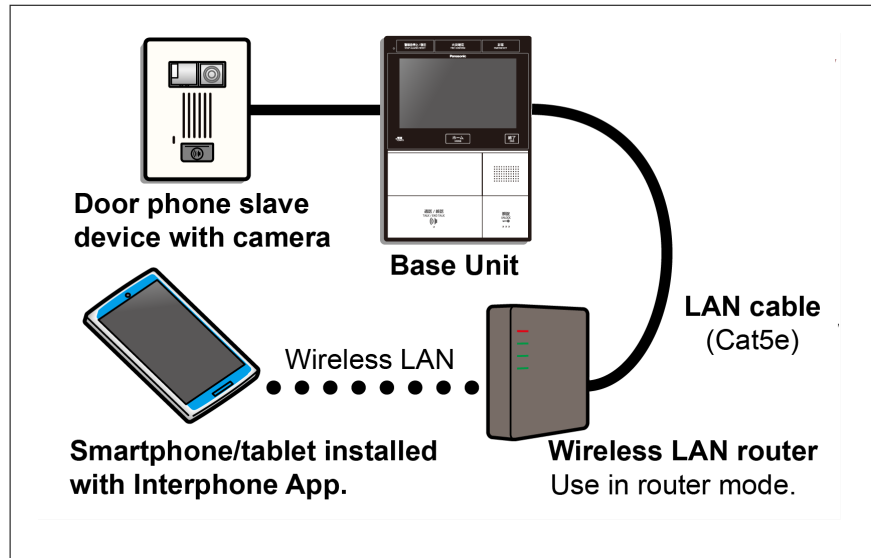# How to Use I Series

Introduction

This is the Instruction Manual for customers who have installed the security intercom 1M type Base Unit for the Condominiums HA I series with the following configuration.

Door phone slave device with camera

Base Unit

LAN cable
(Cat5e)

Wireless LAN

Smartphone/tablet installed with Interphone App.

Wireless LAN router
Use in router mode.

Things you can do with the Interphone App

- Forward calls to the Base Unit on to your smartphone/tablet to talk.
  * Depends on the Condominiums HA system settings.

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

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

How-Tos

Using the Interphone App

Confirming the recommended device/wireless LAN router

Connecting a smartphone/tablet to the wireless LAN router

Registering a smartphone/tablet

Answering a call

Confirming an alarm

Confirming a notice

Setting up the application

Inquiring registered devices

Deleting a registered device

Changing the passcode

Initializing the mobile settings

Changing the mobile device notification

Troubleshooting

Making an inquiry

Using the Interphone App

Required devices and environment

Base Unit	1M Type Security Intercom Base Unit for Condominiums HA I Series
Smartphone Tablet[*1]	Android or iOS device Installation of Interphone App required. iPod touch is not available.
LAN environment	The base unit must be connected to the same network as the smartphone via wired or wireless LAN.[*2] Always-on Internet connection required.[*3]
Wireless LAN router[*1]	The wireless LAN router is required for connecting the smartphone/tablet.

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

*2: The Interphone App cannot be used if the network setting in construction settings of the base unit has not been set or if the base unit is not connected to the network by the construction shop.
Please contact the construction shop or management company.

*3: The App may not operate normally if no Internet connection is available.
The Interphone App cannot be operated from places outside the range of the wireless LAN, such as outdoors. Furthermore, the Interphone App may not operate correctly depending on your device.
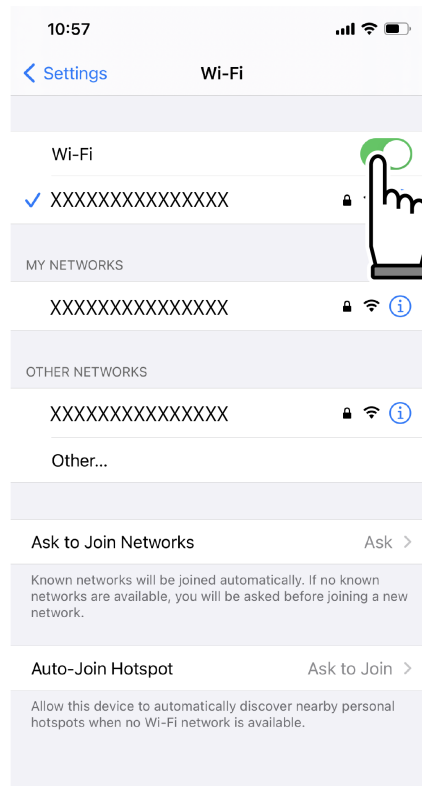
Caution

- If you buy a new smartphone/tablet, delete the registration information of the previous device from the base unit and register again with the new smartphone/tablet.
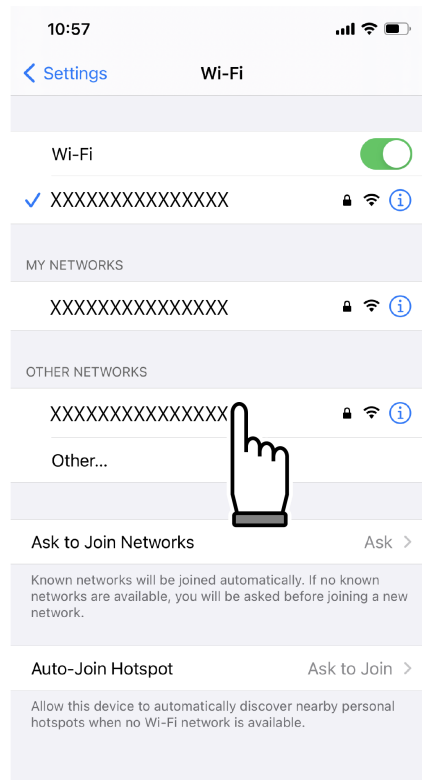
Connecting a smartphone/tablet to the wireless LAN router

Using the Interphone App requires your smartphone/tablet to be connected to a wirel ess LAN. For the setting method, please refer to your smartphone/tablet operating ins tructions. (The following is an example.)

1. Set Wi-Fi to "ON".

2. Choose a wireless LAN router.

3. Enter the password. (When setting for the first time.)
   The connection is completed if 📶 (the antenna icon) is displayed.

Caution

- Interphone App is an application that uses the wireless LAN feature of a smartphone/tablet; therefore, it can only run within a wireless LAN coverage area.
- Wireless settings and behavior during sleep mode vary depending on the smartphone/tablet. For details, please refer to your smartphone/tablet operating instructions.
- Interphone App may not run correctly depending on the smartphone/tablet connection status.
  - When wireless LAN is not always enabled because airplane mode is set on the smartphone/tablet or due to other applications.
  - When wireless LAN is disabled by a task killer or energy saving application. (Please revise your application settings.)
  - When simultaneously using Wi-Fi Direct or tethering feature.
  - Depending on the energy saving settings of your smartphone/tablet, you may not be able to operate normally when the Interphone app runs in the background, therefore set the setting correctly.
  - Depending on the memory specifications of your smartphone/tablet, you may not be able to receive calls normally when the app goes into the background.
  - Notifications and images may not arrive if the wireless network in your home is in poor condition or if there are many wirelessly connected devices.
  - Your smartphone/tablet must be connected to the same network as the mobile phone adapter.
- It may not work properly depending on the settings on the smartphone/tablet.
  - In order to connect from your smartphone/tablet to your base unit, 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 smartphone/tablet to your base unit. 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.
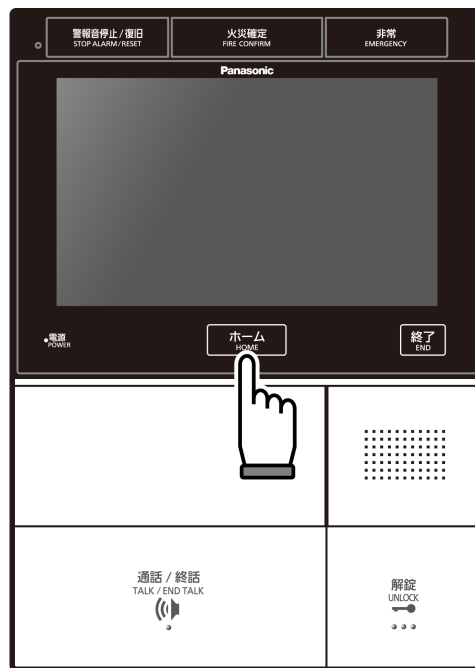
Registering a smartphone/tablet

