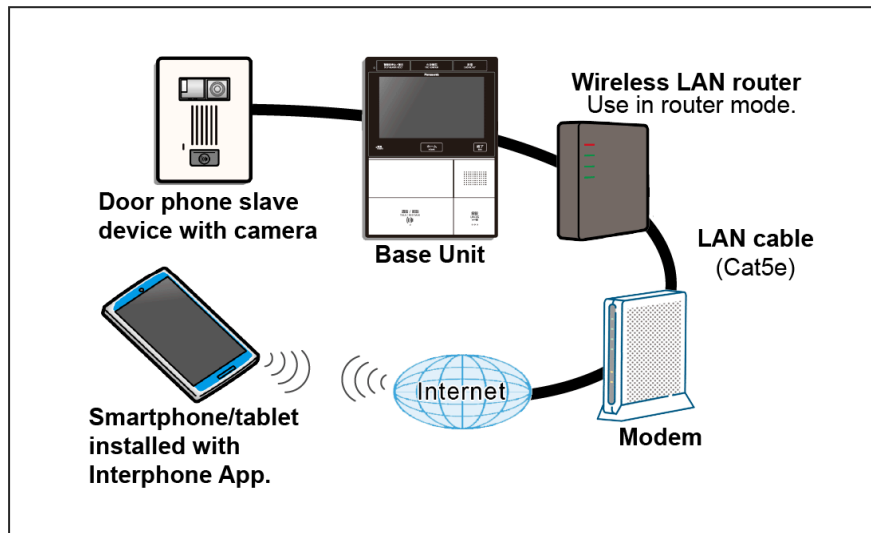


# How to Use I Series (Remote Access Unit)

## Introduction

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



## Things you can do with the Interphone App

- Access the intercom devices not only in your home but also from outside via the Internet.
- Forward calls to the Base Unit on to your mobile device to talk. (\*1)
- Call the base unit through this application and talk. (\*2)
- Monitor the entrance area by turning on the camera installed in the door phone slave device. (\*3)
- Receive notification of alarms and notices on your mobile device. (\*4)

(\*1) Depends on the Condominiums HA system settings.

(\*2) Your apartment or condominium building must have a LiFIT service contract. However, calling the parent unit may not be possible depending on the installed Condominiums HA system.

(\*3) Camera-equipped door phone slave devices only.

(\*4) For details, confirm on the Base Unit.

## How-Tos

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Using the Interphone App

Confirming the recommended device/wireless LAN router

Connecting a mobile device to the internet

Registering a mobile device

Answering a call

Monitoring your entrance

Calling the base unit

Confirming an alarm

Confirming a notice

Extending the service expiration date

Changing a name of the mobile device

Setting up the application

Inquiring registered devices

Deleting a registered device

Changing the passcode

Initializing the mobile settings

Changing the mobile computer notification



Troubleshooting

Confirming the error code

Making an inquiry

# Using the Interphone App

## Required devices and environment

Base Unit 	1M Type Security Intercom Base Unit for Condominiums HA I Series
Base Unit 	1M Type Security Intercom Base Unit for Condominiums HA I Series.
Target product number	WGLT□□□3□W WGLB□□□3□W (*2) (*3)
Mobile device (*1)	Android or iOS Smartphone, Tablet Installation of Interphone App required.
LAN environment	The base unit must be always connected to the Internet via wired or wireless LAN. (*4)
Wireless LAN router(*1)	The wireless LAN router is required for connecting the base unit via wireless LAN.

\*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: □ is any number.

\*3: Other product numbers may be applicable in addition to those listed.

\*4: 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.

\*5: It cannot be used without an Internet connection.

Furthermore, the Interphone App may not operate correctly depending on your device.

### Caution

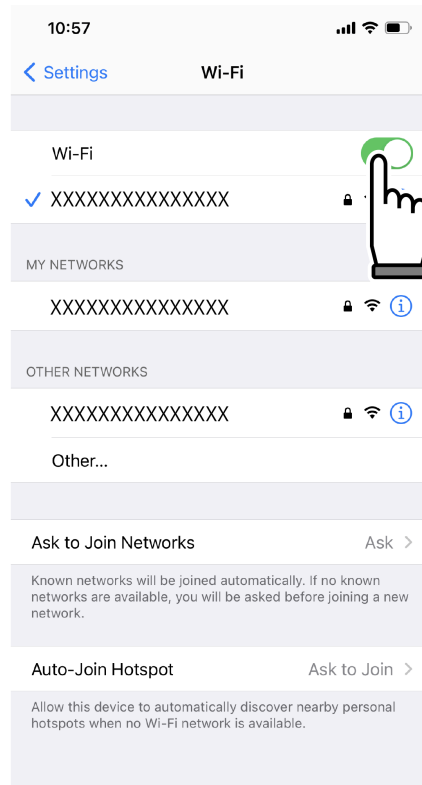
- If you buy a new mobile device, [delete the registration information of the previous device](#) from the base unit and [register](#) again with the new device.



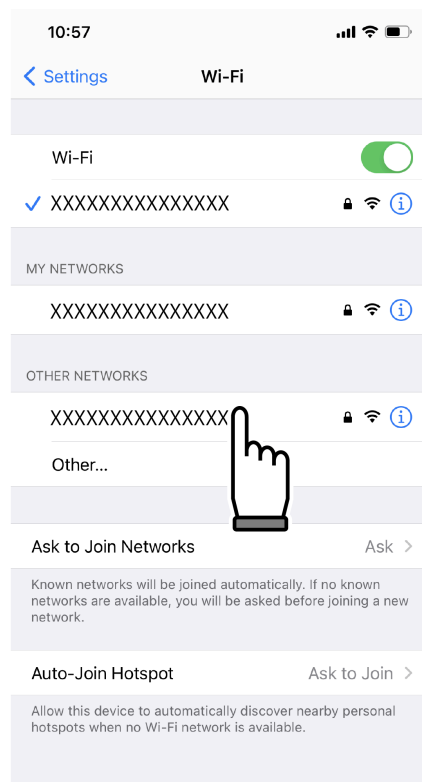
## Connecting a mobile device to the wireless LAN router

To use the Interphone App, you need to connect your mobile device through a public network such as 5G or a wireless LAN to the Internet. The following describes an example procedure for connecting a mobile device to a wireless LAN. For the setting method, please refer to your device operating instructions.

