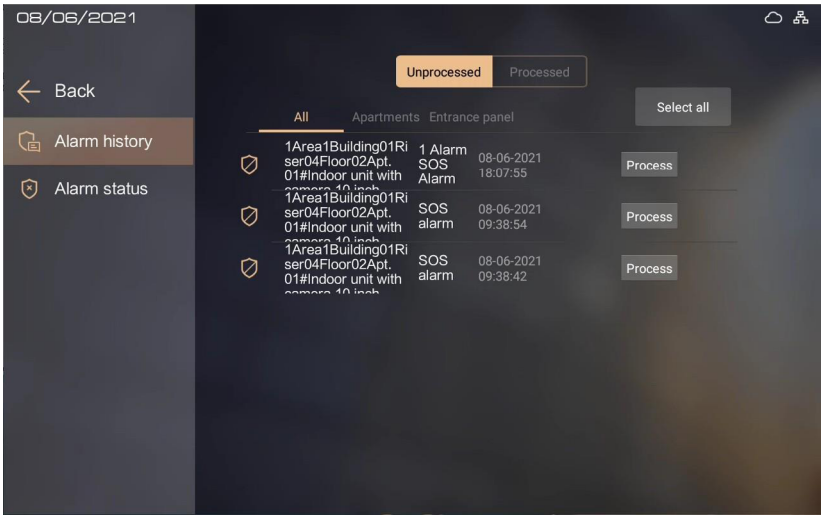
C Camera filter: If details are entered in the filter, only those meeting its requirements are displayed

D Monitoring date and time

1. Touch to repeat the monitoring

Alarms

In this section it is possible to manage alarms from IUs and EPs under your responsibility.



IU alarms

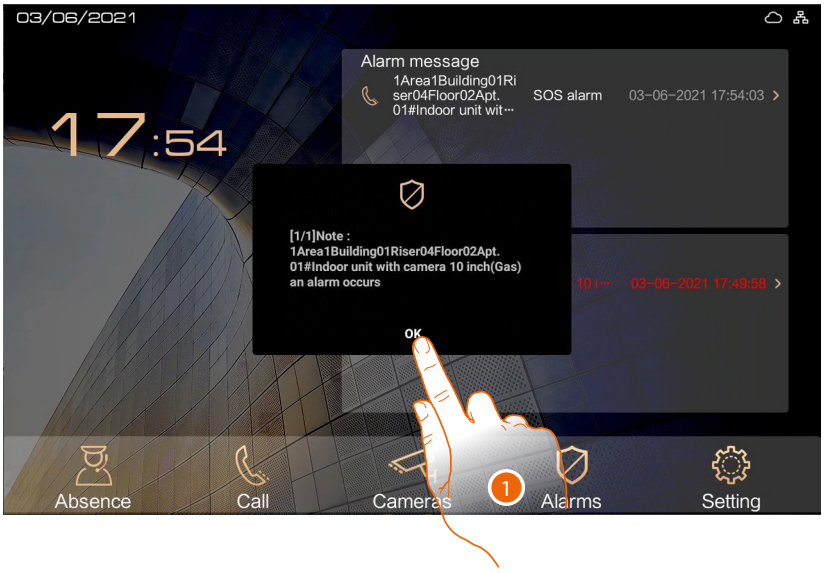
	SOS		Smoke		Gas
	Infrared		Door contact		Others

EP alarms

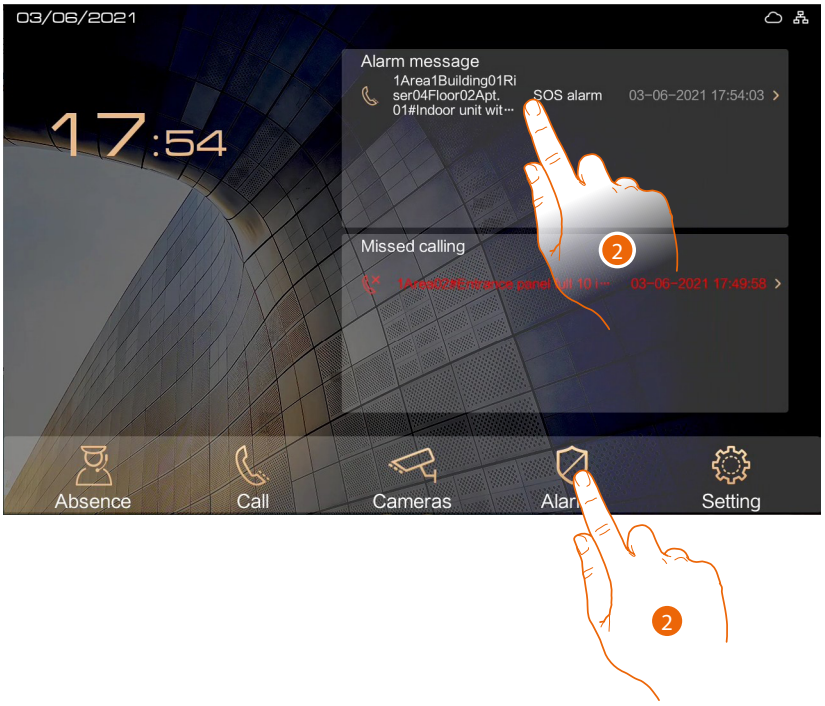
	Tamper alarm
	Panic alarm

Alarm management

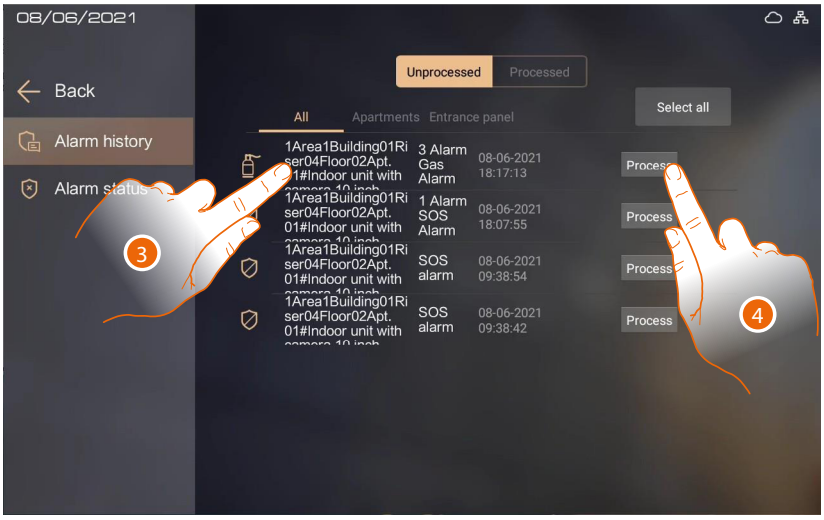
A warning message appears following an alarm