Caution

Registration is not possible on the Sub-Base Unit. Use the Base Unit.
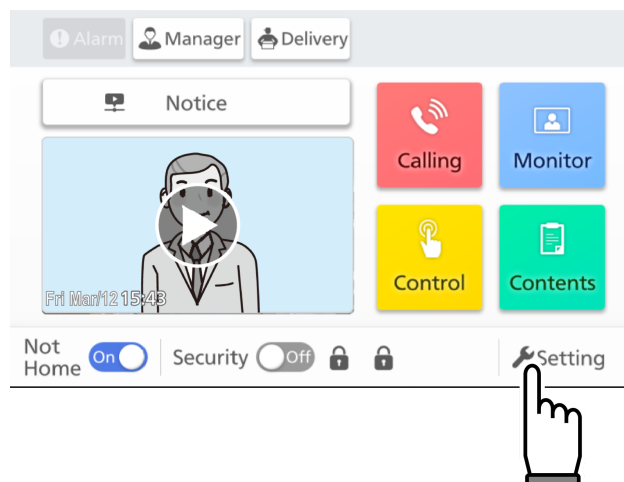
Registering a smartphone/tablet on the Base Unit.

1. Install Interphone App into smartphone/tablet from App Store.

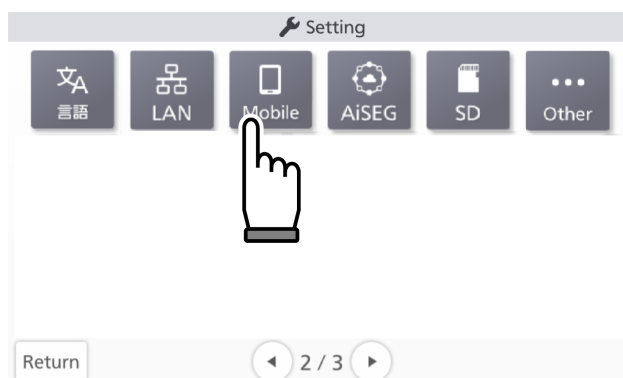2. With the Base Unit in standby mode (nothing displayed on its screen), touch [HOME].
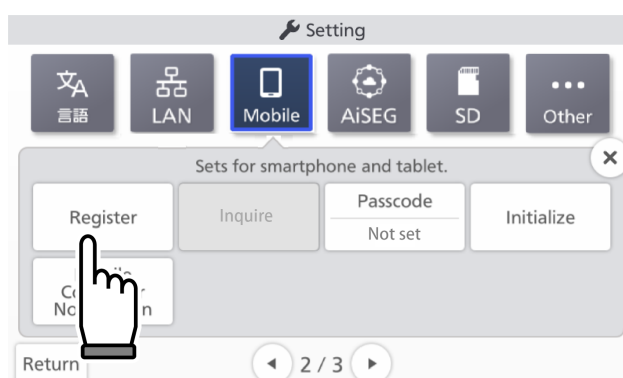

The Home screen displays.

3. Touch "Setting".

The Setting screen displays.

4. Touch "Mobile" on the Setting screen.

The Setting (Mobile) screen displays.

5. Touch "Register".

The Passcode setting confirmation screen displays.

> **Caution**
> If a passcode is already set, proceed to , Passcode input screen.

6. Touch "Confirm".
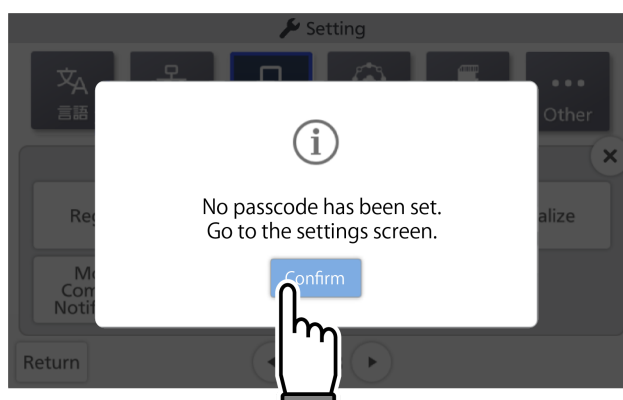
The Mobile Computer Passcode screen displays.

7. Choose either "Off" or "On" and touch "Confirm".

Off	No passcode is necessary to use the smartphone/tablet.
On	A passcode is necessary to use the smartphone/tablet.

If you touch "Off", the screen returns to the Setting (Mobile) screen.

If you touch "On"

Set a passcode by following the procedure below.

Caution

- The passcode must be a 4-digit numeral, where each digit is a number from 0 (zero) to 9.

- Be sure to write down the set passcode in the "Passcode annotation field" as a reminder.

---

1. Enter a 4-digit passcode.
   The input passcode displays.
   If there is an error in the entered passcode, touch "Clear". All of the digits are cleared.

2. Touch "Confirm".
   The passcode is set, and the screen returns to the Setting (Mobile) screen.
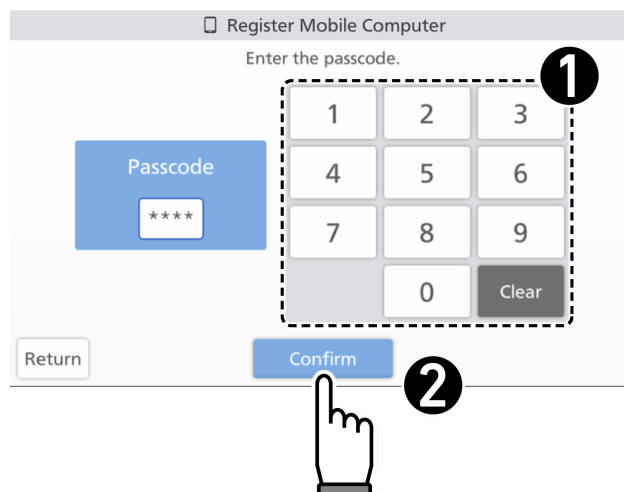
8. Touch "Register".
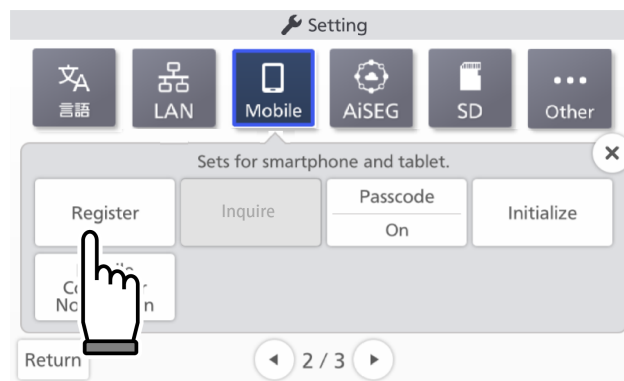
The Enter passcode screen displays.