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**

- The base unit must be always connected to the Internet.
- The mobile device must be connected connect through a public network such as 5G or a wireless LAN to the Internet.
- Wireless settings and behavior during sleep mode vary depending on the mobile device. For details, please refer to your mobile device operating instructions.
- Interphone App may not run correctly depending on the mobile device connection status.
  - When wireless LAN is not always enabled because airplane mode is set on the mobile device 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 mobile device, you may not be able to operate normally when the Interphone app runs in the background, therefore set the setting correctly.
  - 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.
- It may not work properly depending on the settings on the mobile device.
  - In order to connect from your mobile device 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 mobile device 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.

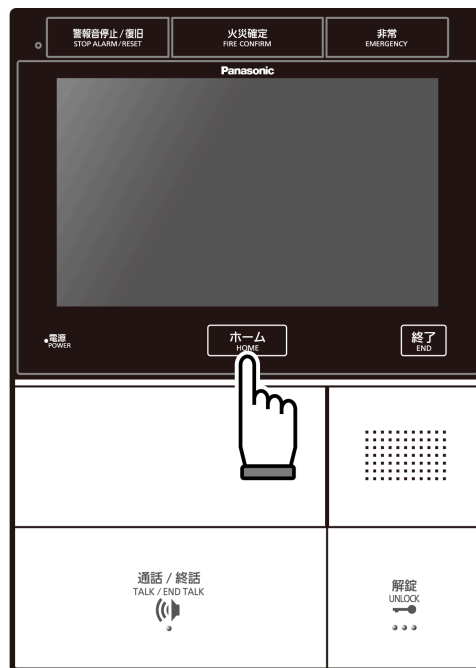
## Registering a mobile device

### Caution

Registration is not possible on the Sub-Base Unit. Use the Base Unit.

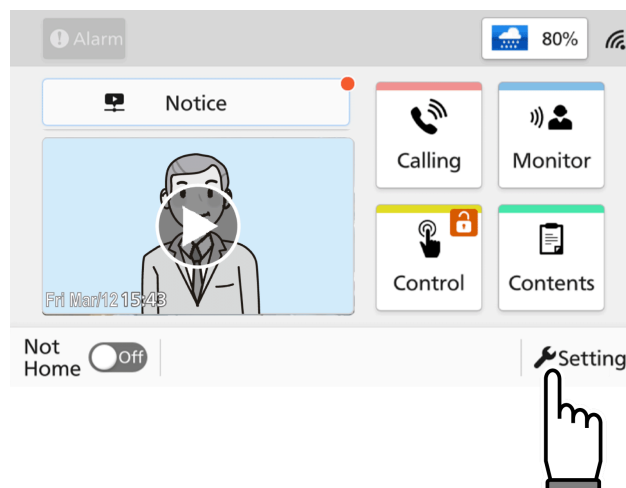
## Registering a mobile device on the Base Unit.

1. Install Interphone App into a mobile device from App Store.
2. With the Base Unit in standby mode (nothing displayed on its screen), touch [HOME].



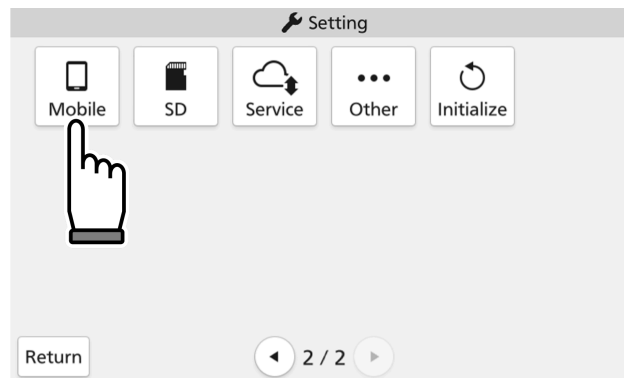
The Home screen displays.

3. Touch "Setting".



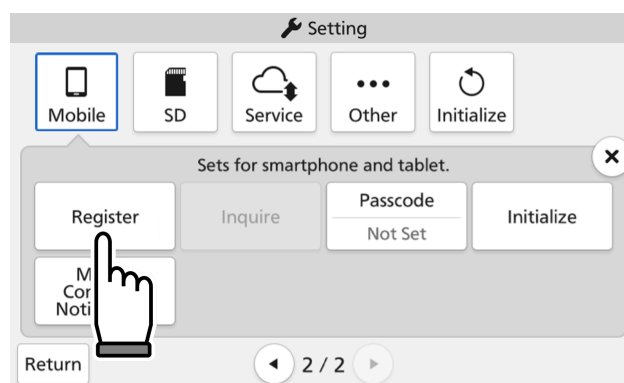
The Setting screen displays.

4. Touch "Mobile" on the Setting screen.



The Setting (Mobile) screen displays.

5. Touch "Register".

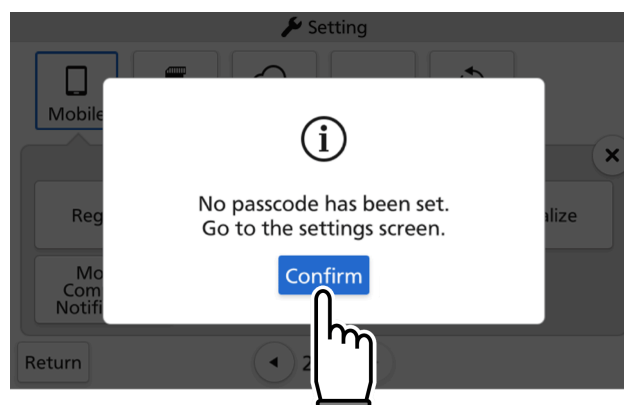


The Passcode setting confirmation screen displays.