1. Touch to silence the alarm



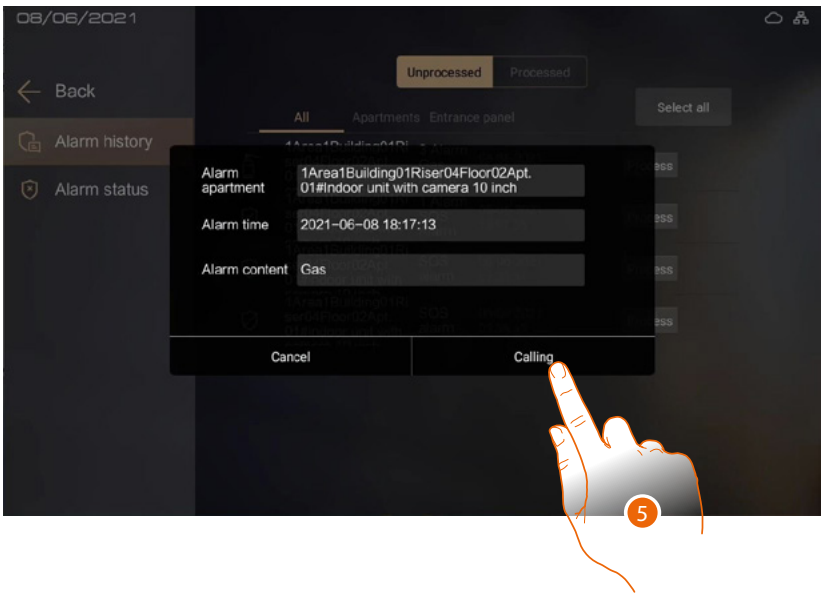
2. Touch to open the alarm section to manage it



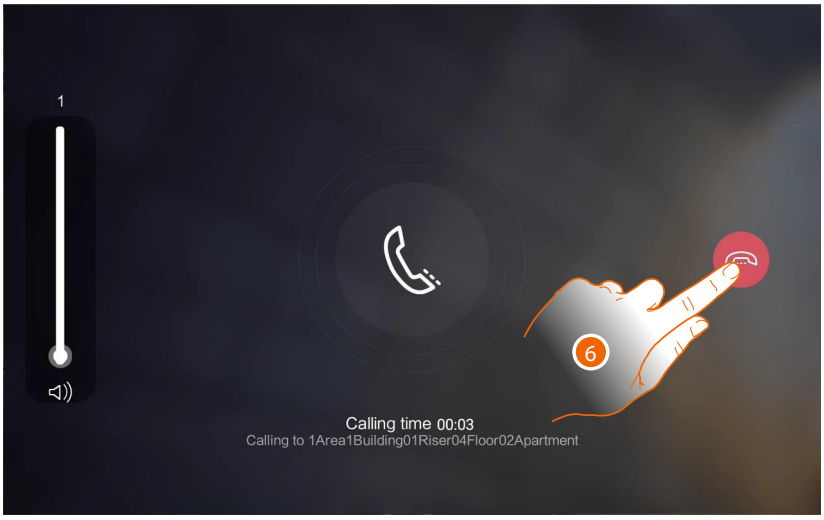
3. View the alarm details (origin, date, time and type) and if necessary call the IU to check (see step 5)

Or

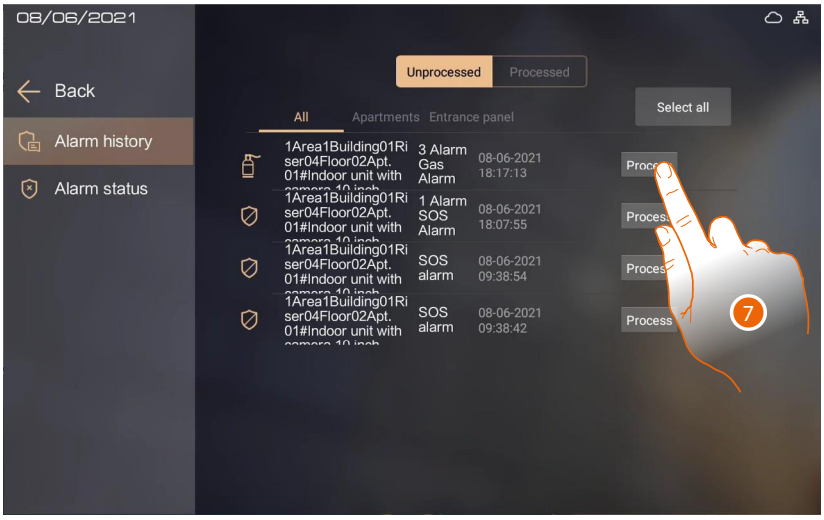
4. Touch to directly process the alarm (see item 7)