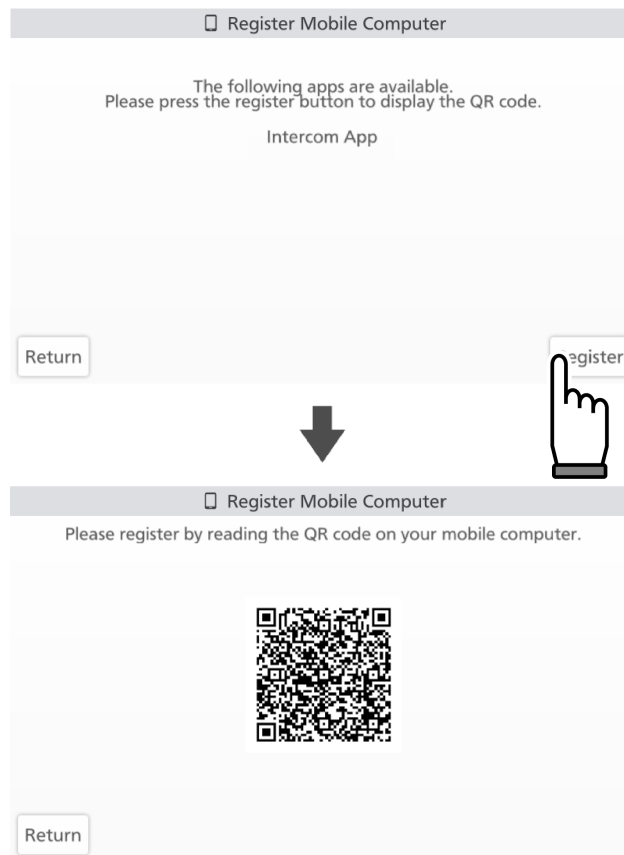> **Caution**
> If "Off" has been set in <u>Step 6</u>, touching "Register" makes the procedure jump to <u>Step 9</u>.

9. Enter the set passcode and touch "Confirm".

The input passcode displays as asterisks (*).
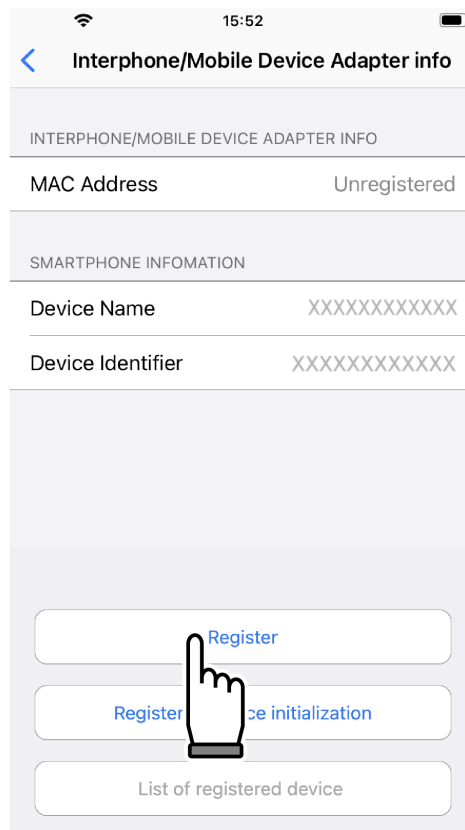
10. Touch "Register".

A QR code displays.
* Complete the registration within 15 minutes after the QR code is displayed.

11. Launch the Interphone App on the smartphone/tablet to register and touch "Register".

→ If an error screen displays

12. Touch "Register Base Unit/Mobile Phone Adapter".

The smartphone/tablet screen changes to that for reading the QR code.

13. With the smartphone/tablet, read the QR code displayed on the Base Unit in Step 9.
A registration complete message will pop up.

- ○ Touching "Confirm" returns the screen to that displayed in Step 10.*
  *The item "Status" on the screen changes depending on the communication status.

- ○ → If an error screen displays

14. Touch "Confirm" when the following screen displays on the Base Unit.
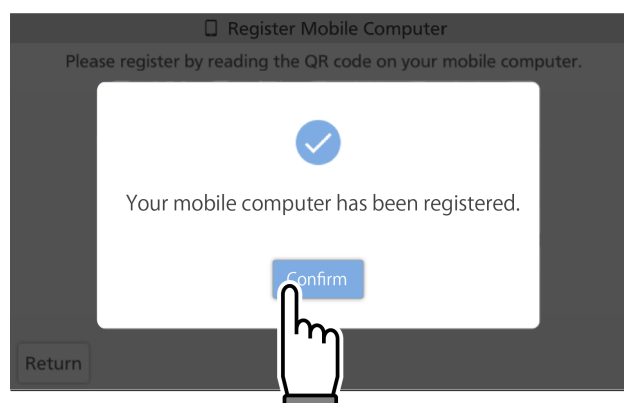
The registration completes, and the screen returns to the Setting (Mobile) screen.

15. Confirm the registration status on the smartphone/tablet status bar.
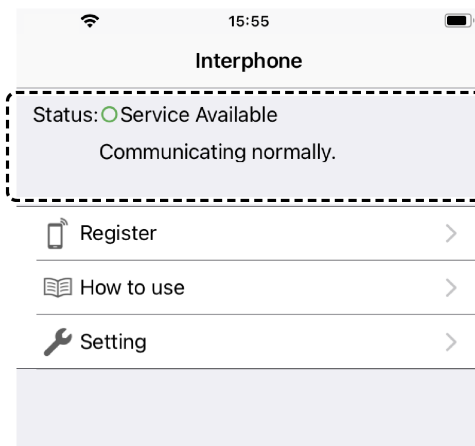

Caution

- It takes some time for the registered smartphone/tablet to be enabled.

- You can register up to a total of six smartphones/tablets with the Base Unit.
  * When registering more than the maximum number of registrable devices, delete the registration of unnecessary ones in advance.
  * If one secondary Base Unit with monitor (WGL15111W) is installed, the maximum number of registered smartphones is four.
    If two secondary Base Units with monitors (WGL15111W) are installed, the maximum number of registered smartphones is three.
  * Uninstalling and then re-installing the application on a smartphone/tablet may add it as a different device due to an OS limitation. In such a case, delete the previous device registration from the Base Unit.

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

| Notification	Status	Description
Normal now Service is available.	Normal status	The smartphone/tablet can communicate normally with the Base Unit. The Interphone App is available for use.
Service Unavailable now Service is not available.	Service not available	The smartphone/tablet cannot communicate with the Base Unit; therefore, it cannot receive either alarms or notices. Confirm the following: ○ Is Wi-Fi feature on the smartphone/tablet enabled? ○ Is the router power turned on? ○ Is the IP address assigned from the DHCP server correct? [Communication may be impossible if there are two DHCP servers.] ○ Is the App stopped due to the energy saving settings of your smartphone/tablet?
Abnormal now Please register again.	Service error status	The smartphone/tablet is deleted. Register again.

- Touching "REGISTER" on the smartphone/tablet when no QR code is displayed on the Base Unit displays the screen below. Confirm the content and touch "Confirm".
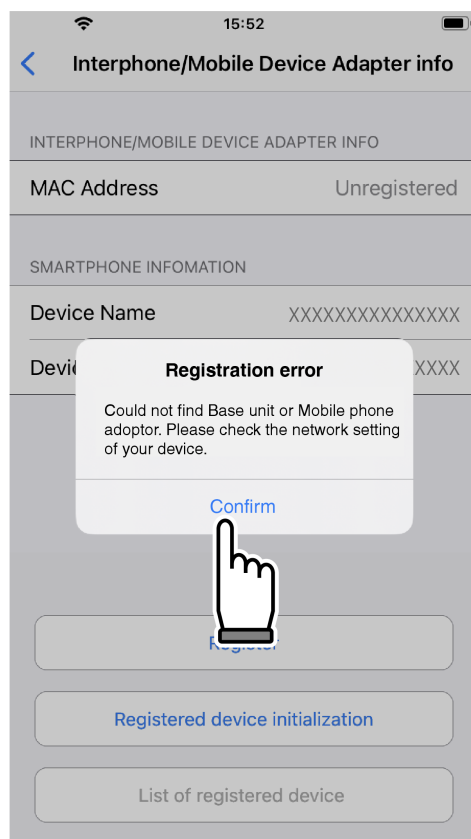
[Show the QR code on the Base Unit.](#)