**Caution**

If a passcode is already set, proceed to [Step 9](#), 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 mobile device.
On	A passcode is necessary to use the mobile device.

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

### If you touch “On”

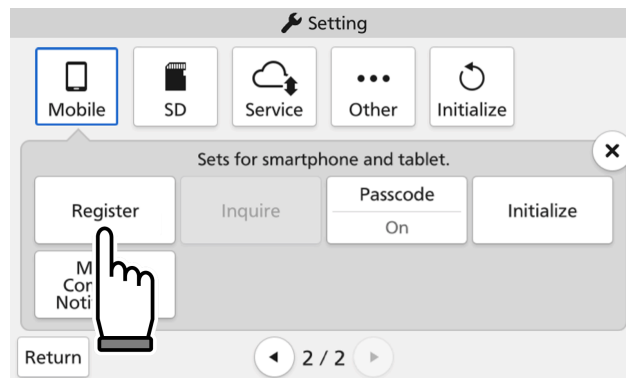
Set a passcode by following the procedure below.

#### 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”.

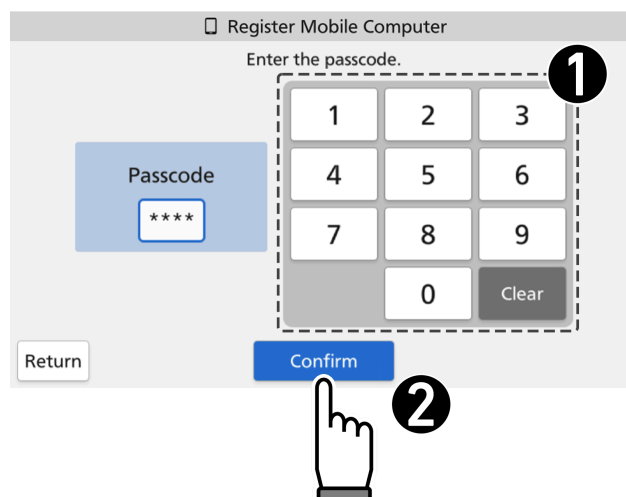


The Enter passcode screen displays.

**Caution**

If “Off” has been set in [Step 7](#), touching “Register” makes the procedure jump to [Step 10](#).

9. Enter the set passcode and touch “Confirm”.



The input passcode displays as asterisks (\*).

## 10. Touch "Register".



A QR code is displayed on the base unit, the mobile device screen changes to that for reading the QR code.

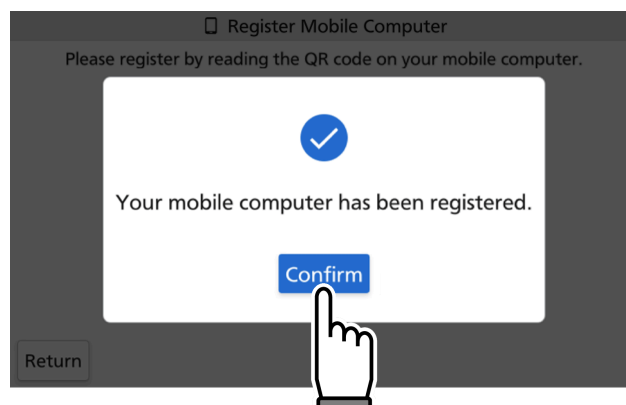
## 11. With the mobile device, read the QR code displayed on the Base Unit.



A registration completion pop-up will appear, touch "OK".

[→ If an error screen displays](#)

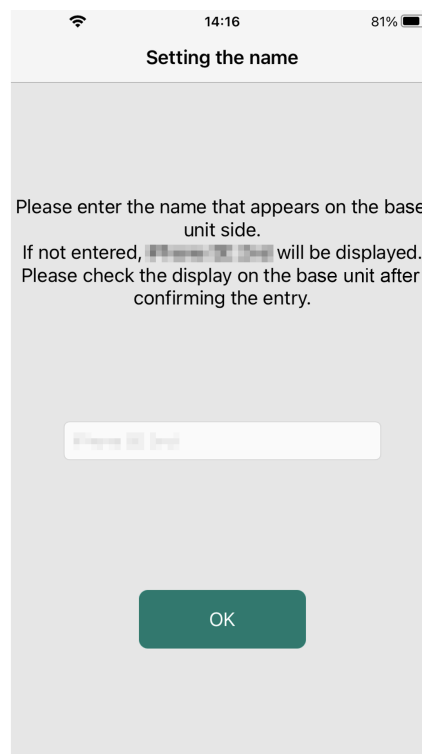
## 12. Touch "Confirm" when the following screen displays on the Base Unit.



The registration completes, and the screen returns to the Setting (Mobile) screen.

13. Enter the name of the mobile device and touch "OK"

- The entered name will be displayed on the base unit.
- It will be convenient to use an easy-to-understand name, such as "Mom's phone".



### Caution

- Please enter a name within 14 characters.
- If you touch "OK" without entering a name, the device model name will be entered.
- You can change the name later.

14. Confirm the "Service Available" status is displayed on the mobile device.



The application is now ready for use.