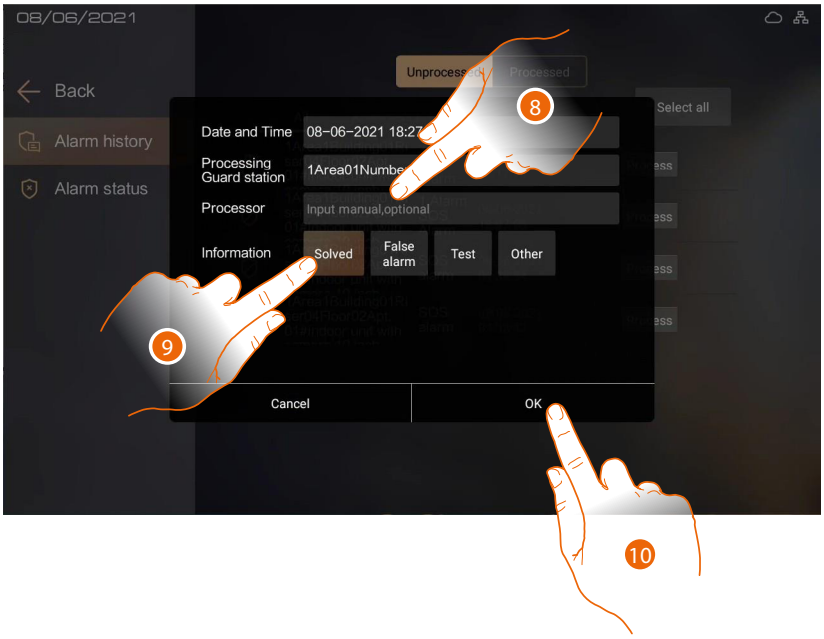
5. View the alarm details (origin, date, time and type) and if necessary touch to call the IU to check



6. Touch to end the call

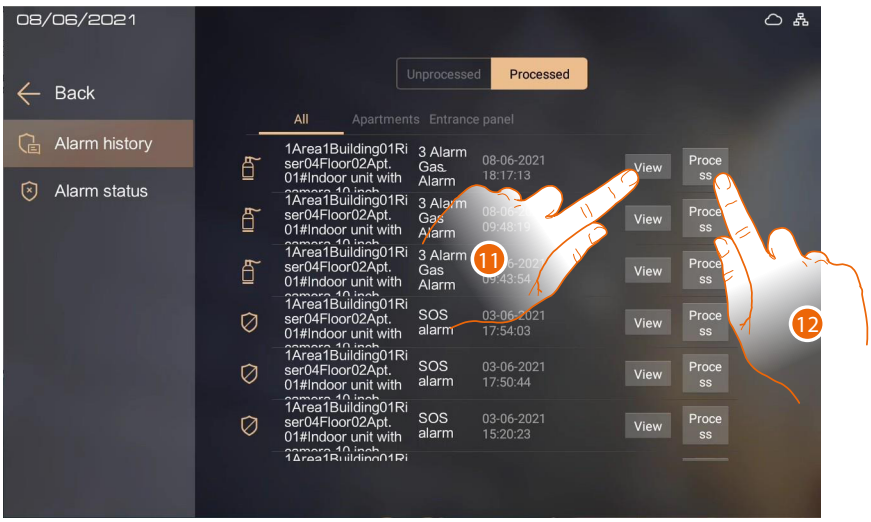


7. Touch to continue the management by entering a process comment



8. Enter the name of the operator who initiated the management
9. Touch to indicate the alarm status
10. Touch to confirm

The alarm is moved to the Processed section

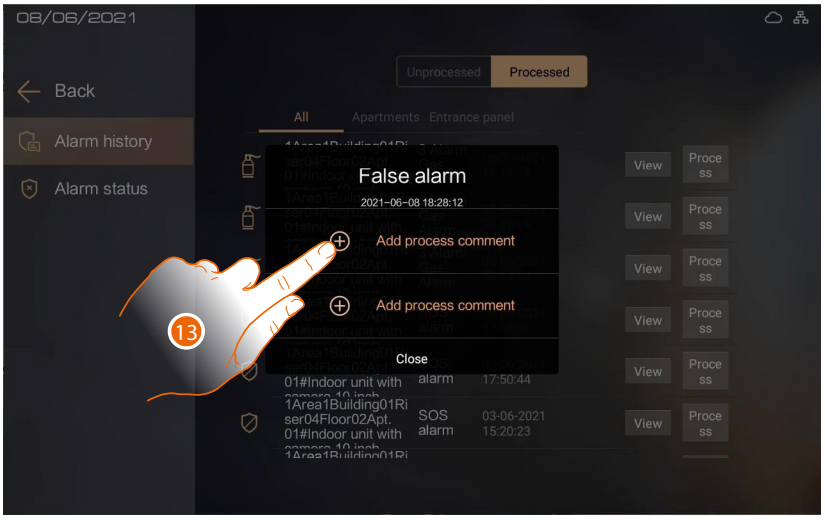


If the alarm changes status:

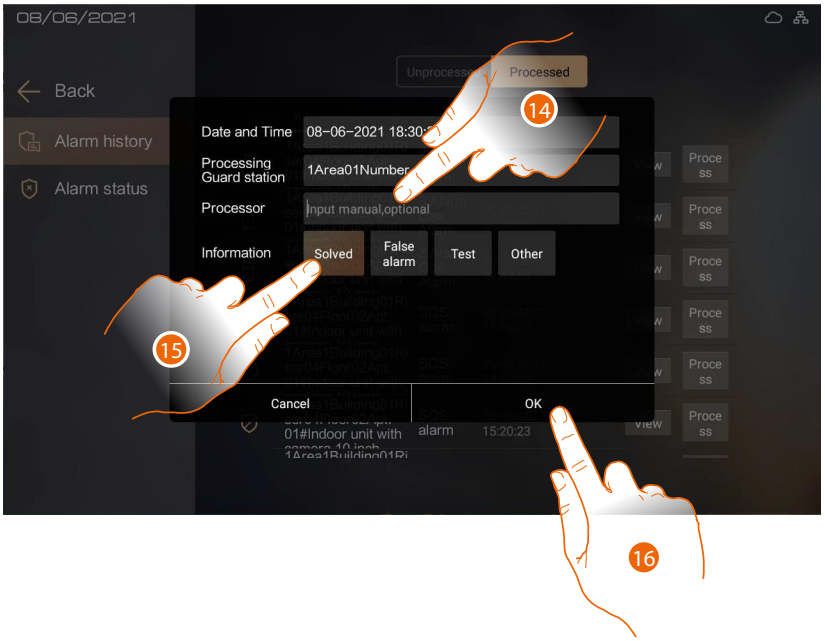
11. Touch to view the alarm status and add another process comment if necessary