- An attempt to read the QR code with the smartphone/tablet when it is not connected to the network displays the screen on the right. Confirm the content and touch "Confirm".
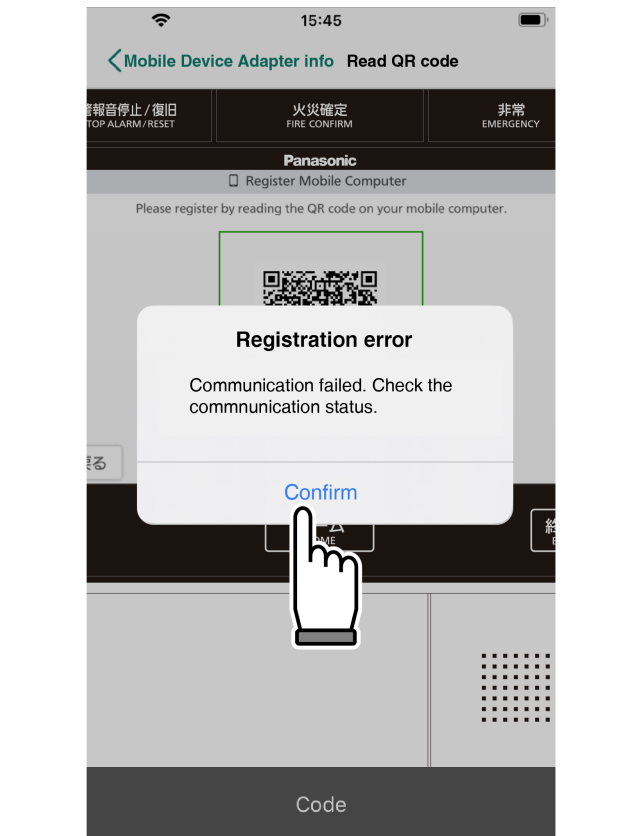
Confirm that the LAN cable is connected, and the wireless LAN communication status is normal.

Caution

- The first time you register on an iPhone XR with iOS 14 installed, you'll see a pop-up "The intercom wants to find and connect to a device on your local network."
  If you press OK at this time, a registration error may occur. In this case, please register again.
  If you did not allow the connection when the pop-up is displayed, set the usage permission to OK in the smartphone settings. You can register again.
- If the smartphone/tablet and the base unit do not exist on the same network, or if the local network permission is OFF (iOS only), the base unit cannot be detected. Check your network settings.

Control

Answering a call (a visitor)

The smartphone/tablet allows you to confirm the picture and talk to the person calling from the Main Entrance intercom or door phone slave device with camera.

Caution
- Calls from the manager, other units, or door phone slave device without a camera are voice-only calls.
- The shown screen is just an example. It may vary depending on the model of smartphone/tablet.

1. The ringtone sounds and an incoming call banner displays when a call is received from the Main Entrance intercom or door phone slave device with camera.
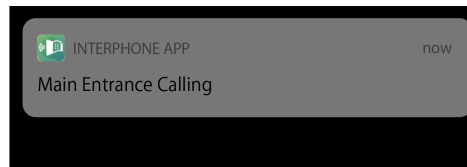
The vibrator turns on along with the ringtone sound.

2. Touch the banner.

The Interphone App launches displaying the Incoming Call screen.

- The picture displays only when a call is from the Main Entrance intercom or door phone slave device with camera, and is refreshed approximately every 1 second.

- The button to unlock the condominium entrance displays when a call is from the Main Entrance intercom. Swiping in the arrow direction ❯ unlocks the entrance.

- [The ringtone can be changed.](#)

Caution

- If the Interphone App is running, the Incoming Call screen displays instead of the incoming call banner.

- The picture refresh rate may decrease depending on the communication environment.

- After unlocking, the call will end automatically after the time set in "Talk Time When You Unlock" ("5sec.", "10sec.", "Not End") of the base unit has elapsed.

- The Interphone App is preset to vibrate along with the ringtone sound. However, vibration may not be available depending on the device.

- Depending on the OS version, the incoming banner may not be displayed.

- All characters of the Main Entrance intercom name and the management room name may not be displayed depending on the screen size of the smartphone.

3. To answer a call, touch "Call".

The screen changes to the Talking screen.

- ○ To talk while viewing the screen, touch 🔊 "Speaker".

- ○ When using a tablet, touching the displayed guest picture enables you to resize it.

Caution

Picture resizing is not available on the smartphone.

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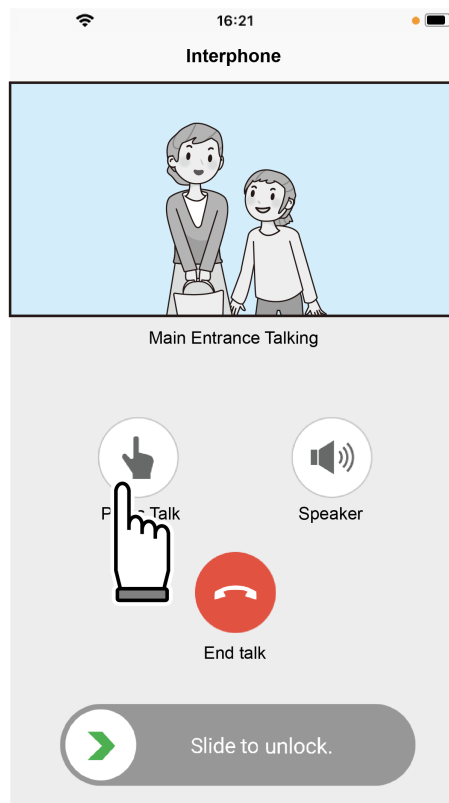
Touching 👆 "Press talk" displays a confirmation screen; touch "OK". Touching "Back" cancels the press talk. Touching "OK (Do not show again)" stops the confirmation screen from displaying from the next time.

> **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".

4. To terminate the call, touch "End".
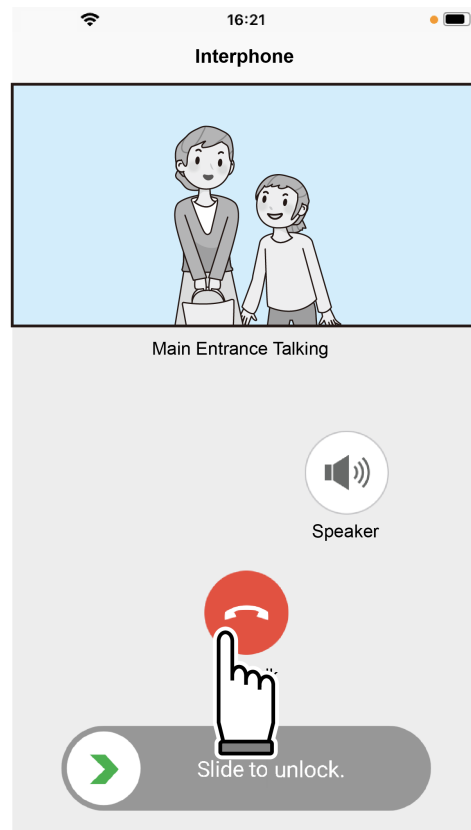
Caution

- Echo, choppy sound, noise, etc. may occur during a call depending on your device. To improve, try holding the device closer, 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 smartphone/tablet sound system volume.

- 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 smartphone/tablet, etc.), the call is terminated for all other devices. (Calls cannot be forwarded.)

Confirming an alarm

The smartphone/tablet sounds a notification ringtone. And when you tap the notification, the screen displays.

- The vibrator turns on along with the notification ringtone sound.
- Touching "Stop" stops the smartphone/tablet notification ringtone.
- You can [choose whether or not to receive alarms and notices](#) on the Base Unit.
- You can [change the notification ringtone](#) for alarms and notices.