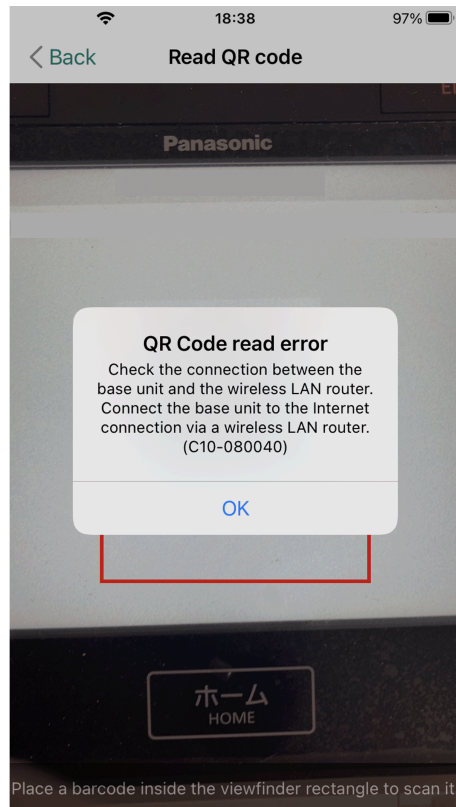
### Caution

- It takes some time for the registered mobile device to be enabled.
- The displayed status may be different from the actual one because it is updated only when the application is launched or communicates with the base unit.
- You can register up to a total of six mobile devices with the Base Unit.
  - \* Uninstalling and then re-installing the application on a mobile device 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.



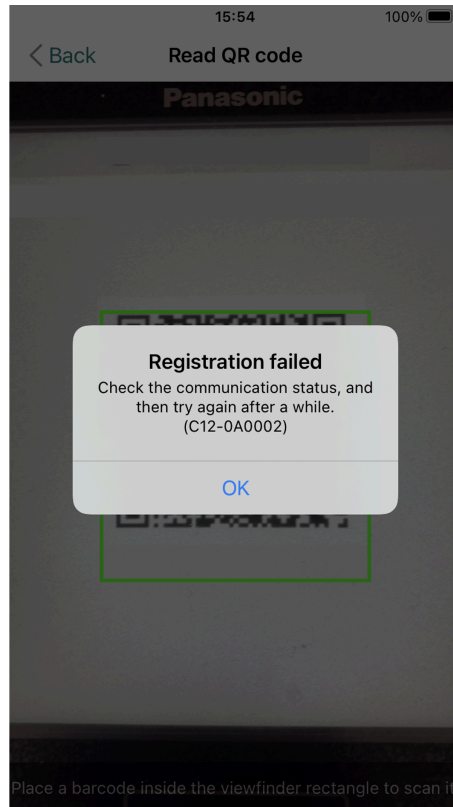
## Error screen

- An attempt to read the QR code with the mobile device when it is not connected to the network displays the following screen. Confirm the content and touch "OK".



Check if the base unit is connected with a LAN cable or wireless LAN, and if the modem is connected to the Internet.

- If the communication status is bad and communication fails, the following screen will be displayed.



Touch "OK", wait a while, and scan the QR code again.

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## Control

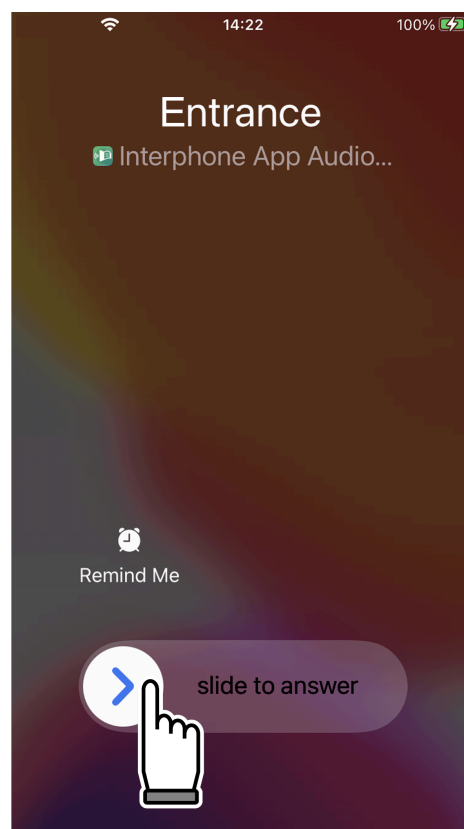
### Answering a call (a visitor)

The mobile device allows you to confirm the picture and talk to the person calling from the Main Entrance intercom, the door phone slave device with a camera, or the manager's room with a camera.

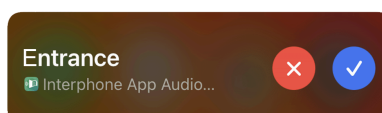
#### Caution

- Talk ends when the Interphone App goes to background due to startup of another application, etc.
- Calls from the base unit, other units, the door phone slave device without a camera, and the manager's room without a camera are voice-only calls.
- The shown screen is just an example. It may vary depending on the model of mobile device.

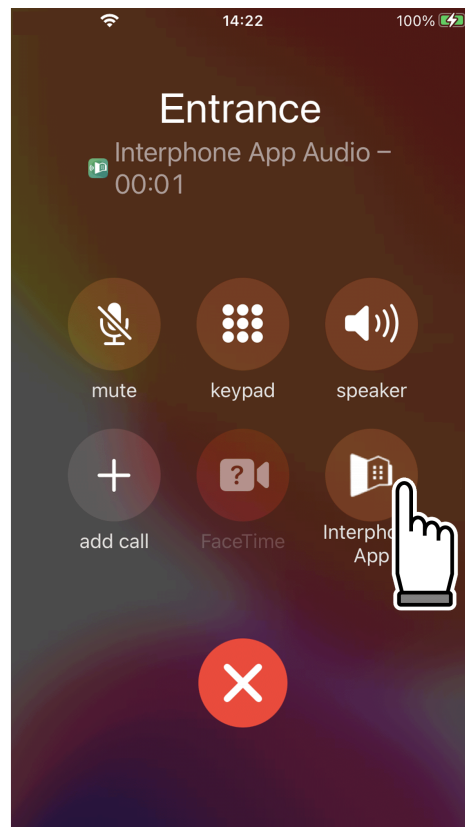
1. When a call is received by your mobile device when you are not operating it, the following screen will be displayed. Slide in the arrow direction ➤ to answer the call



