WiFi door station VIDOORA

Item number 7540x

Installation and operating instructions

Content

1 Introduction

Thank you for purchasing our WLAN door station VIDOORA. We ask you to read this manual carefully before installation and commissioning. Please also refer to the relevant sections (see table of contents / glossary) before making any changes to the device.

Since the software may be updated at any time, the contents of this manual are subject to change without notice.

Scope of delivery

- WLAN door station VIDOORA
- Installation material
- Quick Installation and Operation Guide

Verify delivery

- Check the packaging and the contents of the packaging for visible damage.
- If there is visible damage to the packaging, please document it before opening if possible.
- Open the packaging carefully so that you can use it for the return shipment if necessary.
- If any parts are missing or damaged, please contact your dealer immediately.
- **IMPORTANT: DO** not attempt to operate the unit if any parts are missing or damaged.
- If you need to return the device to the dealer because parts are missing or damaged, please use the original packaging.

NOTICE:

The VIDOORA door station does not transmit any personal data - neither to third countries nor to international organisations. If you have missed a call, i.e. have not answered a door call, only the date and time are displayed in the CallMe App in the "Missed calls" menu.

2 Description of the components
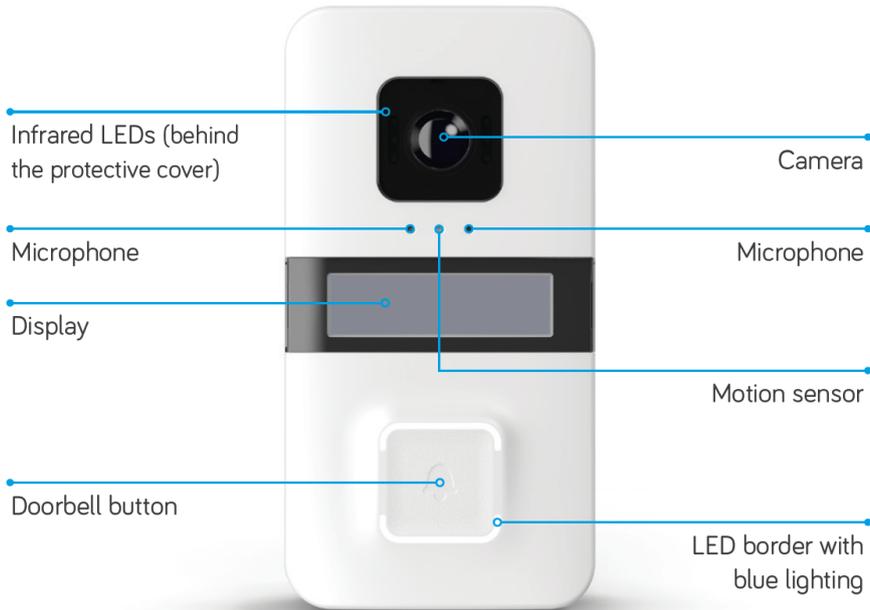
View of the front side

Infrared LEDs (behind the protective cover)

Camera

Microphone

Microphone

Display

Motion sensor

Doorbell button

LED border with blue lighting

Figure 1: Front view

View of the back

Locking device
Angle adapter

Mounting hole
(for wall assembly or
Angle adapter)

Mounting hole
(for wall assembly)

Locking device
Angle adapter

Mounting hole
(for wall assembly or
Angle adapter)
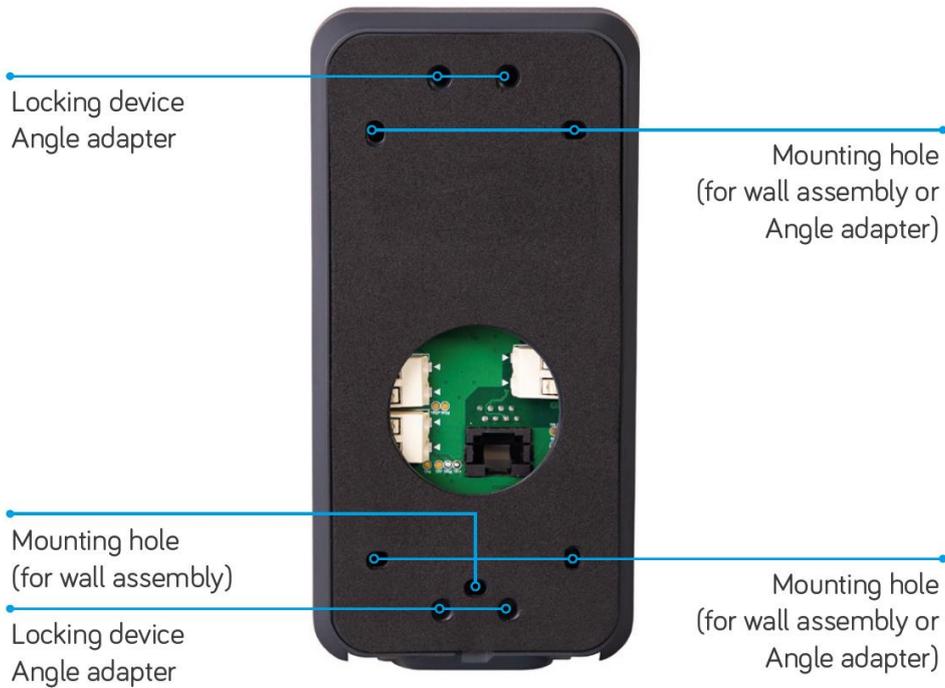
Figure 2: Rear view

View ofthe underside

Housing screw and Programming button

Housing screw

Loudspeaker

Figure 3: Bottom view

View circuit board

Top

QR code to scan in the app (e.g. #28B77C500009#)

Power supply 12 V DC, 8 – 12 V AC

Relay NO contact (door opening)

Relais 1

LAN port (LAN models only)

Relays NO contact (external doorbell)