Or

12. Touch to directly enter the process comment



13. View the alarm status and add another process comment

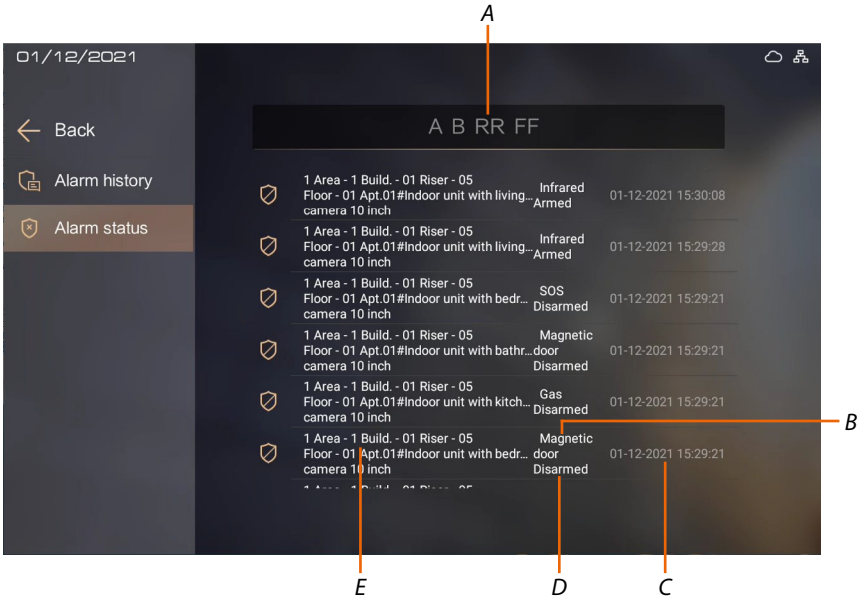


14. Enter the processor name
15. Touch to indicate the new alarm status
16. Touch to confirm

Note: *the video communication is active only for IU item 373001/02 with enabled camera or GS.*

Alarm management

This page can be used to display the IU alarm activation and deactivation log



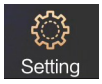
A Community IU address filter

B Type of alarm zone

C Alarm arming/disarming time and date

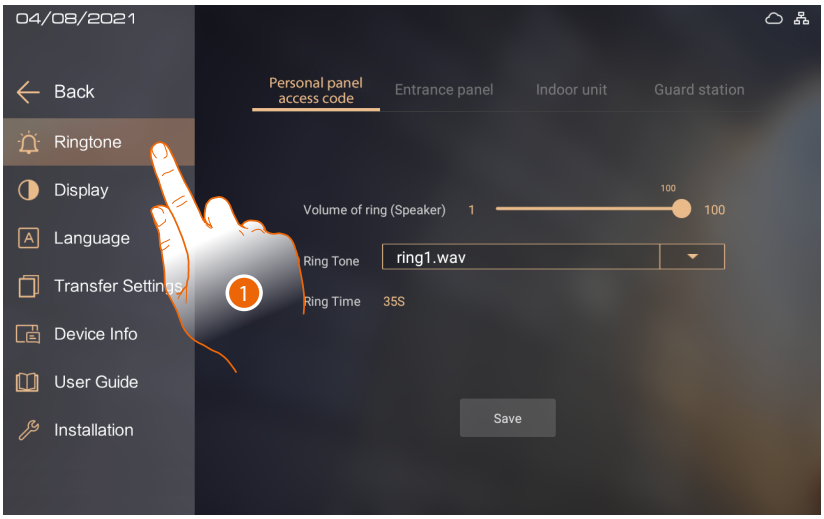
D Status, armed or disarmed

E Name of the device (customisable)
The original name represents the address of the device in the community



User settings

In this section it is possible to perform a wide range of customisations that will enable you to make the most of your GS.
There are further configurations in the Installation section (installer access), accessed by means of an unlock code.



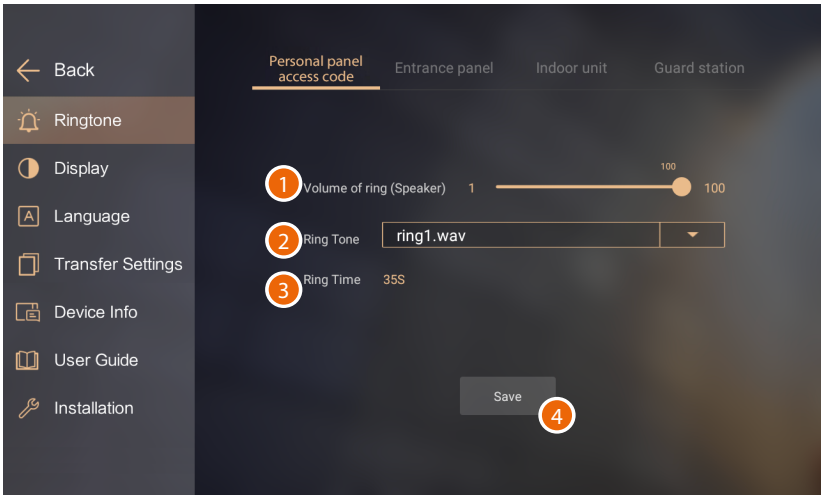
1. Touch the icon for the desired customisation, choosing among:

Ringtone	It sets the ringtones for the incoming calls
Display	It sets the parameters of the display and some functions
Language	It sets the interface language
Transfer Settings	It sets the call transfer
Device Info	It displays different device parameters
User Guide	It displays the QR code to access the documentation
Installation	It sets the advanced parameters (**installer access with unlock code**)

Ringtone

In this section it is possible to set the ringtone parameters for the incoming calls, based on the origin