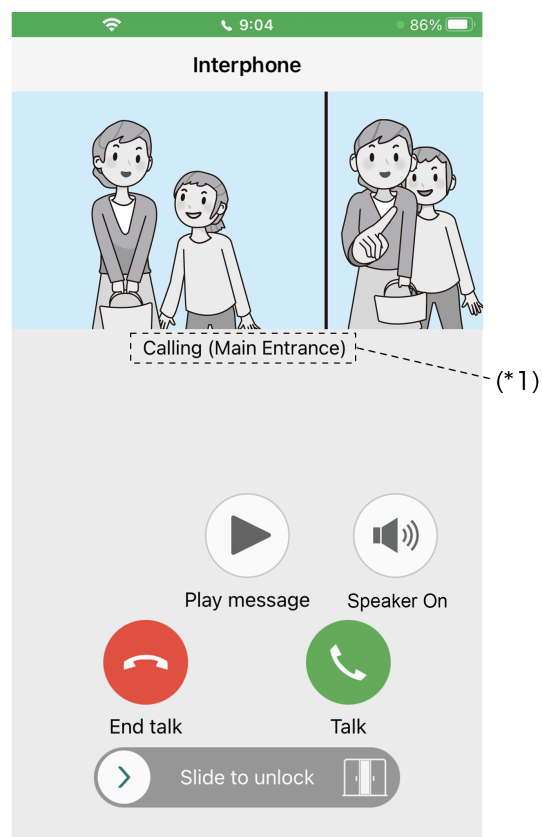
When a call is received by your mobile device when you are operating it, the following banner will be displayed. Touch ✓ to answer the call. Proceed to Step 3.




2. Touch "Interphone App" on the next screen.



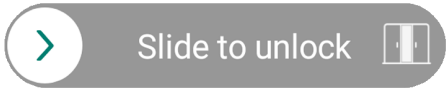




3. The Interphone App launches displaying the Incoming Call screen.



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.

(\*1)As shown in the table below, the buttons (functions) displayed depend on where the call is from.

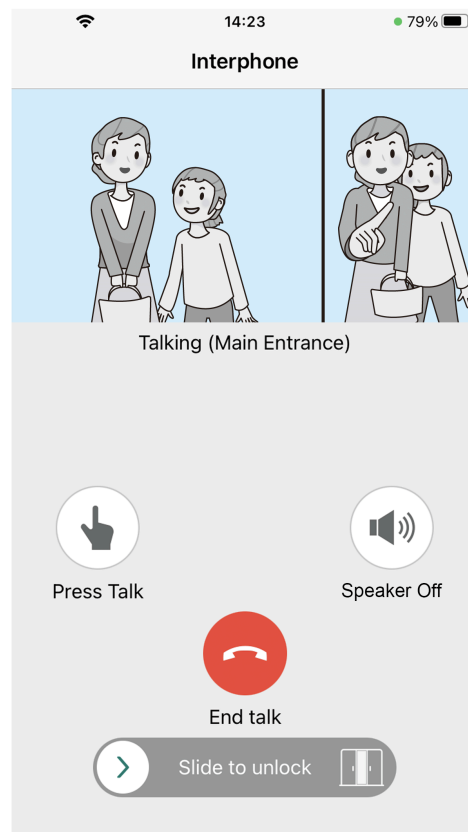
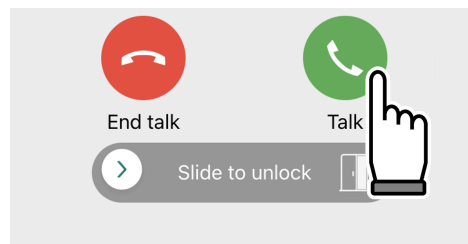
Note that buttons are not displayed in condominium units incompatible with the functions.

Function/Bottom	Main Entrance	Door Phone	Base Unit	Manager	Other units	Explanation
Picture	✓	✓		✓		The picture doesn't display when a call is from the base unit in the manager's room or door phone slave device without camera.
 Slide to unlock 	✓					Unlock the condominium entrance in response to a call from the Main Entrance.
 Play message	✓					Allow you to play a message that is recorded when the visitor calls from the Main Entrance before you answer the call.
 Light		✓				Turn on the light of the door phone slave device when the entrance is dark and hard to see. (Camera-equipped door phone slave devices only)
 Switch				✓		Switch the screen when the manager's room is equipped with two cameras.







### Caution

- 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.
- 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.

4. To answer a call, touch “Talk”.





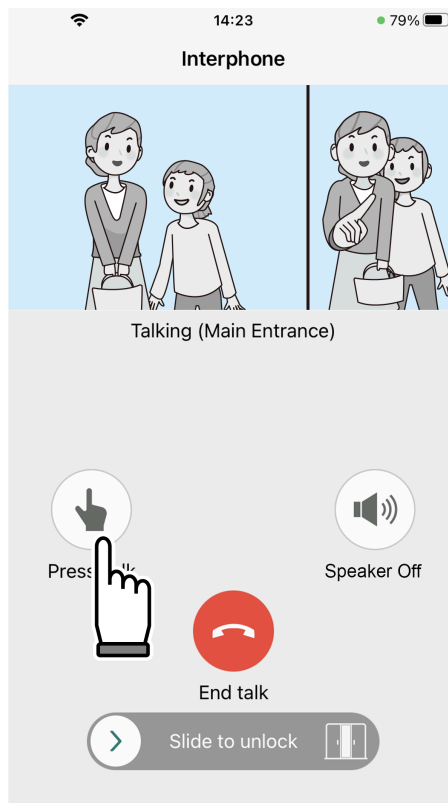
The screen changes to the Talking screen.