Caution

- The Interphone App is preset to vibrate along with the notification ringtone sound. However, vibration may not be available depending on the device.
- If you set the alarm/notification to "None" on the Base Unit, you can not receive the notification even if you turn on "Notification" on the smartphone/tablet.
- To stop the alarm sound from the Base Unit, press the STOP ALARM button on the Base Unit.
- Touching "Stop" on the smartphone/tablet does not stop the alarm sound from the Base Unit or Sub-Base Unit. Stopping the alarm sound or setting how to handle alarms and notices are done on the Base Unit/Sub-Base Unit.
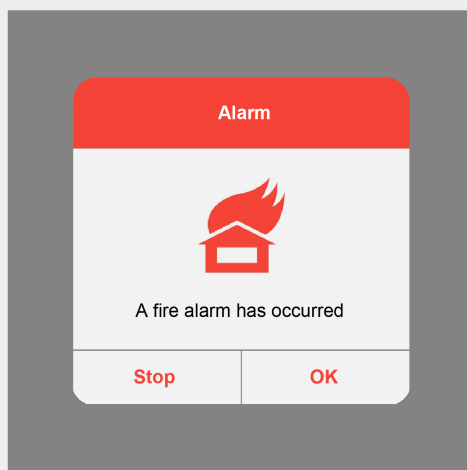
- The history of multiple alarms is accumulated in the notification, but if you press the history to display the alarms of the past history, the last alarm will be displayed. Be sure to check the Base Unit for the latest alarm status.

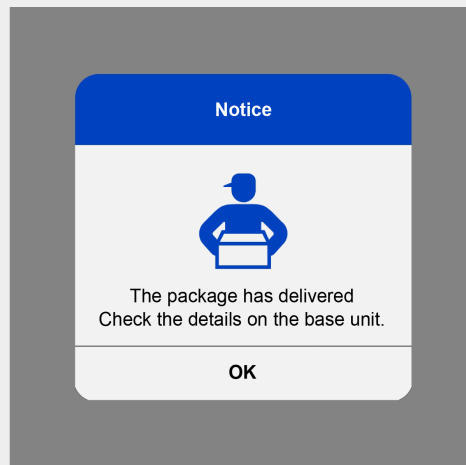| Icon	Alarm name	Message
	Fire	A fire alarm has occurred
	Fire in neighborhood	A fire alarm has occurred
	Gas leakage	Gas alarm has occurred
	Incomplete combustion (CO)	Ventilation alarm has occurred
	Emergency	Emergency alarm has occurred
	Water leakage	Water Leakage has occurred
	Security	Security alarm has occurred.
	Emergency call	Emergency call has occurred
	Over current	Too much electricity is being used.
	Fire detector activation	Fire Delector Activated has occurred
	General purpose 1	Alarm 1 has occurred
	General purpose 2	Alarm 2 has occurred
	General purpose 3	Alarm 3 has occurred
	General purpose 4	Alarm 4 has occurred
	Earthquake information (S wave sensor activation)	Earthquake Alert (S-wave sensor activated)
	Earthquake information (Intensity 5 or higher)	Earthquake Alert (Intensity 5 or higher)
	Earthquake information (Intensity 3 or 4)	Earthquake Alert(Intensity 3 - 5 lower)
	Test	Earthquake Alert (Test)

Confirming a notice

The smartphone/tablet sounds a notification ringtone. And when you tap the notification, the screen displays.

- The vibrator turns on along with the notification ringtone sound.
- You can choose whether or not to receive alarms and notices on the Base Unit.
- You can change the notification ringtone for alarms and notices.

Caution

- The Interphone App is preset to vibrate along with the notification ringtone sound. However, vibration may not be available depending on the device.
- If you set the alarm/notification to "None" on the Base Unit, you can not receive the notification even if you turn on "Notification" on the smartphone/tablet.

- The history of multiple alarms is accumulated in the notification, but if you press the history to display the alarms of the past history, the last alarm will be displayed. Be sure to check the Base Unit for the latest alarm status.

Icon	Notice name	Message
	Delivery notice	The package has delivered Check the details on the base unit.
	Manager's message	Manager's Message Please contact manager from the base unit.
	EV charging start	Charging Start Please check the charging status on the vehicle.
	EV charging complete	Charging End Please check the charging status on the vehicle.
	EV charging stop	Charging Stop Please check the charging status on the vehicle.
	News arrival	New information has been posted.
	Contact call	Contact Call has occurred
	Error report	The earthquake alert from a moment ago was an error.
	Elevator stopped	Elevator Stopped
	Elevator restored	Elevator Restored
	Return home notification	Return Home Notification Check the details on the base unit.

Setting up the application

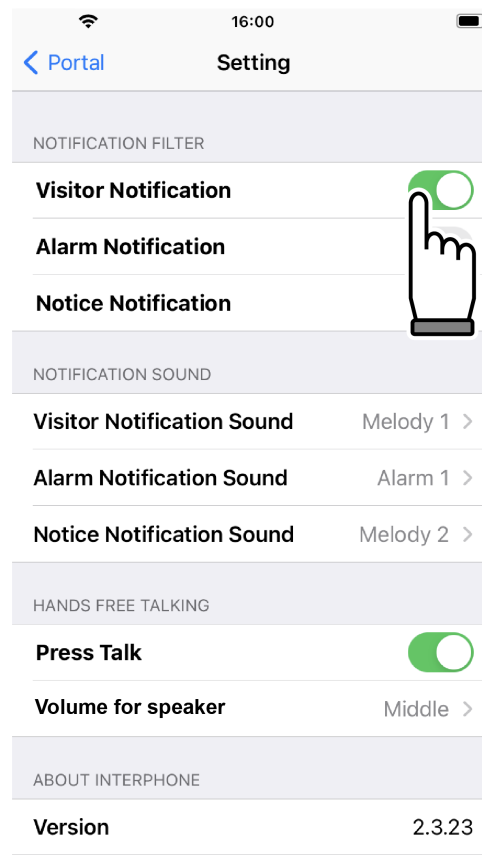1. Launch the Interphone App.

2. Touch "Setting" on the portal screen.
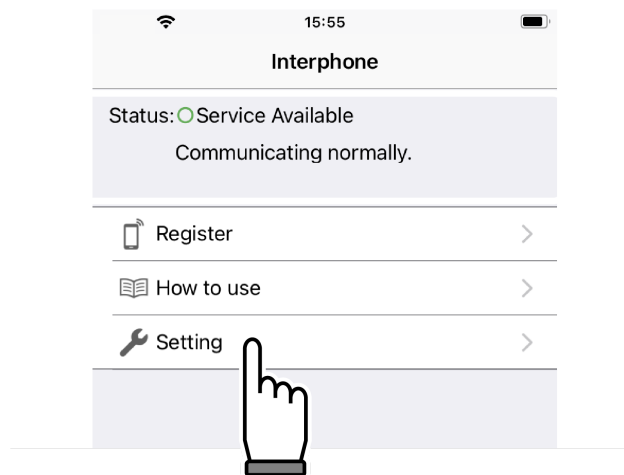
   The Setting screen displays.

3. Make various Interphone App settings.

Choosing "Visitor Notification" ON/OFF

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

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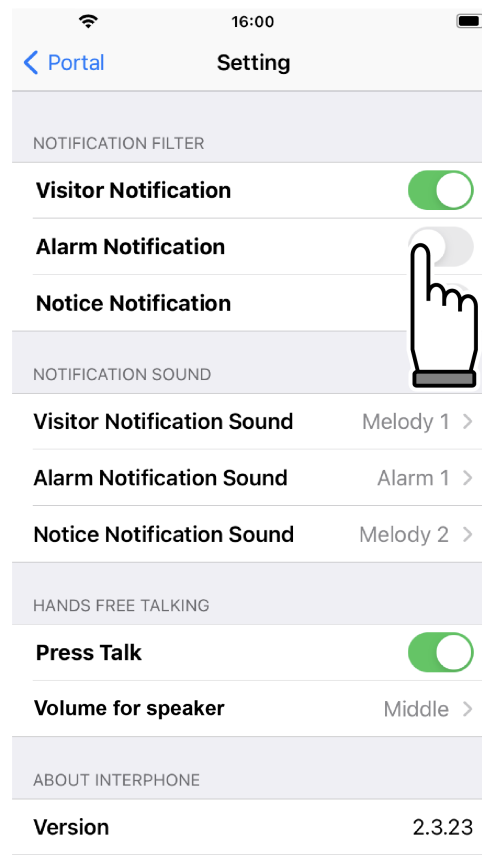
- Alarm notification is disabled when this is "OFF".
- The default setting is "ON".