- Apartment EP
- EP
- IU
- GS



1. Scroll to modify the volume

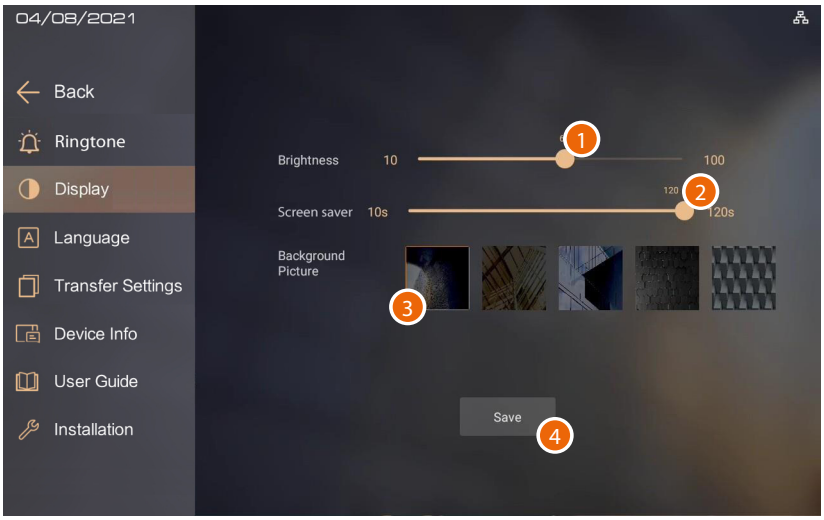
***Note**: the volume adjustment is the same for all sources.*

2. Select the tone
3. Display the ringtone duration time
4. Touch to confirm

If the procedure has been completed correctly, a confirmation message will appear.

Display

In this section it is possible to set different display parameters



1. Touch to modify the display brightness
2. Scroll to set the screen saver activation time
3. Select the display background
4. Touch to confirm

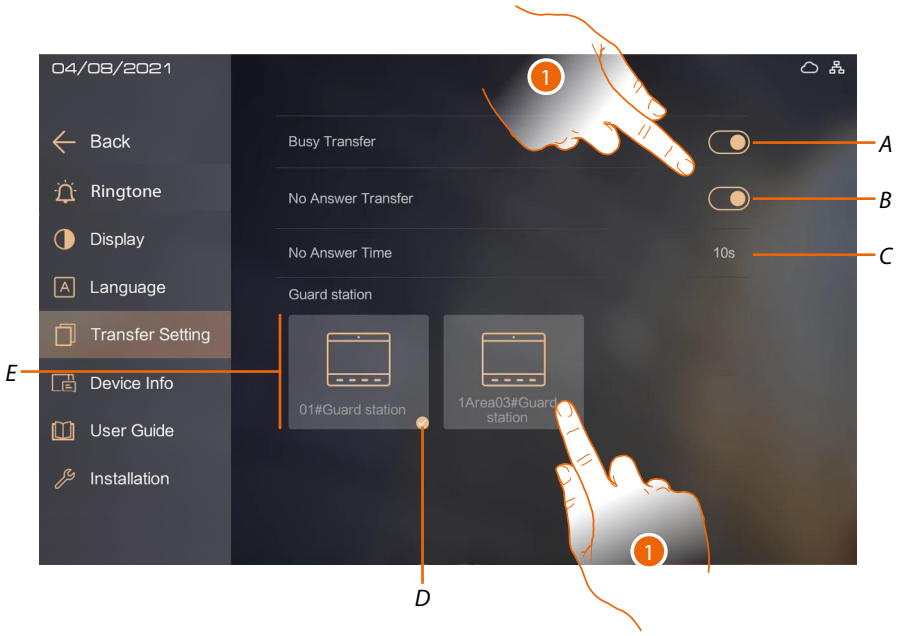
Language setting

In this section it is possible to set the interface language

1. Touch to select the language among the ones available

Transfer setting

In this section it is possible to set the call transfer to other GSs.



A *Enable the transfer when you are in another conversation*

B *Enable the transfer when a call is received and you cannot answer*

C *Set the time after which the call will be transferred if not answered*

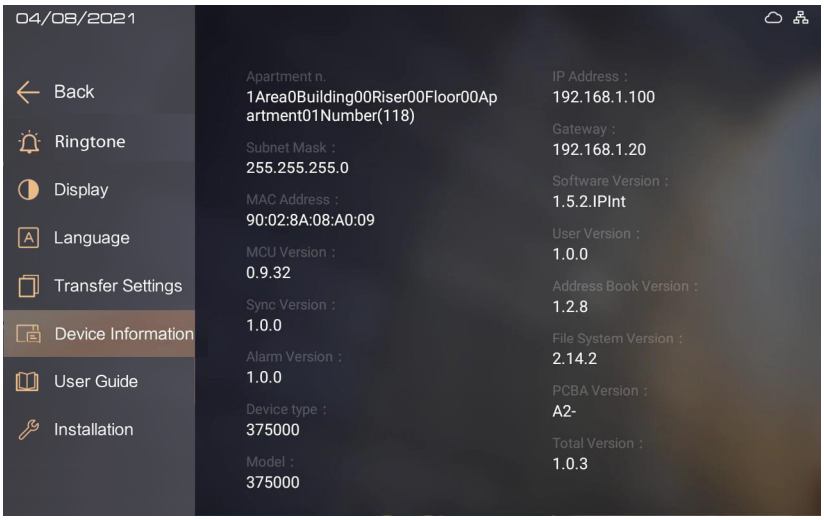
D *Indication of the GS receiving the call*