- Touching  when  “Speaker On” is displayed, switches the speaker to  “Speaker Off”, allowing you to talk while viewing the screen.
- Touching  when  “Speaker Off” is displayed, switches the speaker to  “Speaker On”, allowing you to talk by holding your mobile device to your ear like a phone.

Touching  allows you to switch On/Off the speaker.

## When talking in speaker mode is difficult due to background noise

1. Touch  "Press talk" while also touching  "Speaker On".

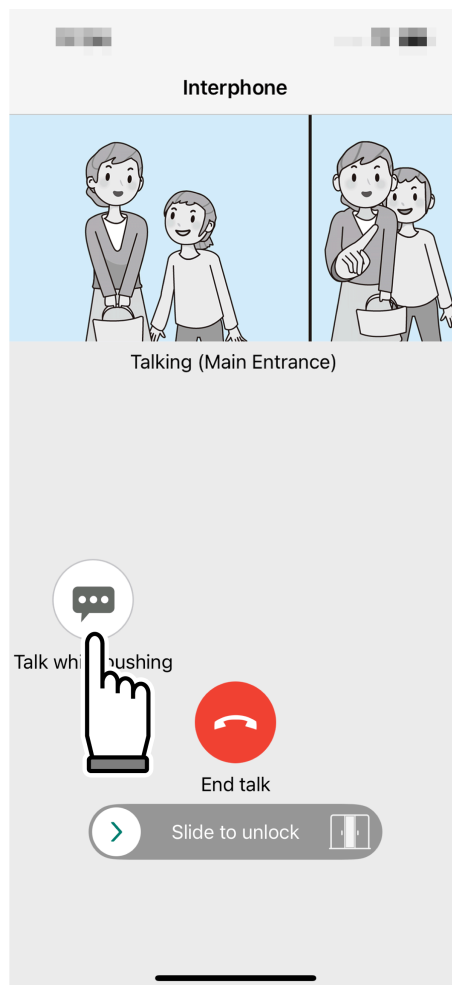




Touching  "Press talk" displays a confirmation screen; touch "OK". Touching "Back" cancels the press talk. Touching "OK (Do not show again)" stops the confirmation screen from displaying from the next time.

### Caution

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

2. Talk while pressing  "Talk while pushing".



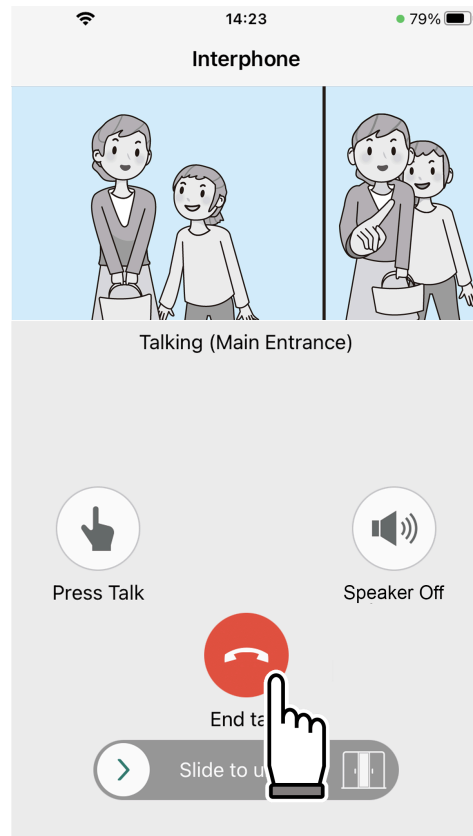
The voice of the person on the other side cannot be heard while  "Talk while pushing" is down. The indication on the display changes to  "Release and listen".

3. To listen to the other end, release  "Release and listen".


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5. To terminate the call, touch “End talk”.



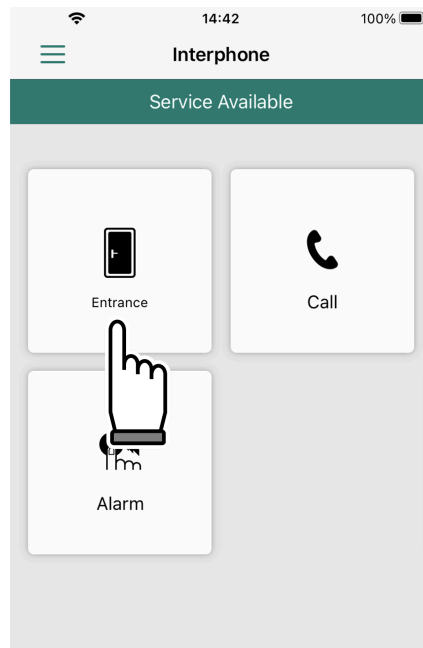
## Caution

-  “Speaker” is not displayed on tablets since only the speaker (talk while viewing the screen) mode is supported on them.
- A call may become choppy in a noisy place such as near a TV set, or a place where the voice is easy to echo such as a bathroom.
- Calls through speakers and microphone other than those built into the device, such as headsets, earphone with microphone, speakers, etc. are not supported.
- The speech quality may decrease or the call may become choppy depending on the network status, such as the wireless LAN radio signal strength.
- If the volume of the speech is too loud or soft, adjust your mobile device sound system volume.
- A delay in the received call time or decrease in picture refresh rate may occur depending on the network status.
- If the Main Entrance intercom or door phone slave device with camera is exposed to direct sunlight or strong illumination, white vertical lines and/or black spots, or a light reflective pattern may show up on the picture but this is normal.
- Talking is possible only from the first device that answers a call. If the call is answered by a device (Base Unit, Sub-Base Unit, another mobile device, etc.), the call is terminated for all other devices. (Calls cannot be forwarded.)