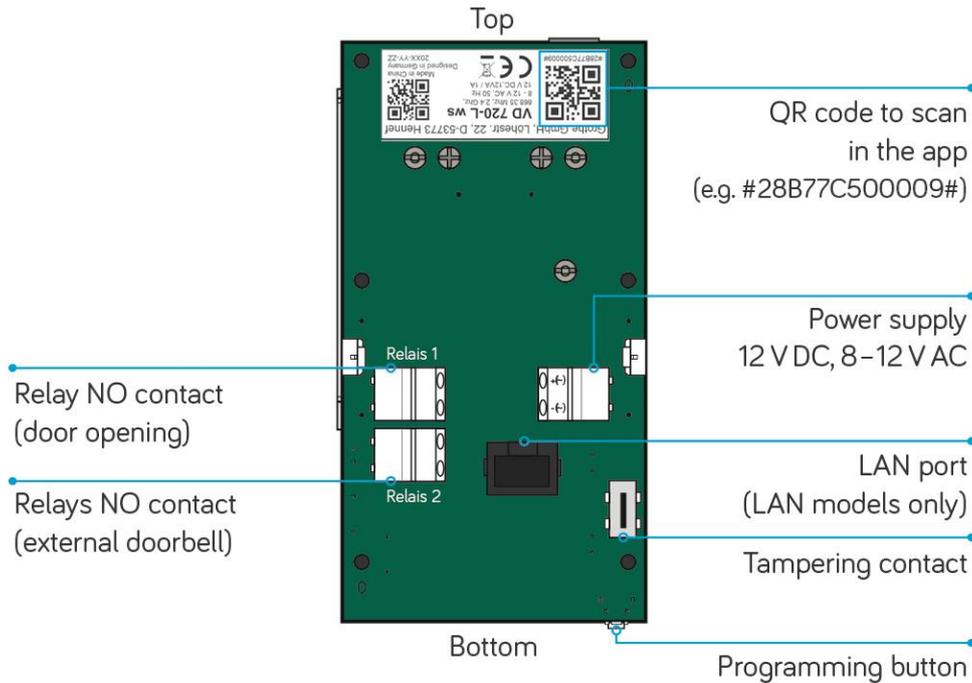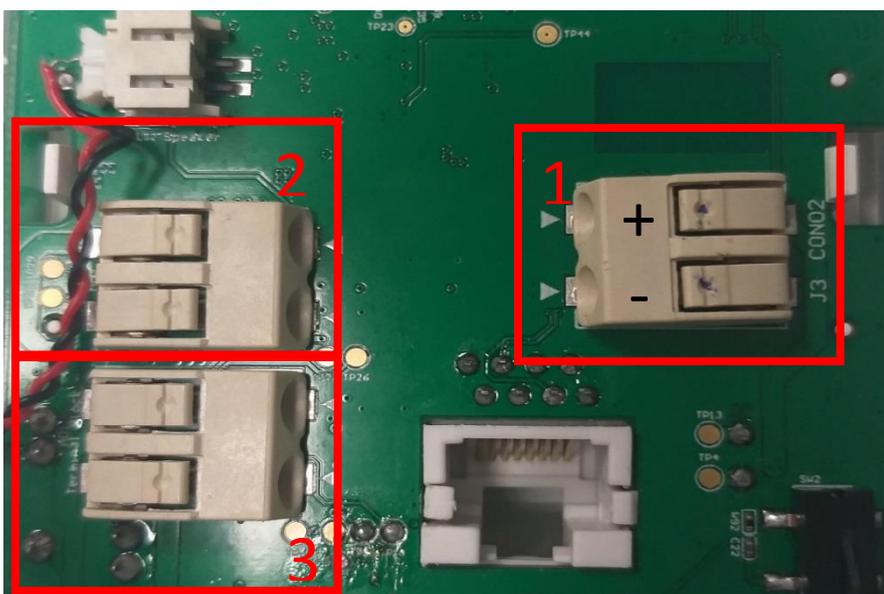Relais 2

Tampering contact

Bottom

Programming button

Figure 4: Overview circuit board

Electrical connections (power supply / relay)

1. Power supply 12 V DC or 8 - 12 V AC
2. ___
3. __relay for connection of an electromechanical gong

Figure 5: Electrical connections

Sabotage contact

On the board of the VIDOORA door station there is a sabotage contact which sends an alarm message as a push message to the CallMe App as soon as a manipulation attempt is made on the VIDOORA. The alarm messages can be called up in the alarm history of the CallMe App.

Figure 6: Alarm history

SD card

- The SD card slot is located at the top edge of the door station on the circuit board at the rear.

- The micro SD card is formatted in low-level format

- The Micro SD card contains the firmware of the VIDOORA WLAN door station.

IMPORTANT: Please do not remove the Micro SD card!

Functions of the programming (reset) button

- Status changes are made via the programming button.

- When the door station is started for the first time, the programming mode is started automatically.

- If you wish to configure the door station differently, reset it or restart it, you must press the programming button.

Figure 7: Position programming button

Desired change	Programming button Action
Reset to factory settings	Press 8 times
Configure	Press 8 times
Switch on programming mode	Operate 4 times
Restart without loss of settings	Press and hold for more than 10 seconds

Good to know:

You can operate the programming button at any time without opening the door station.

To do this, loosen the left-hand screw and simply push a wire with a diameter of about 2 millimetres (e.g. a bent paper clip) through the opening onto the programming button.
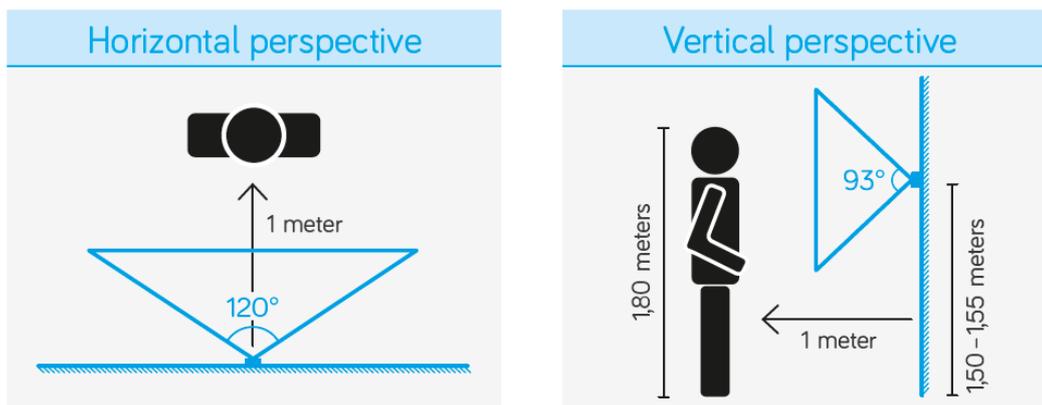
Viewing angle of the camera

Figure 8: Camera viewing angle

Accessible communication on system status

The VIDOORA door station offers functions that provide great support in everyday life, especially for people with hearing or visual impairments. The door station informs the user about the system status

1. via a well audible and understandable voice output

2. by easily recognizable symbols on the display.

	Ringing active	Prompt to speak	Door opens
Indication on the display			
Speech announcement	"Calling now"		"The door is open"

NOTICE:
The VIDOORA door station meets the requirements for barrier-free communication systems.
according to DIN 18040-1.

Figure 9: Device status

Coupling GROTHE radio chime

A GROTHE radio chime (e.g. CALIMA or MISTRAL) can be connected to the VIDOORA door station. When the bell button is pressed, the door station then sends the call to the smartphone as well as a transmission signal to the paired chime.

Instructions for pairing the radio chime and VIDOORA can be found in the installation and operating instructions for the respective radio chime. VIDOORA is used as a bell button in the process.
No further setting is necessary at the VIDOORA door station.

Teaching in a radio chime (LEARN function): Set the Grothe chime gong to learning mode and press the bell button on the previously programmed VIDOORA.

3 Mounting

The VIDOORA door station can be mounted on the house wall in two ways. Select the mounting type that suits you and follow the instructions in the corresponding subchapter.

Wall mounting
The back of the enclosure is mounted directly to the wall.
Mounting on flush-mounted box
The back of the housing is placed on a standard flush-mounted box with a diameter of 60 mm.

3.1 Wall mounting

Open housing

- Loosen the two screws on the bottom of the housing.
  Keep the screws and the top part safe until you need the parts again.

- Carefully unfold the underside (see the following figure, point 1).

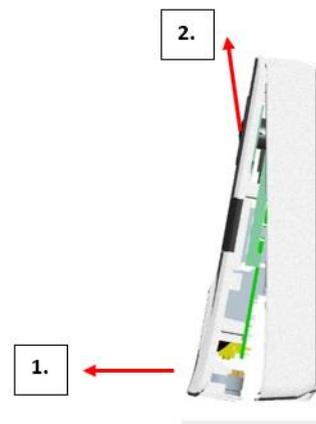- Carefully pull the upper part of the housing upwards (see following figure).