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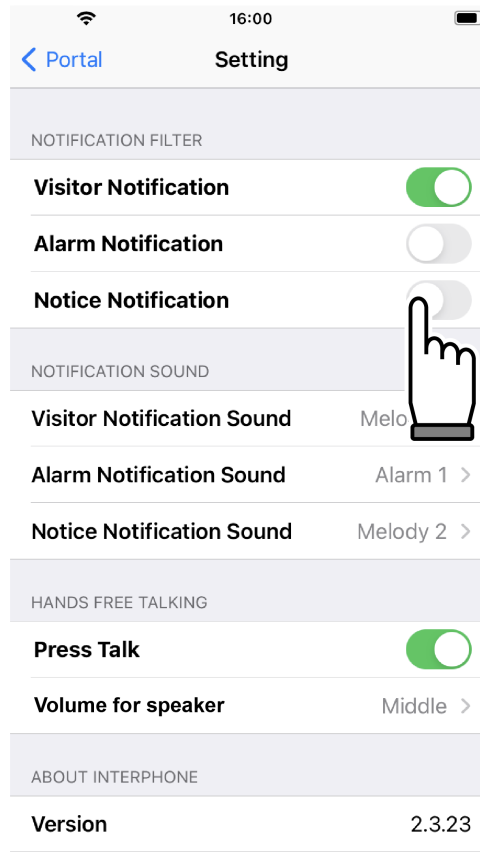
- Notice notification is disabled when this is "OFF".
- The default setting is "ON".

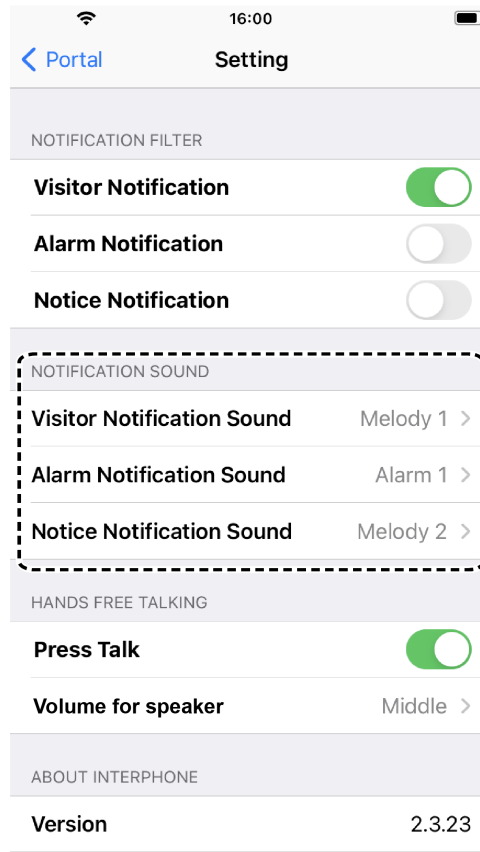## Choosing "Press Talk" ON/OFF
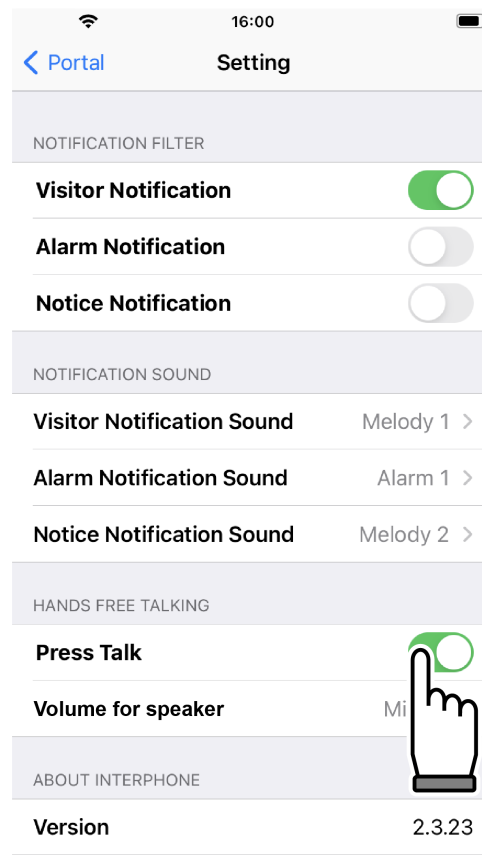
- For use when a call is choppy due to noisy background. Setting Press Talk to ON di
  splays "Press Talk" during calls.
- The default setting is "ON".

Choosing a "Notification Sound"

For Visitor Notification

‹ Back   **Visitor Notification Sound**

Melody 1   ✓

Melody 2

Melody 3

Melody 4

Melody 5

Melody 6

- 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.

<div style="background:red;color:white;">Caution</div>

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

Adjusting the "Volume for speaker"
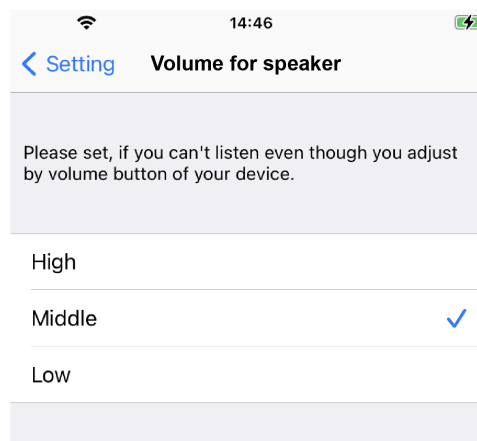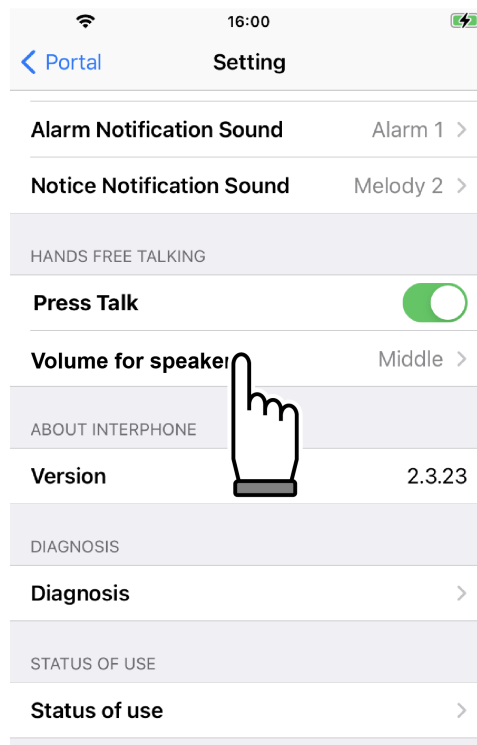
- Adjust the "Volume for speaker" for hands-free talks.
- The volume of the speech can also be adjusted from your smartphone/tablet sound system volume settings.

Inquiring registered devices

This operation must be performed on the Base Unit.