E *GSs to which to transfer the call*

1. Select the situation that triggers the transfer of the call
2. Select the GS to which to transfer the call

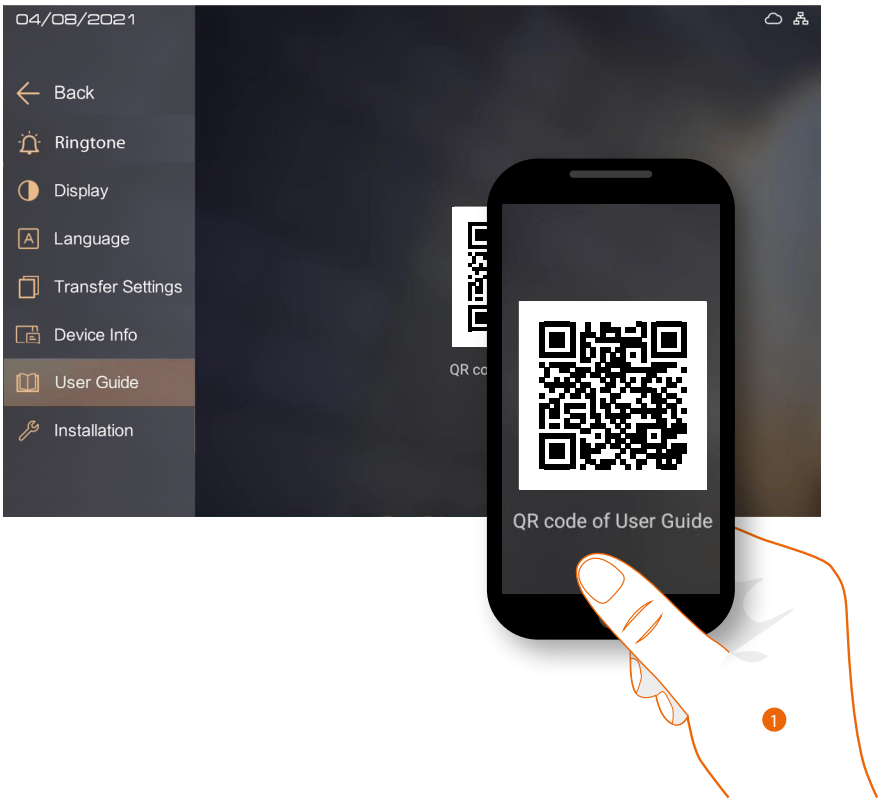
Device information

In this section it is possible to display different device parameters



User guide

In this section it is possible to download this manual using the QR code

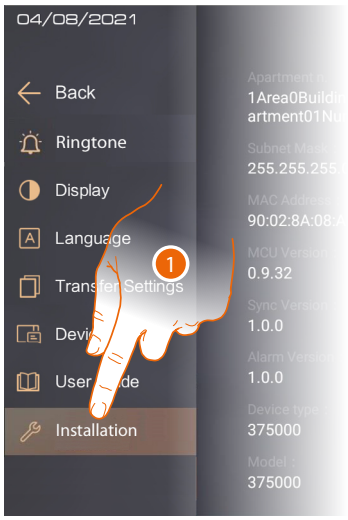


1. Using a smartphone, scan the QR Code

Inside the site, search for the 375000 code and download the manual

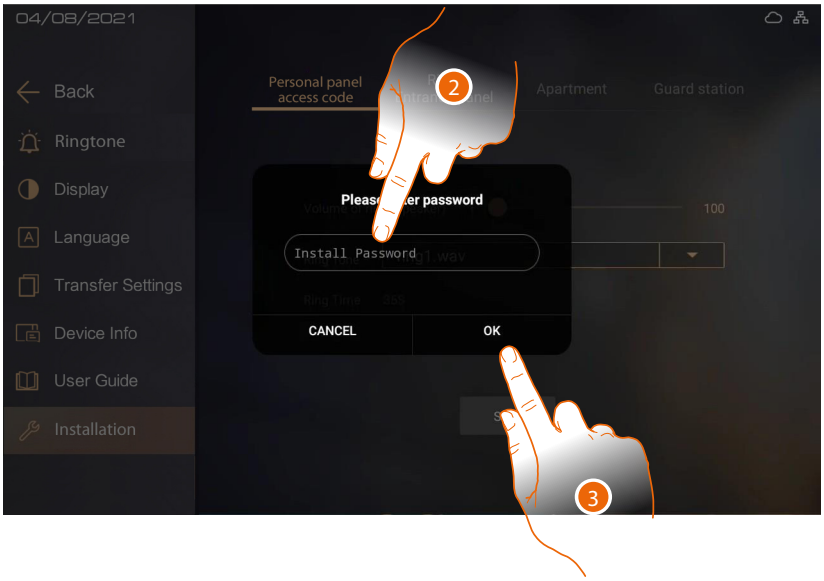
Advanced settings (Installation settings)

In this section it is possible to set different parameters such as passwords, date and time and to perform tests and resets.



1. Touch to modify the advanced settings.

Warning: *access to the Advanced Settings should only be attempted by experienced people, as wrong actions could compromise the operation of the device*