Figure 10: Bottom side of housing

Figure 11: Removing the upper part of the housing

…and mounting on the wall

- Select a location in the entrance area with an unobstructed view of the desired camera image section (see also illustrations of viewing angles).

  IMPORTANT: THE wall surface should be flat.

- Mounting 150 to 155cm from the floor. (lower edge of VIDOORA door station).
  Please adhere to this specification as far as possible so that the camera's viewing angle is optimally utilised.

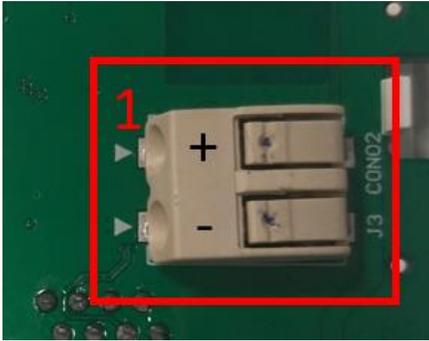- Please mount the backside with the included dowels and screws to the wall.

Figure 12: Fastening lower part

9Connect

Connect the door station to the power supply.

IMPORTANT: Observe the connections and voltage ranges as shown in the table.

Figure 13: Power supply

Connection to the upper terminal	~ (+)
Connection to the lower terminal	~ (-)
Voltage ranges for DC voltage	12 V DC
Voltage ranges for AC voltage	8 - 12 V AC, 50 Hz

Table 3: Power supply

10BConfigure

Configure the door station in the app CallMe app (see chapter 6).

11Check and adjust

Check that the integrated camera correctly detects people in the entrance area.

Good to know: If the result is not satisfactory, you can change the viewing area by using the mounting brackets, which are optionally available.

Last but not least: Now remove the protective film. This is not necessary for daily operation, as the surface of the door station is protected against everyday weather influences.

3.2   Mounting on flush-mounted box

Open housing

- Loosen the two screws on the bottom of the housing.
  Keep the screws and the top part safe until you need the parts again.

- Carefully unfold the underside (see the following figure, point 1).

- Carefully pull the upper part of the housing upwards (see following figure).
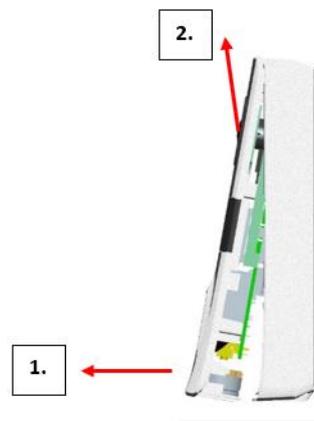

Figure 14: Bottom side of housing

Figure 15: Removing the upper part of the housing

Placement and mounting on the flush-mounted box

- Select a location in the entrance area with an unobstructed view of the desired camera image section (see also illustrations Viewing angle).
  Important: The wall should be flat.

- Mounting 150 to 155cm from the floor. (lower edge of the VIDOORA door station
  Please adhere to this specification as far as possible so that the camera's viewing angle is optimally utilised.

- Break out the pre-punched mounting holes in the back cover with a suitable tool
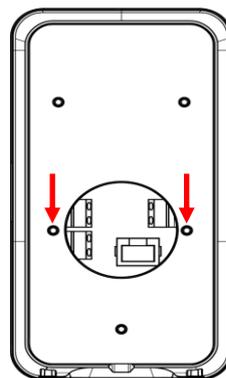
Figure 16: Mounting holes flush-mounted box

- Mount the rear panel on the flush-mounted box using suitable screws.

Figure 17: Fastening lower part

Connection power supply

Connect the door station to the power supply.

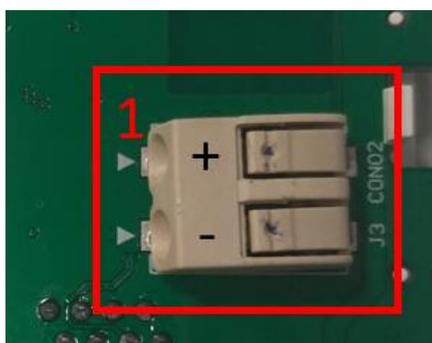**IMPORTANT:** Observe the connections and voltage ranges as shown in the table.

Figure 18: Power supply

Connection to the upper terminal	~ (+)
Connection to the lower terminal	~ (-)
Voltage ranges for DC voltage	12 V DC
Voltage ranges for AC voltage	8 - 12 V AC, 50 Hz

Configure doorstation

Configure the door station in the app CallMe app (see chapter 4).

Check and adjust.

Check that the integrated camera correctly detects people in the entrance area.

Good to know: If the result is not satisfactory, you can change the viewing area by using the mounting brackets, which are optionally available.

Last but not least: Now remove the protective film. This is not necessary for daily operation, as the surface of the door station is protected against everyday weather influences.

4 Configuration

4.1 Register or create a user account on sip.urmet.com

To configure the VIDOORA door station, first download the CallMe app to your smartphone. The app is available free of charge in the App Store (iOS) and the Google Play Store (Android).
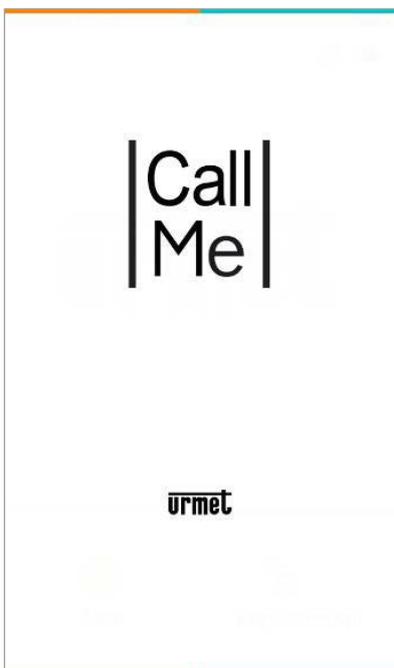All of the following images are from the Android version, similar to the iOS menu navigation.

Start the CallMe app and wait until the start page (see figure) appears.
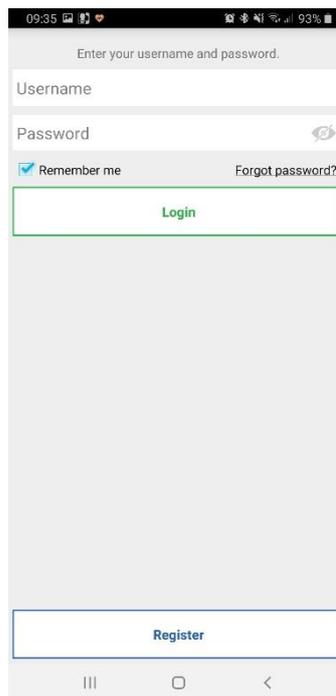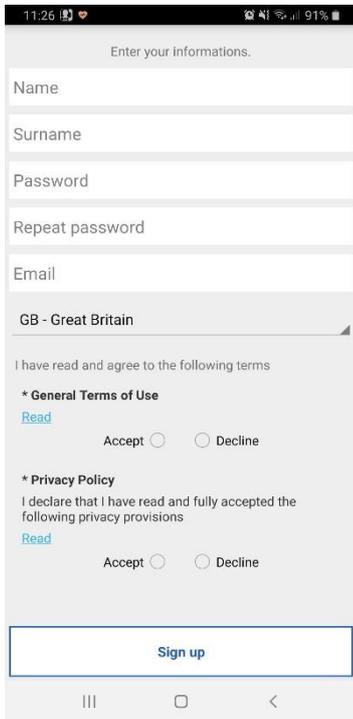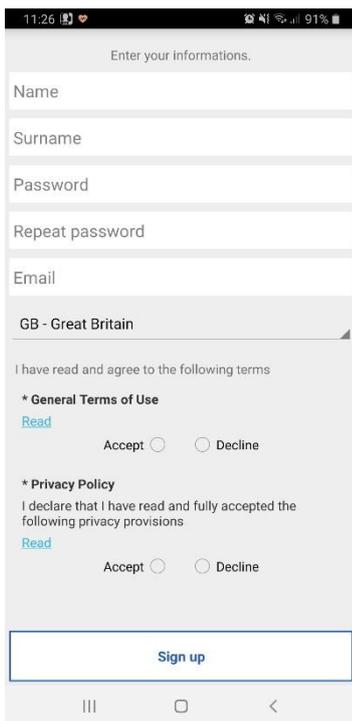Sign in to the CallMe app with an existing account, or create a new account.