1. [Display the Setting (Mobile) screen.](#)
2. Touch "Inquire".
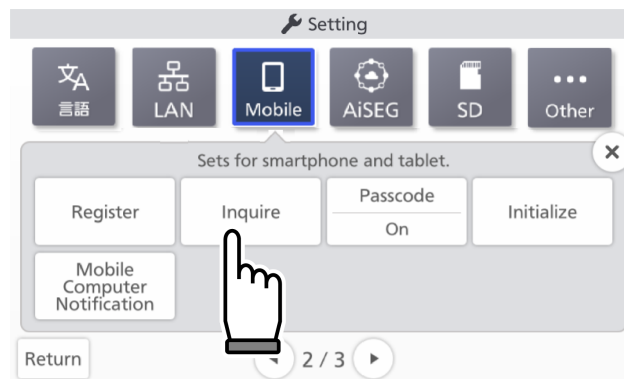
The registered mobile devices display.
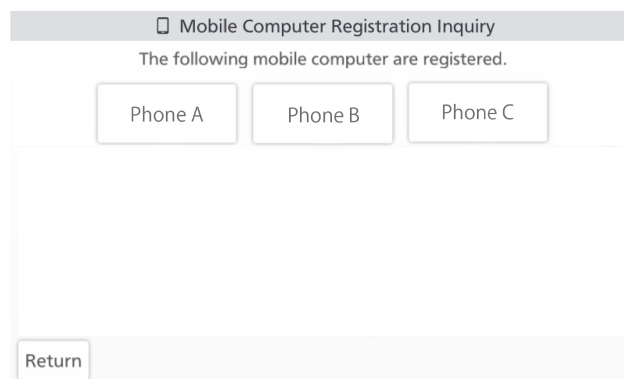
Deleting a registered device

This operation must be performed on the Base Unit.

1. Inquire the registered mobile devices.

2. Touch the device to delete.
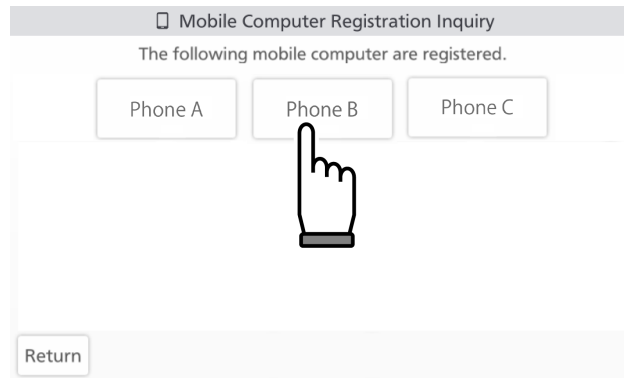
The Delete the Registration screen displays.

3. Touch "Delete the Registration".
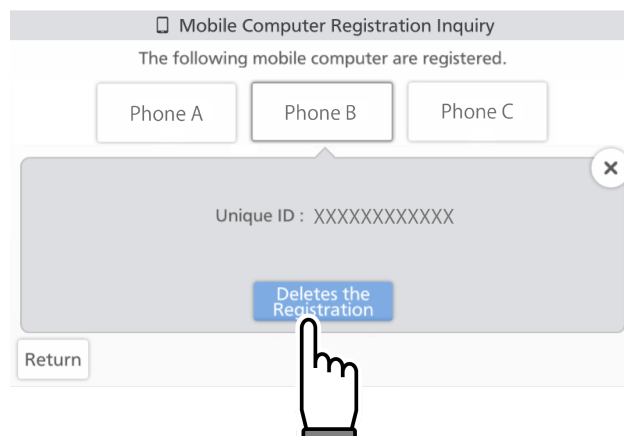
A confirmation screen displays.

4. Touch "Yes".
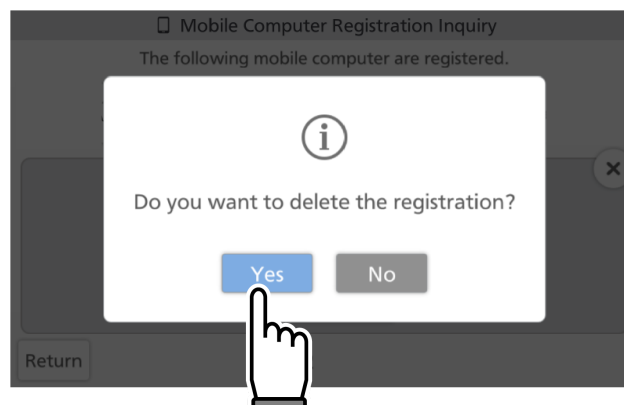
The registration deletion starts.

- Touching "No" returns the screen to the Mobile Computer Registration Inquiry screen.

- The deletion completed message displays when the registration deletion ends.
  Touching "Confirm" returns the screen to the Mobile Computer Registration Inquiry screen.
  If there still are registered smartphones/tablets, the screen returns to the Setting (Mobile) screen.

- The smartphone/tablet will be in a "[Service error status](#)".

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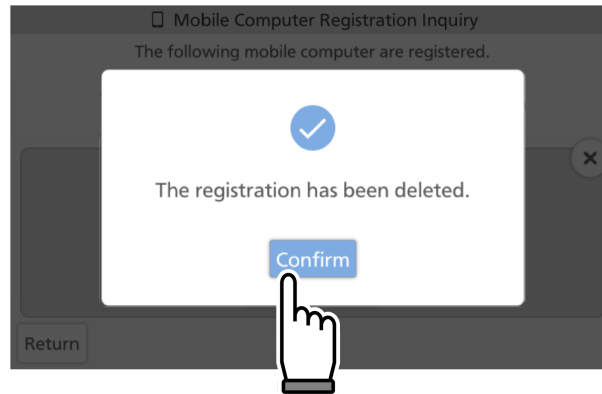
Changing the passcode

This operation must be performed on the Base Unit.

1. Display the Setting (Mobile) screen.

2. Touch "Passcode".
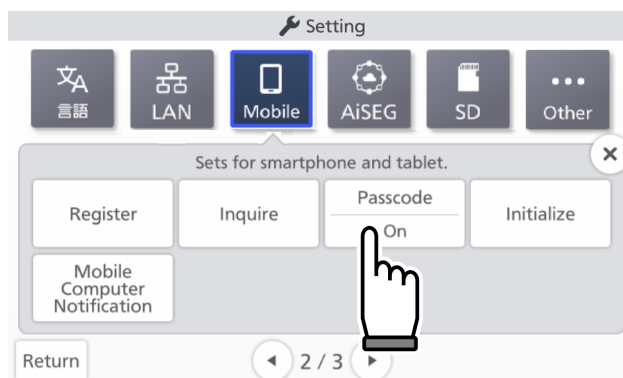
3. Enter the passcode input at the time of registration and touch "Confirm".
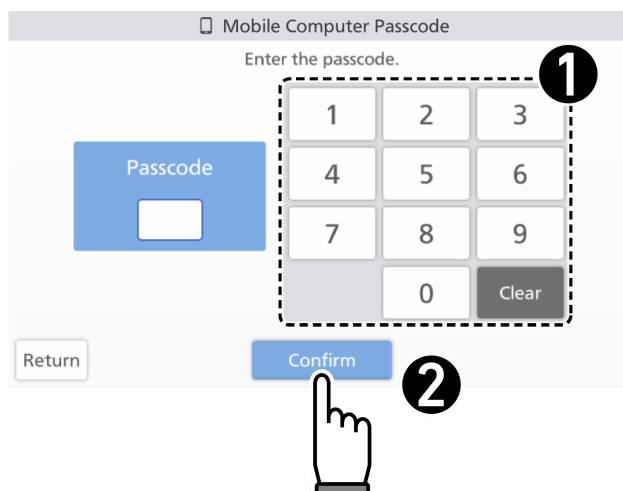
Caution

If a passcode has not been set, a screen different from that above displays.
Set a passcode.