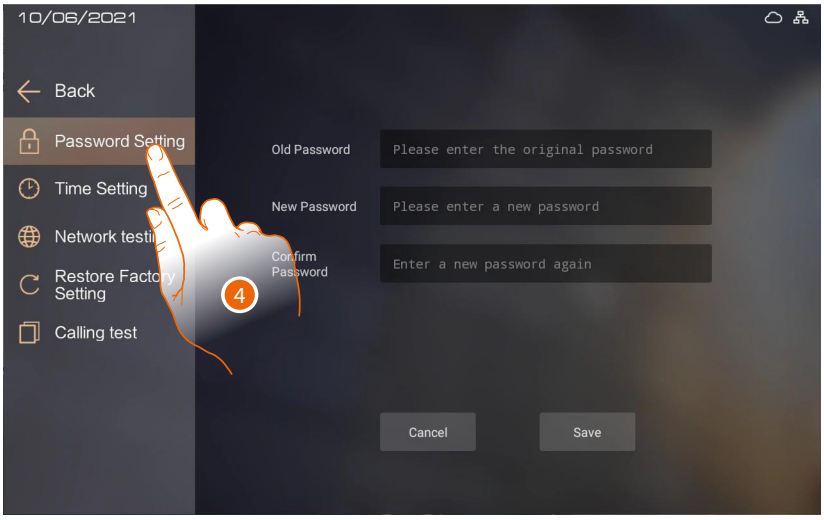


2. Enter the access code (default 1111)

Note*: for safety reasons, modify the code.*

3. Touch to confirm

Note*: it is not possible to enter this section if there are active alarms*

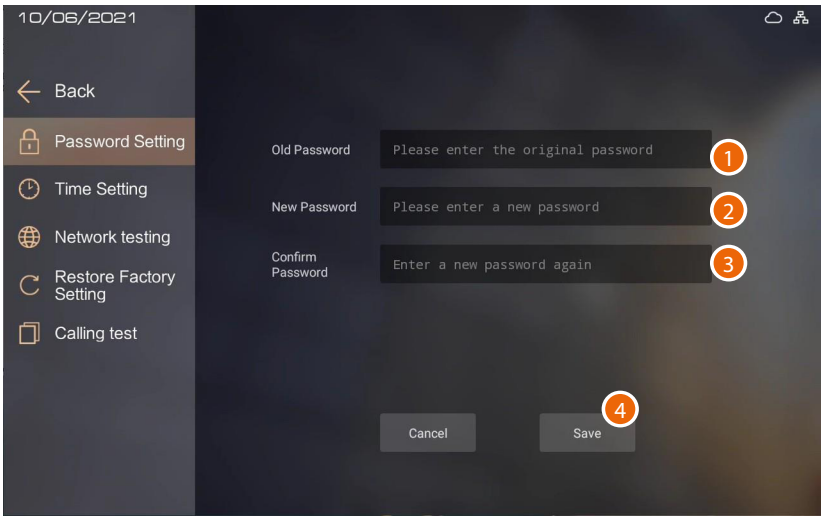


4. Touch the icon for the desired customisation, choosing among:

Password Setting	It sets the installer password
Time Setting	It sets date and time
Network testing	It performs a network test
Restore Factory Setting	It restores the factory values of the device
Calling test	It makes test calls to test the system

Password setting

In this section it is possible to modify the installer password

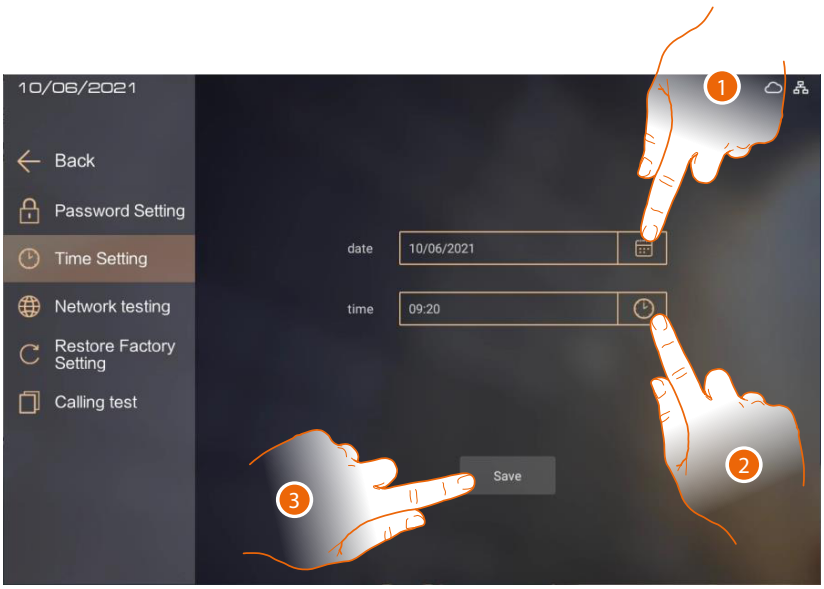


1. Enter the old password
2. Enter the new password
3. Enter the new password again
4. Touch to confirm

Time setting

As default all the devices on the system have date and time aligned with those of the SD. However, it is possible to set the date and time of the single device in this section

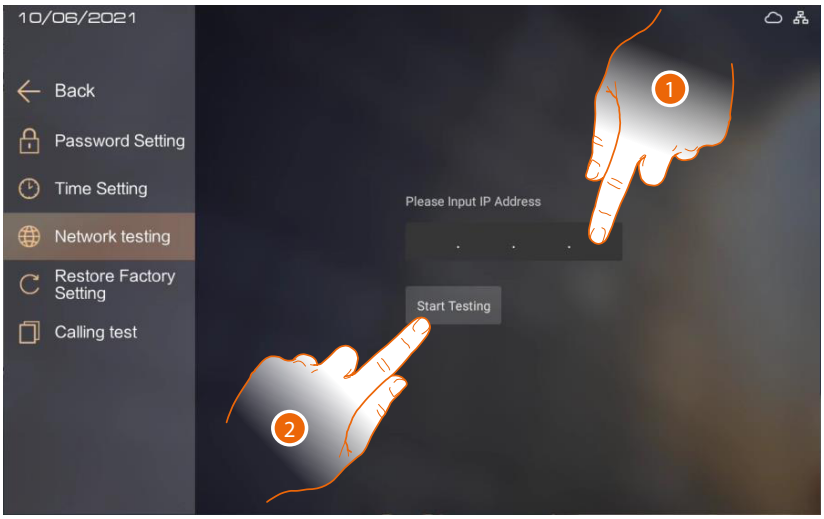
***Note**: you can change the date&time only temporarily.*
During the night the server will realign date&time to the system datas.