Figure 19: Urmet CallMe App

Figure 20: Start page Urmet CallMe App

Select "*Register*" from the menu and the following window will appear for you to enter your registration data.

Figure 21: Registration page Urmet CallMe App

1. You are a new user, please enter your personal data including your e-mail address here.

2. Please enter the country in which you use the CallMe app and confirm the use, as well as data protection regulations.

Figure 22: Registration page Urmet CallMe App

NOTICE:
- A user account can be registered on a maximum of four smartphones.
- Your user account can be registered on multiple call forwarding devices.

Password for new user account

When creating a new user account for the CallMe app, keep the following guidelines in mind when assigning a password:

- At least 6 characters
- at least 1 capital letter
- at least 1 lower case letter
- at least 1 number
- at least 1 special character
- The name of the user must not be included.

Afterwards:

- tick the boxes next to "**Terms of use**" and "**Privacy policy regulations**" to confirm your acknowledgement / consent.
- press "**Sign up**".
- You will receive an e-mail to the address you entered. If you have not received an e-mail, please also check the spam folder in your mailbox.
- Activate the validation link in the email sent to you.
- End the process with "End".
- From now on, you can access the CallMe app via your user account.

Access to an existing user account

If you have already created a user account on sip.urmet.com (e.g. on another smartphone), you can register it for the app.

Enter your login details on the start page:
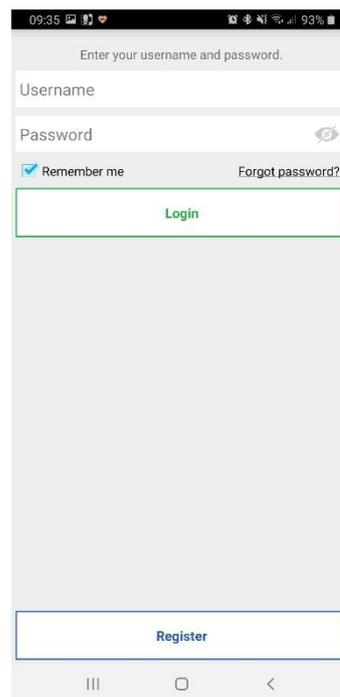— Username
— Password

Figure 23: Armet CallMe App home page

Manage user account

In this menu you can check the account settings and change your password.
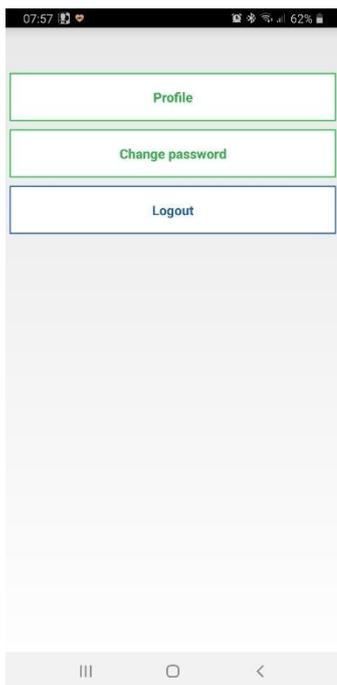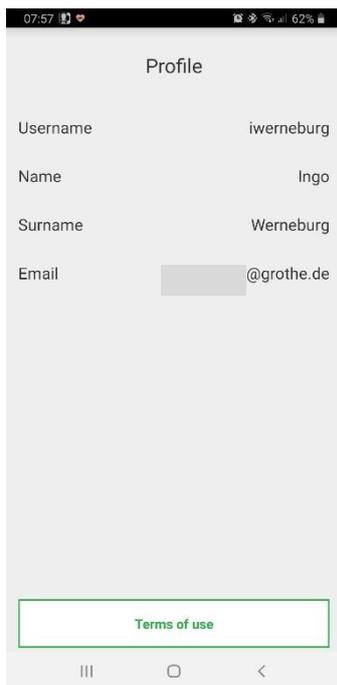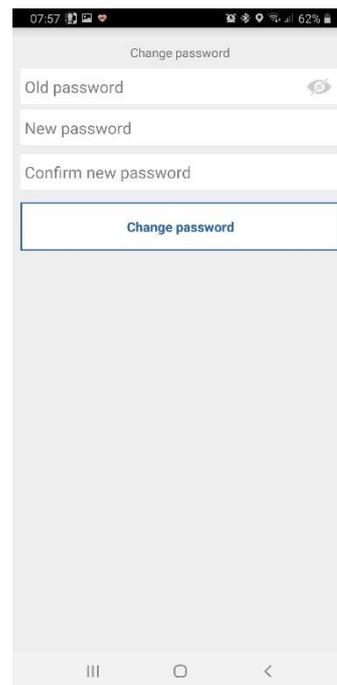

Figure 24: User settings

Figure 25: User profile

Figure 26: Password change

4.2   Configuration in the CallMe app

You must be registered in the CallMe app to be able to configure your door station in the app. Please refer to chapter 4.1 on how to create a user account or log in to the CallMe app.

Attention: BE sure to use the user account of the end user already during the configuration! As soon as the door station has accepted the settings, all calls are forwarded to the user account used during the configuration phase.
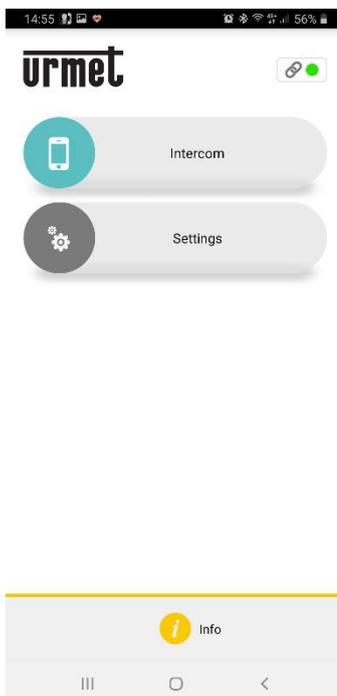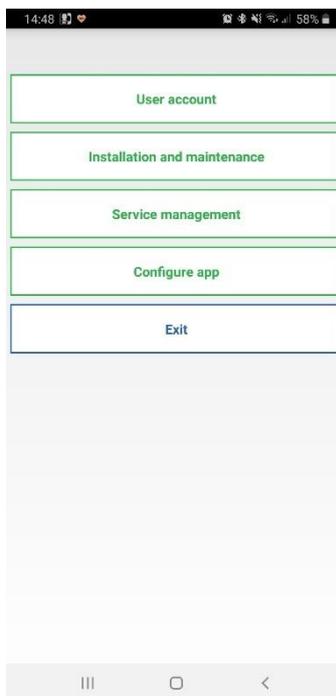

Select the "**Settings**" menu item.