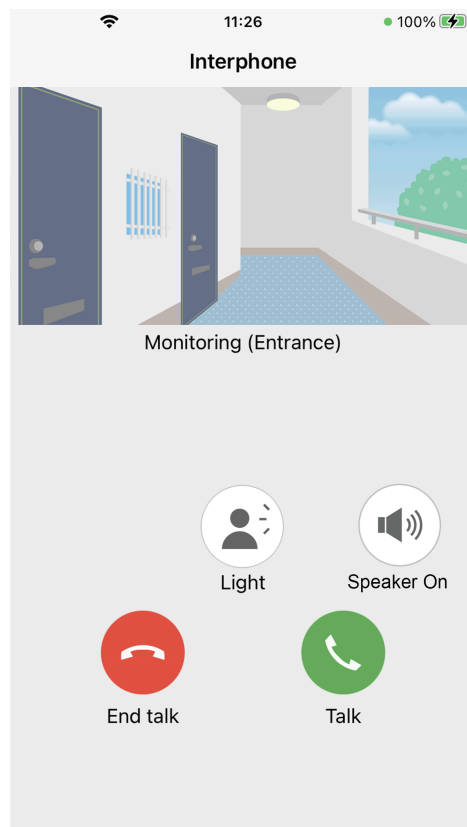
## Monitoring your entrance

You can monitor the entrance area by turning on the camera installed in the door phone slave device. (Monitor-equipped door phone slave devices only)

1. On the top screen, touch "Entrance".



2. Monitor the entrance area using the camera.



3. After monitoring the area, touch “End talk”.

The screen returns to the top screen.

**Caution**

- Talk ends when the Interphone App goes to background due to startup of another application, etc.
- Your voice cannot be heard through the door phone slave device while you are monitoring the entrance area although you can hear the sounds in the area. Pressing the talk button enables bidirectional talk. Please be careful not to press the button by mistake.

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## Calling the base unit

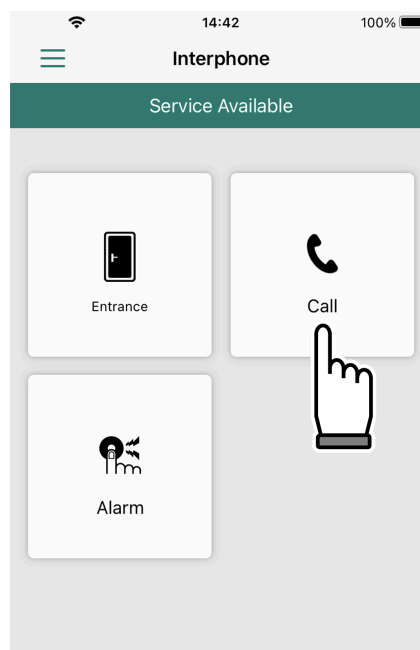
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You can call the base unit of your home and talk to a person there.

### Caution

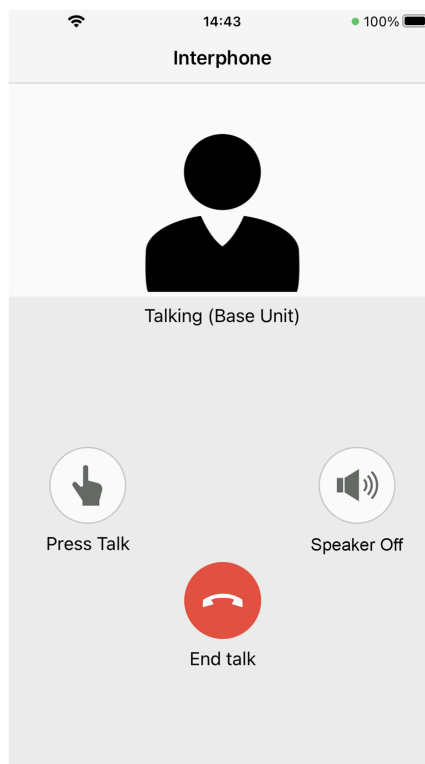
- In order to call and talk to the base unit via the Interphone App, you need to have a LiFIT service contract in your apartment building. However, calling the parent unit may not be possible depending on the installed Condominiums HA system.

1. On the top screen, touch “Call”.



The screen changes to show that the base unit is being called.

2. Talk after the call is answered from the base unit.



Touch "End talk" after finishing the call.

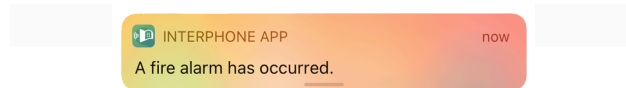
**Caution**

- Talk ends when the Interphone App goes to background due to startup of another application, etc.

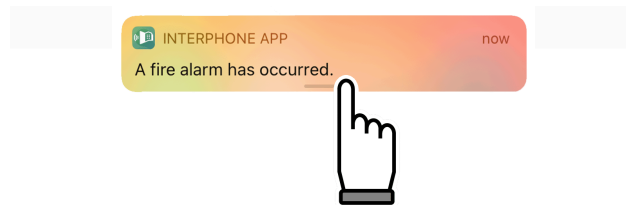
## Confirming an alarm

The application uses a banner to notify your mobile device that the base unit is sounding an alarm.

1. The vibrator turns on along with the alarm banner.

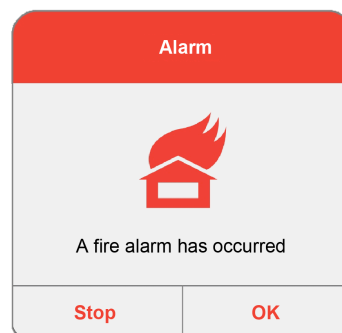


2. Touch the banner



The description of the alarm will be displayed.