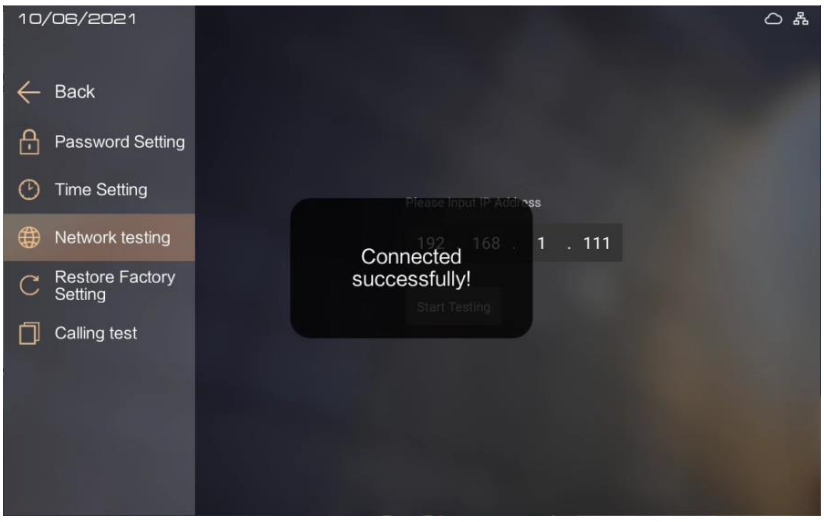
1. Touch to set the date
2. Touch to set the time
3. Touch to save

Network testing

This function performs call tests of devices whose IP address is known.



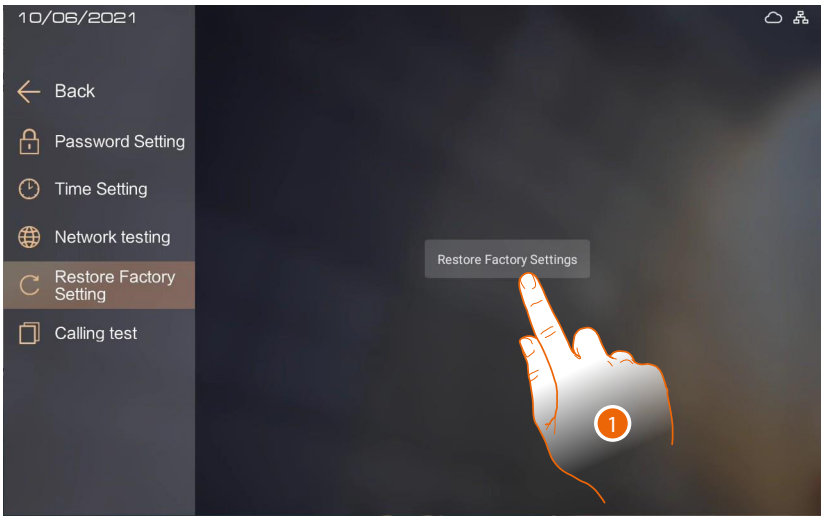
1. Enter the IP address of the device to test the connection.
2. Touch to start the test



If the test is successful, a confirmation message appears

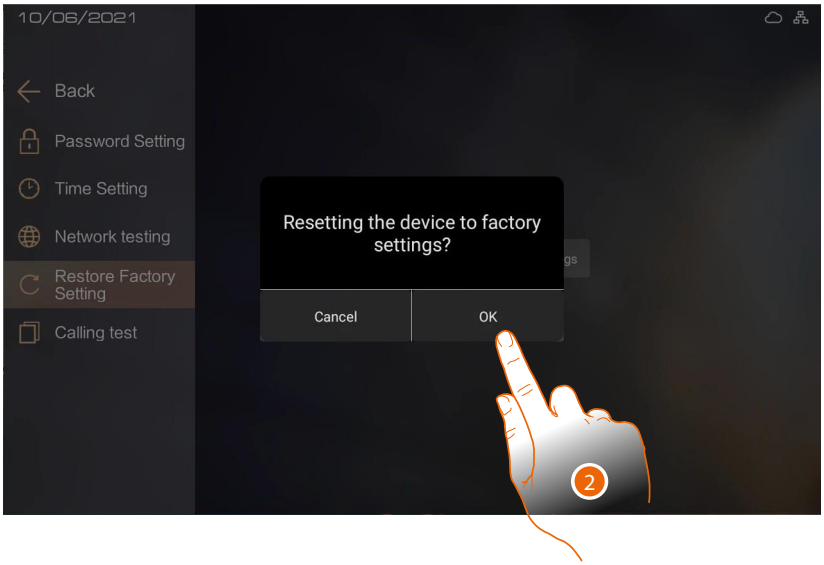
Restore factory settings

In this section it is possible to restore the factory values of the device



1. Touch to start the procedure

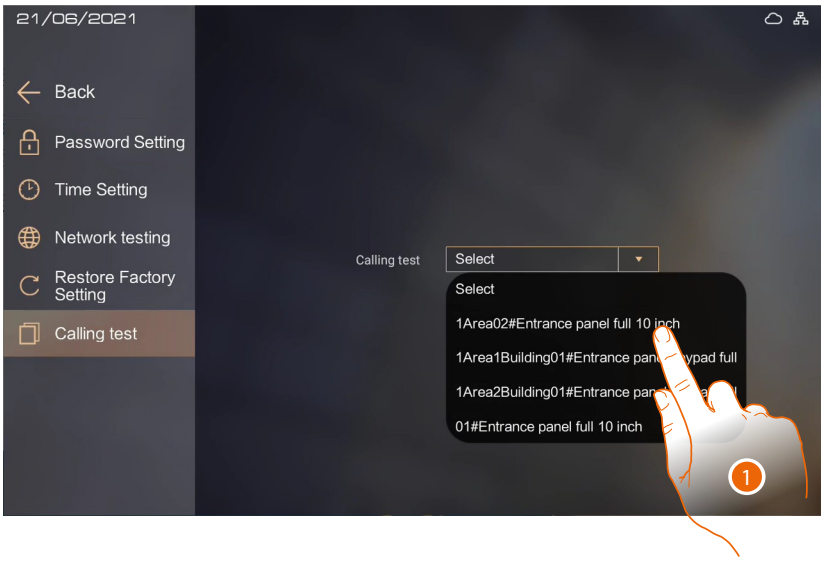
***Warning**: all settings will be deleted and the parameters will be restored to factory values*



2. Touch to confirm

Calling test

This function performs call tests between devices configured in the AB



1. Select the address to make the test call

If the communication is activated, the test has passed.

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