Select the item "**Installation and maintenance" in** the "Settings" menu to start the configuration of the VIDOORA door station.
Note: For smartphones with the Android operating system, click on the "**Device configuration**" menu item on the next page.

Figure 27: Start menu CallMe before configuration

Figure 28: Settings menu interface

At the door station

Switch on the power supply of the door station.

> **ATTENTION:** When the device is switched on for the first time, it is already in configuration mode (after approx. 30 seconds, the blue LED border of the bell push button starts to flash and you will see "Configuration" on the display.
> **If the door station does not flash and does not display "Configuration":** Press the programming button on the bottom of the door station 4 times to start the configuration mode. The blue LED border of the bell push button flashes and you will see "Configuration" on the display.

Figure 29: Device configuration

Start configuration

In the "Installation and Maintenance" menu, press the "**7540x**" button (part number VIDOORA) to start the configuration in the app.


Figure 30: Scan QR code
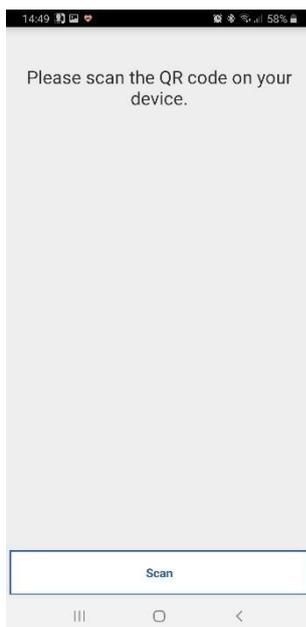
Scan QR code

To start the configuration, first scan the QR code on the door station. To do this, press the "**Scan**" button in the Android version.

The camera of the smartphone is activated. Now scan the QR code by holding your smartphone over the QR code on the back of the circuit board so that it can be seen in the camera cutout.
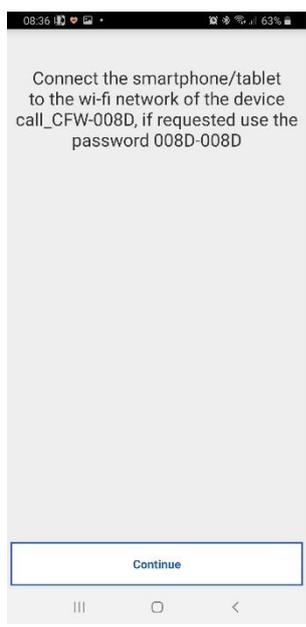
The smartphone now scans the code of your VIDOORA to assign the door station to your user account.

Figure 31: Configuration
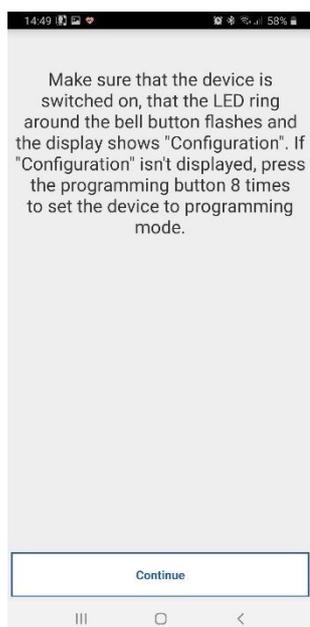
After checking the instructions, press the "**Continue**" button.

Figure 32: Example connection with the VIDOORA
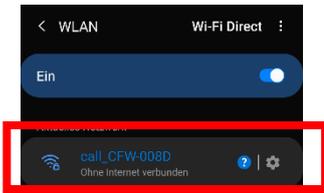
Hotspot door station

1. Activate the WLAN connection on your smartphone (if it is not activated).

2. Exit app, but without closing it (Android - left arrow, iOS via home button).

3. VIDOORA creates a WLAN hotspot "VIDOORA_CFW-xxxx".

4. Connect your smartphone to the WLAN hotspot "VIDOORA_CFW-xxxx".
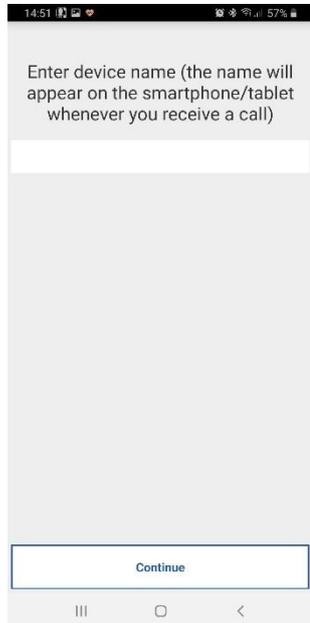
Figure 33: Hotspot VIDOORA

WLAN password

Enter the **WLAN password if** it is requested. The password consists of the **last four characters of the WLAN name**, repeated after the separator "-".
Example (see Figure 33): 008D-008D

Go back to the already open app if the connection was successful.

Figure 34: Name door station

Set names

Now define the name of the door station to be displayed on the smartphone for an incoming call.

Press "**Continue**".

Set option for connection type

Standard: The device is connected wirelessly to the router.

Cable: Selection when the door station is connected with a network cable.

Wireless: Select the WLAN access point and enter the password.

Advanced (only in Wireless option): Here you assign the WLAN access point and the encryption method manually.

Continue with "**Next**

WLAN access point
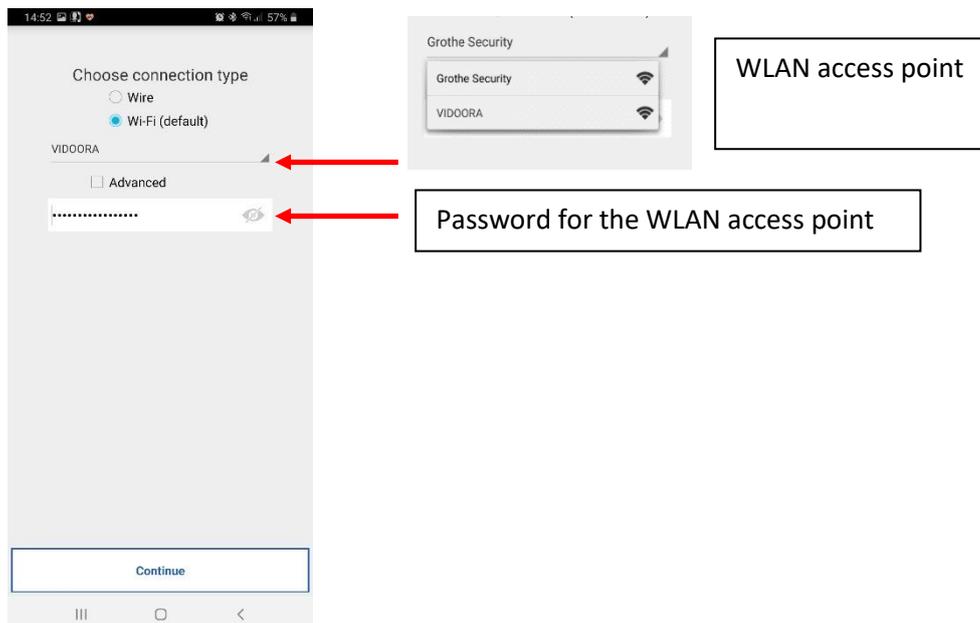
Password for the WLAN access point

Figure 35: Connection type

Define WLAN time periods

You can define up to two time periods in which the WLAN connection is automatically deactivated and reactivated, e.g. for the night hours.
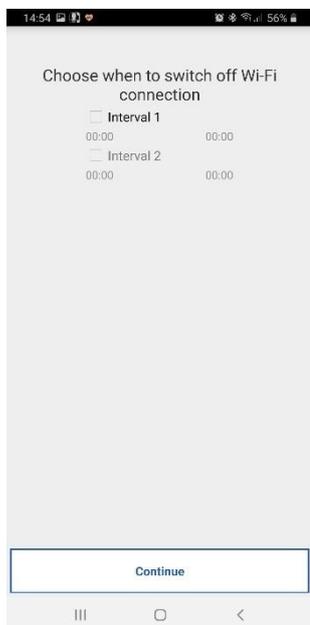
Press "*Continue*".