4. Enter a new passcode and touch "Confirm".
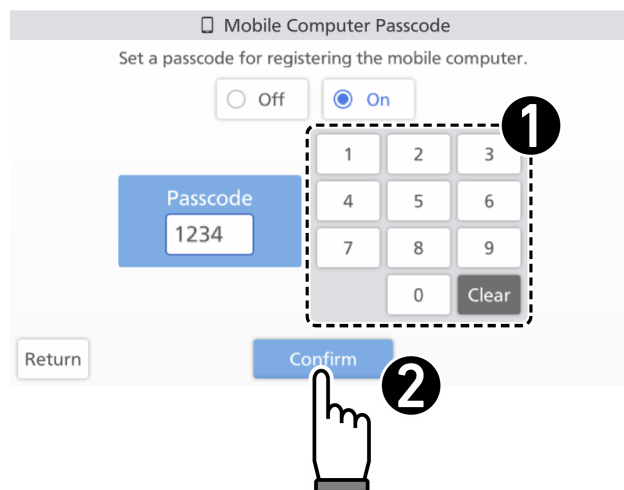
- For the setting method, please refer to [If you touch "On"] of [Registering a smartphone/tablet with the Base Unit]

- If not setting a passcode, touch "Off", and then "Confirm".

Initializing the mobile settings

This operation must be performed on the Base Unit.

1. Display the Setting (Mobile) screen.

2. Touch "Initialize".
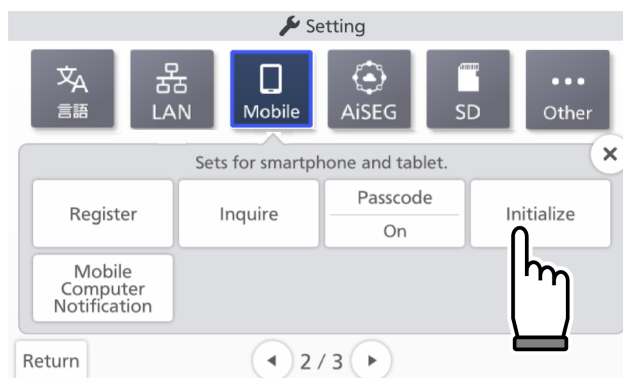
3. Touch "Yes".
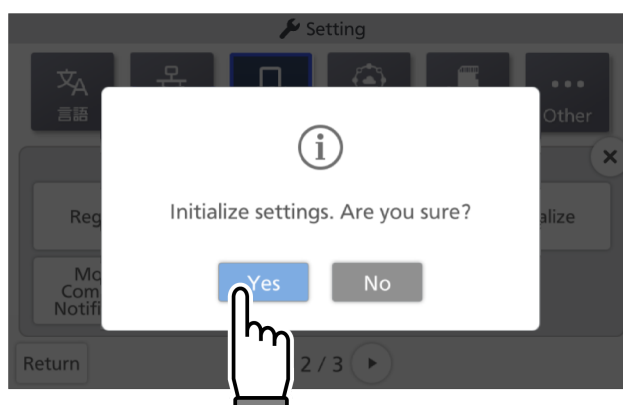
The initialization of mobile settings starts.

- ○ Touching "No" returns the screen to the Setting (Mobile) screen.

- ○ The initialization completed message displays and all registered devices are deleted when the initialization of mobile settings ends. Touching "Confirm" returns the screen to the Setting (Mobile) screen.

- ○ The smartphone/tablet will be in a "Service error status".
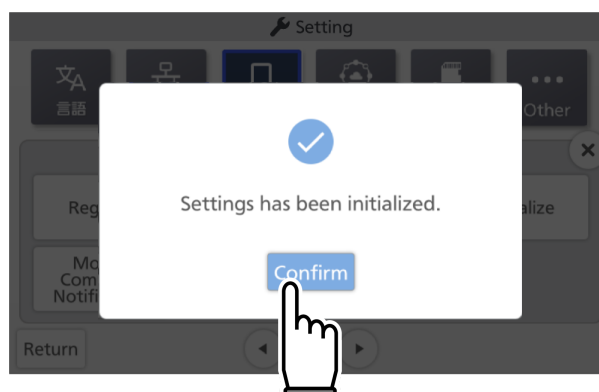
Changing the mobile device notification

This operation must be performed on the Base Unit.

1. Display the Setting (Mobile) screen.

2. Touch "Mobile Computer notification".
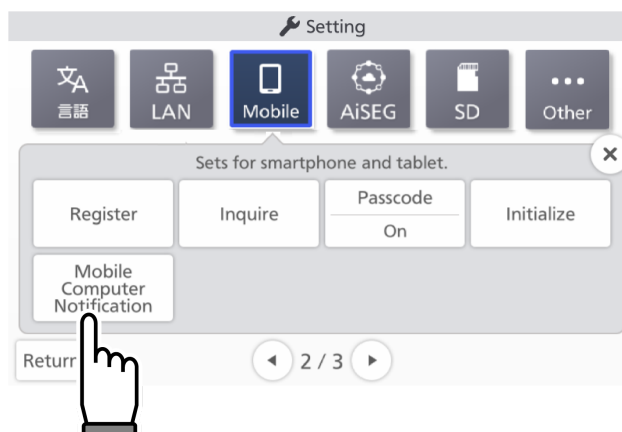
3. Choose either "Off" or "On" for each alarm or notice, and touch "Confirm".
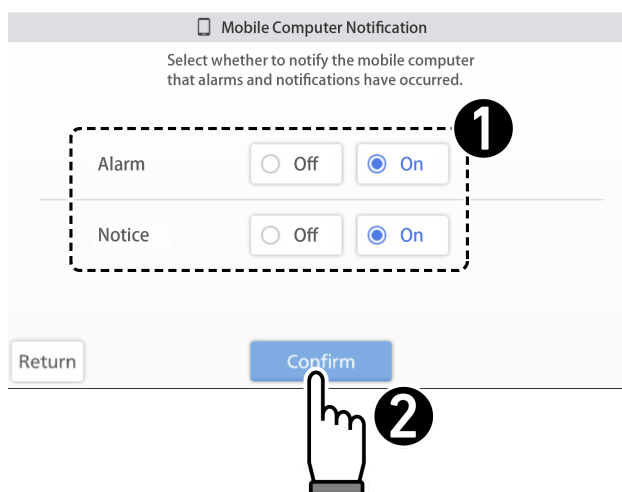
Off	No alarm or notice occurrence will be notified to the registered smartphone/tablet.
On	Any alarm or notice occurrence will be notified to the registered smartphone/tablet.

Caution

- If you set the Mobile Computer notification to "Off" on the Base Unit, you can not receive the notification even if you turn on "Notification" on the smartphone/tablet.

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Troubleshooting

■ Interphone App is not displayed on the smartphone/tablet 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 smartphone/tablet 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 smartphone/tablet 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 "Network Status" on the base unit. ・Move your smartphone to a place where the wireless and network conditions are good. ・Tap the Interphone App icon on the home screen again to update the status.

■ Base Unit not found though the smartphone/tablet is connected to the wireless LAN

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

Check	Please check "Local Network" of "Settings"
Action	In order to connect from your smartphone/tablet to your base unit, you need to allow a "Local Network" connection. Please turn on "Local Network" of "Settings" -> "Interphone app" in iPhone or iPad.

Check	Please check "location setting"
Action	You use the Wi-Fi SSID to connect from your smartphone/tablet to your base unit. 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.

■ Incoming calls cannot be received in some indoor places

Check	Confirm the router location.
Action	The radio signal may not reach the smartphone/tablet 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 smartphone/tablet.

■ No calls come in to the smartphone/tablet

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

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

Check	Do you run the Interphone app?
Action	If you forcibly terminate the Interphone App, the communication will be disconnected and you will not be able to receive calls. If you terminate it, be sure to restart the Interphone app. * 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. *Please switch the language setting of your smartphone or tablet because it is not linked to the language setting of the base unit. *After switching the language setting, restart the Interphone app.

Making an inquiry (When in problem)

<div style="background-color:teal; color:white;">Repair inquiries</div>

<div style="background-color:teal; color:white;">How to use and maintenance inquiries</div>

- 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.

- QR Code is a registered trademark of DENSO WAVE INCORPORATED.