Figure 36: Switch-off times

Set IP Addressing Option

Default: The device obtains its IP address via DHCP

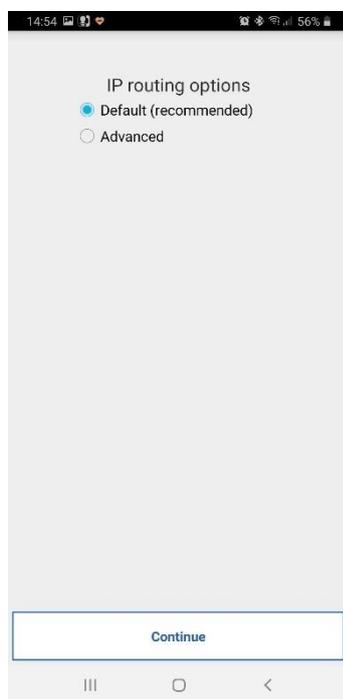**Advanced**: You assign the IP address manually.

Continue with "*Continue*"

Figure 37: IP Address Option

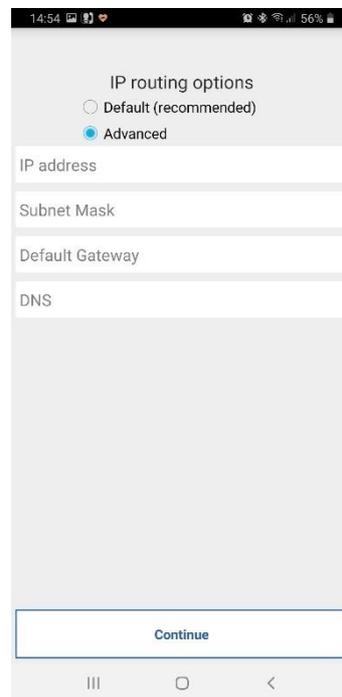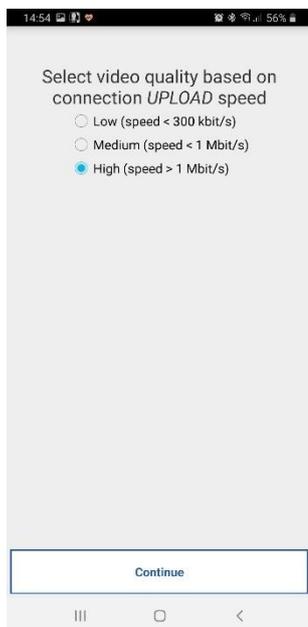*Figure 38: IP address option manual*

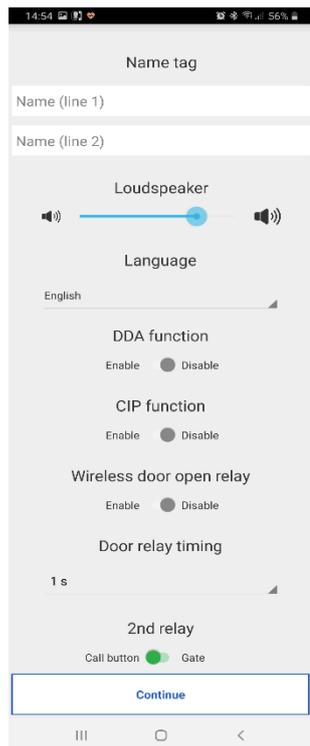## Set video quality

Figure 39: Video quality

Set the video quality for displaying the video.

Please select a value here that corresponds to your interconnection or your data volume.
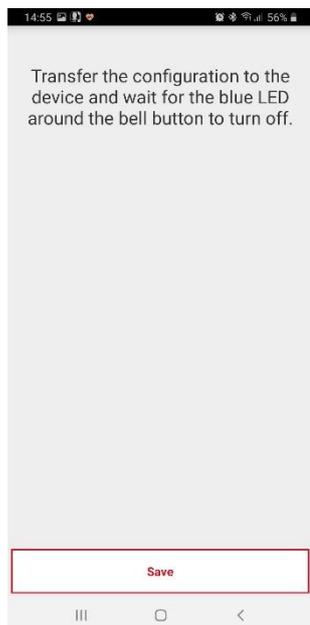
Continue with "*Continue*".

Set relevant door station parameters

You can define various additional parameters for the VIDOORA door station.

Name tag	Name that appears in the display (Two lines, max. 14 characters per line)
Loudspeaker	Volume of the loudspeaker in the door station
DDA function	Display and voice output for the system status (barrier-free communication)
CIP function	When the doorbell rings, an alpha tone is emitted at the door station; the visitor thus receives confirmation that the door call has been made.
Radio door opener relay	The Grothe radio door opener relay (to be installed optionally) is activated when "Open door" is pressed in the app after call acceptance.
Door relay time	Time for activation of the door opener
2nd relay	When the bell button is pressed, the door station activates the second relay at the same time as the call to the smartphone, e.g. for an electromechanical chime.

Figure 40: Door station parameters

Transfer all set parameters to the door station by completing the configuration with the "*Save*" button and in the next window with "*Continue*".

The door station then performs a restart as soon as the data has been transferred and connects to the specified network.
Important: The door station is only ready to start after the name entered has been displayed.

Figure 41: Transfer settings

5 CallMe App

Urmet's CallMe app (version 3.0 and above) gives you multiple options as a registered user. You can:

- receive a video call (picture and sound) or an audio-only call from a door station to see and hear or, in the case of an audio call, to hear only who rang.
- have an audio conversation with the visitor at the front door
- answer the front door
- Activate the self-activation (menu item Cameras) to automatically see the live images of the door station on the smartphone.
- Make intercom calls to other smartphones connected to the same user account
- view missed calls
- view the alarm history

Important requirements

In order to receive calls from the door station (generally video intercoms) on the smartphone, the following requirements must be met.

- You need to install the CallMe app on the smartphone where you want the calls to come in.
- Be sure to activate the receipt of notifications for the CallMe app on your smartphone (see your smartphone's app settings help).
- The app must be open.
- Set the app to always be active in the background. To do this, deactivate apps that optimise the battery usage or energy saving of the smartphone, as these could impair the functioning of the app when the screen is switched off (background) or put the app into sleep mode.
- You must have an appropriately configured user account.
- A correctly installed and configured VIDOORA door station capable of establishing an Internet connection.
- A good quality internet connection must be available.
- The app requires the following permissions:
  - Access to photos, multimedia content and files on the device
  - Record audios
  - Take photos and videos
  - Make and manage phone calls.
- Make sure that no applications such as antivirus programs are active on the smartphone that could interfere with the operation of Urmet's CallMe application, or set exceptions for the CallMe app.
- Check that the data contract used on the smartphone does not block VoIP streams. If this is the case, contact your provider or change the contract if necessary.

5.1 Call input

On devices with IOS/Android system version 10 or higher
- Your smartphone rings when you receive a call from the door station.
- In addition, you will see a notification on your smartphone
- Click on the notification to view the incoming call in the CallMe app.

On devices with Android system version 9 or lower
- Your smartphone rings for one minute when you receive a call.
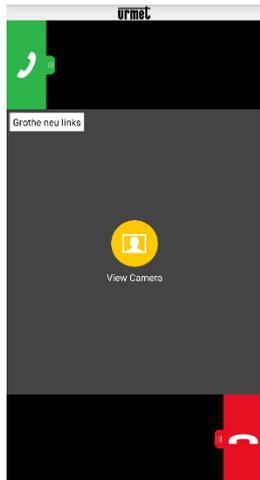- You will immediately see the "Incoming call" view.

Figure 42: Call input

answer the phone

Slide the green handset 📞 on the display from **left to right**.

If you do not want to answer the call directly, first use the picture view to check (see option xx).

Good to know:
If you turn on a Bluetooth audio device (already connected to your smartphone) when you receive a call, the call will be recorded automatically.

Reject call

Slide the red handset 📞 on the display from **right to left**.

Good to know*:*
If the call is declined using a smartphone,
- the call can be answered on other connected devices (indoor call station or other smartphones).
- can also be activated without answering the visitor directly.

Figure 43: Image view

"Select "Image view

Select "***Image view***" to be able to see only the visitor's image without having to reply to them yet.
In this way, first check who is ringing your doorbell without the visitor knowing.

If several smartphones are connected to VIDOORA via the same user account, the "Image view" function can be activated on all smartphones simultaneously.

5.2 Conduct a conversation

As soon as you accept the call, communication with the visitor takes place via the smartphone's loudspeakers and microphone.

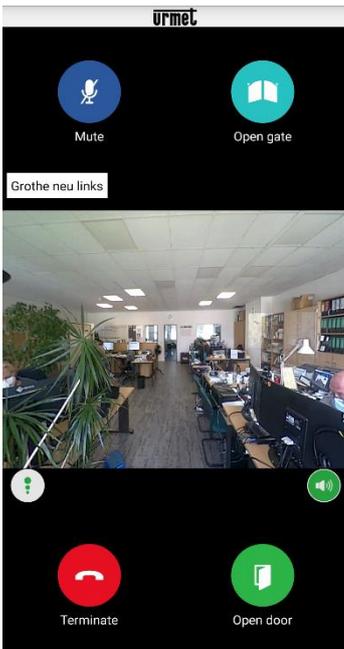In the call view you will see various selection options.

Figure 44: Conversation

Sound/voice quality	Audio output Hands-free or via telephone handset
Voice quality indicator	Button for switching between hands-free and handset mode
The icon indicates the quality of the call, which depends on the smartphone's Internet connection.	• The audio output is always started via the loudspeaker. Stop the handsfree function by tapping the loudspeaker icon. • Tap again to use the handsfree function again.
High Medium Low	**Good to know**: If you connect a Bluetooth audio device or plug in headphones during the call, the call is transmitted on the last audio device connected or plugged in.
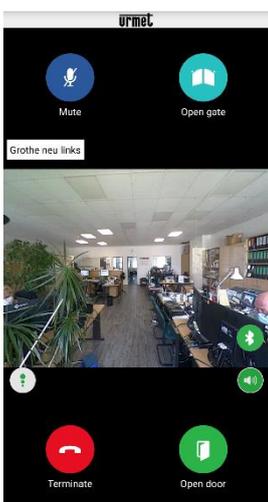
Audio output via Bluetooth

If you have paired a Bluetooth audio device with the smartphone, the call is transmitted via the Bluetooth audio device.

Bluetooth transmission icon

To make the call via the handset, you have the following options:

• Tap the icon
•Terminate the Bluetooth connection
• Turn off the Bluetooth audio device.

If you do want to make the call via Bluetooth again

• tap the icon again
• If necessary, reactivate Bluetooth on the smartphone beforehand.
• If necessary, switch the Bluetooth device on again first.

Figure 45: Bluetooth

Mute

Button to mute the own audio channel.

- The microphone is active by default. Tap the icon to mute the microphone on your smartphone.
- Tap again to unmute.

Open door

Open **door** button opens the front door

Button to open the **gate** at the entrance

- Tap on the corresponding symbol if you want to open the door or gate at the entrance.

End call

Button to end the call
Tap the icon to end the call.

Good to know:

The call is automatically ended after approx. 2 minutes.

Special feature Telephone line busy

A visitor rings so that a call goes out from the door station. You are currently conducting a telephone conversation with the smartphone.

- The call from the door station is then not indicated acoustically and optically (is not successful).
- the corresponding notifications are not displayed in the Urmet CallMe app.

If you are conducting an intercom conversation with the smartphone, they will be interrupted by the telephone call from the door station.
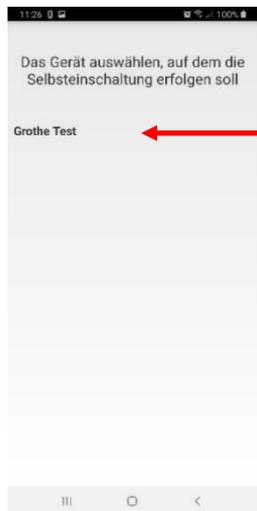
5.3 Display camera images

This function displays the live images from all integrated door stations on the smartphone.

To activate the function, tap the "**Cameras**" button on the CallMe app home page.

Figure 46: Cameras

Door station selection

Select which door station is to be used for the automatic switch-on.

Figure 47: Device selection

Self-activation

If you have activated the "**Self-activation**" function, you will see the following view when the call forwarding device has sent an image.

Figure 48: Device selection

Self-activation

Once displayed, it is no longer possible to switch to the display of the next door station and the "**Cameras**" button is replaced by the "**Mute**" button, which allows the audio channel to be deactivated.

The "**Open door**" button opens the entrance door, while the "**Open gate**" button opens the gateway.
To end the call, press the "**End**" key.

Click the icon to activate the call and start audio communication with the displayed remote party.

5.4   Missed calls

Figure 49: Missed calls

"**Missed calls**"

Select the button on the app's home screen to open the list of missed calls.

This menu item is only displayed if you have missed a call.

Call forwarding device and smartphone synchronize the list of missed calls:
- within a few seconds after opening the notification
- after each start of the app
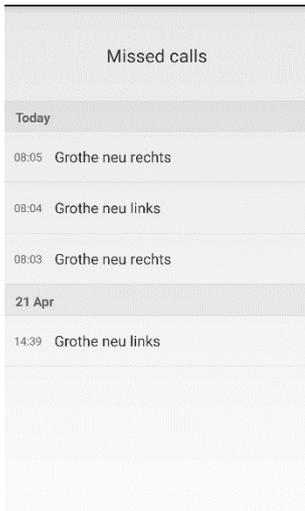- after changing the access data

Figure 50: Missed Calls List

The list shows the last call that was not answered.

- Using the drop down menu ▼ (" " for Android and ">" for IOS) you can

- you can display the chronology of missed calls from the door station.

- A maximum of 30 missed calls are displayed.

- If another call is missed, the oldest call in the list is overwritten.

- Each missed call is displayed with date and time.

Note: THE missed calls list does not include missed intercom calls between individual smartphones.

Good to know:
- You cannot delete the history of missed calls.
- If several smartphones are registered and connected to the same user account, an identical history of missed calls is displayed synchronously for all smartphones.

Figure 51: Alarm history

5.5 Alarm history

 "**Alarm log**"

Select this button from the app home screen to open the alarm history.
Alarms are generated when the tamper contact at the door station has been triggered by vandalism.
This menu item is only displayed if a sabotage attempt has taken place and an alarm has been generated by the door station as a result.

Call forwarding device and smartphone synchronize the list of alarms
- within a few seconds after opening the notification
- after each start of the app
- after changing the access data

Figure 53: Alarm history list

The list always shows the last alarm received.

- Using the drop down menu ▼ (" " for Android and ">" for IOS) you can view the chronology of alarms received.

- A maximum of 30 alarms are displayed.

- If there is another alarm, the oldest alarm in the list is overwritten.
- Each alarm is displayed with date and time.

Good to know:
- You cannot delete the history of alarms calls.
- If multiple smartphones are registered and connected to the same user account, an identical history of alarms is displayed synchronously for all smartphones.

5.6 Intercom function between smartphones

"Intercom"

Select the button in the app to use the intercom function.

- Calls are forwarded to smartphones that are logged into the CallMe app with the same user account.
- The call is also forwarded in broadcast mode to all smartphones that are logged in with the same user account.
- The call is made via the smartphone used to answer the call.

Figure 54: Intercom

Receiving an intercom call

Slide the green handset from left to right to answer an incoming call.

When the call is answered, you can communicate with each other using your smartphone.

The center screen area of the smartphone has a black background.

The "**Open gate**" and "**Open door"** buttons are present but do not work.

Good to know:
Intercom calls are automatically terminated after approx. 2 minutes.

Figure 55: Input Intercom Call

5.7 Settings of the CallMe app

"Settings"

You can customize the app according to your preferences. To do this, tap the "Settings" button.

In the next menu, tap on "App configuration" (see figure on the left).
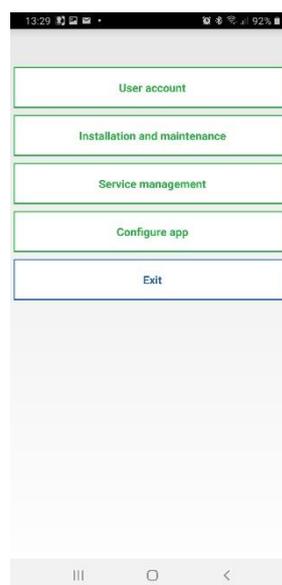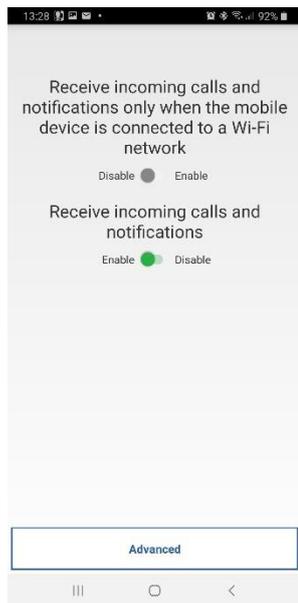(see illustration on the left).

Figure 57: App configuration

Figure 56: Settings

Receive calls and notifications only on the Wifi network

Figure 58: Calls WLAN network

To conserve the data volume of your smartphone, set calls and notifications from your door station to be received on the smartphone only when there is an active connection to a Wi-Fi network.

Missed calls and notifications are displayed as soon as the smartphone connects to a wifi network.

Manually disable / enable calls and notifications

- Position the slider on "Disable" to stop receiving calls and notifications.
- Position the slider on "Activate" to receive calls and notifications again.
- The function remains activated or deactivated until you change the setting.
- Missed calls and notifications are displayed as soon as you reactivate the function.
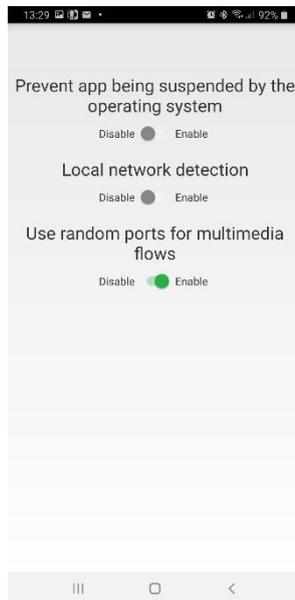
Good to know:
As a reminder, the status icon on the Home screen is yellow/orange while receiving calls and notifications is disabled.

Prevent the app from hibernating

Figure 59: App Configuration, Advanced
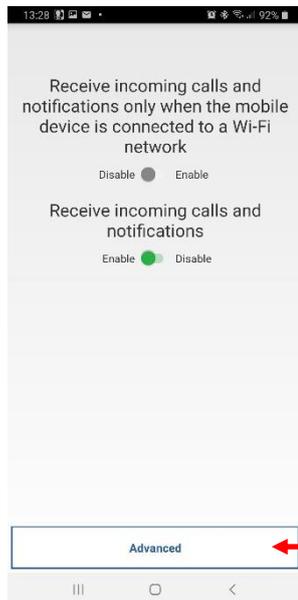
Tap on the "Advanced" button.
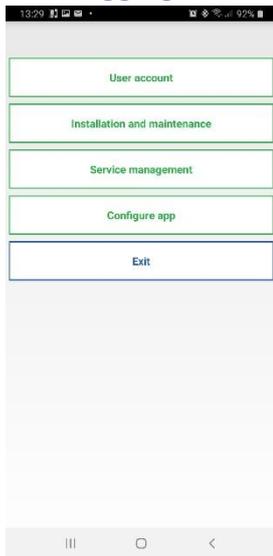

Figure 60: Stopping the app

Position the slider on "Activate".

Good to know:
- When this feature is enabled, the app runs constantly in the background.
- This way, the operating system can't put the app to sleep to save battery power.

5.8 Logging out of the user account (Logout)

- Tap the "Exit" button in the settings menu to log out of your user account.

- This ends the connection with the CallMe app.

- When you are logged out, you can no longer answer calls and receive notifications.

- Once you have signed in again, you will see the missed calls and notifications.

Figure 61: Exiting the app

6 Technical data

Camera resolution	**HD 720p; 1280 x 720 px**
Compression standard	H.264
Viewing angle of the camera	120° (H), 93° (V), 160° (D)
Display size	128 x 32 pixel
WLAN frequency	2.4 GHz
WLAN standard	802.11 b/g/n
Transmitter frequency Mistral/Calima	868.35 MHz
Mistral/Calima transmitter range	150 m
Maximum volume	80 dBA @ 1 m
Number of infrared LEDs (IR LEDs)	6
Range IR LEDs	2 m
Relay switching capacity	12 V AC/DC, max. 2 A
Operating temperatur	-20 °C to +50 °C
Power supply	12 V DC or 8 - 12 V AC, 50 Hz
Protection class	IP55 (IK07)
Weight	210 g
Dimensions (W x H x D)	80 x 156 x 35 mm

We hope you enjoy using your VIDOORA door station!

If you have any questions about the product, please contact our customer service.

Subject to technical changes without prior notice!