3. Check the description, and touch "Stop" or "OK".

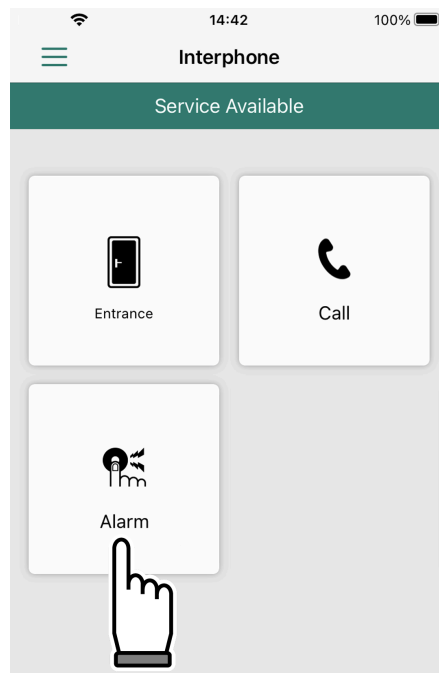


- Touching "Stop" silences the base unit alarm.
- There are base unit alarms that cannot be silenced remotely from your mobile device. For these alarms, touching "Stop" displays the message "Currently sounding alarm cannot be remotely controlled. Please operate the base unit."
- You can [choose whether or not to receive alarms and notices](#) on the Base Unit.










### Caution

- If you set the alarm/notification to "Off" on the Base Unit, you can not receive the notification even if you turn on "Notification" on the mobile device.
- For the alarms that cannot be stopped by app, operate the alarm silence button of the base unit.

Touching “Alarm” on the top screen allows you to display one high-priority alarm.



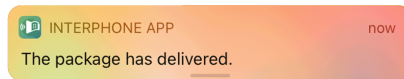


Icon	Alarm name	Message	Alarm that can be silenced by app
	Fire	A fire alarm has occurred	
	Fire in neighborhood	A fire alarm has occurred	
	Gas leakage	Gas alarm has occurred	
	Incomplete combustion (CO)	Ventilation alarm has occurred	
	Emergency	Emergency alarm has occurred	✓
	Water leakage	Water Leakage 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	✓

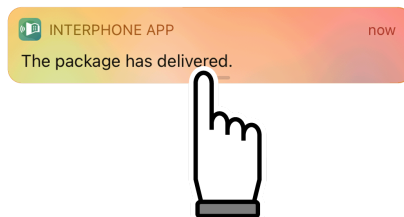
## Confirming a notice

The application uses a banner to notify your mobile device that a package has been delivered to your home.

1. The vibrator turns on along with the notification ringtone sound.



2. Touch the banner.



The notification content displays.

3. Touch "OK" after checking the content.



- You can [choose whether or not to receive alarms and notices](#) on the Base Unit.

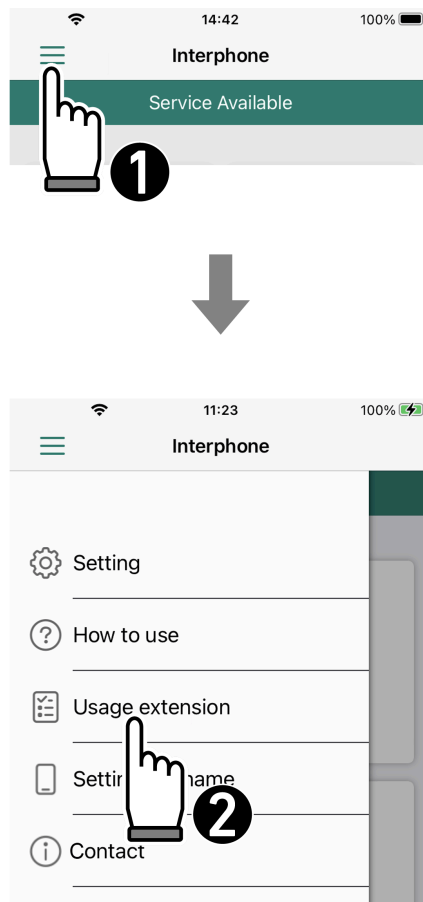
### Caution

- If you set the alarm/notification to "Off" on the Base Unit, you can not receive the notification even if you turn on "Notification" on the mobile device.
- 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.

## Extending the service expiration date

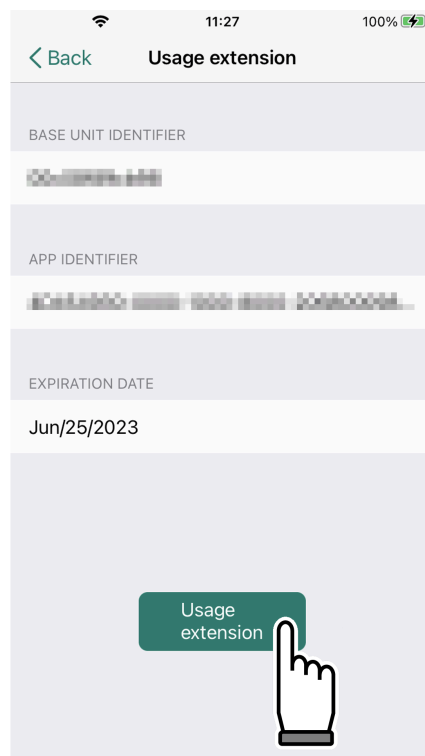
To ensure security, the Interphone App becomes unusable on a registered device a certain period after its registration. To extend the usage period, register the mobile device again by following the procedure below.

1. Touch  on the upper left, and touch “Usage extension” on the menu screen.



2. Display [a QR code on the base unit.](#)

3. Touch “Usage extension”, and read the QR code displayed on the base unit.




When the device is registered successfully, the screen returns to the Usage extension screen.

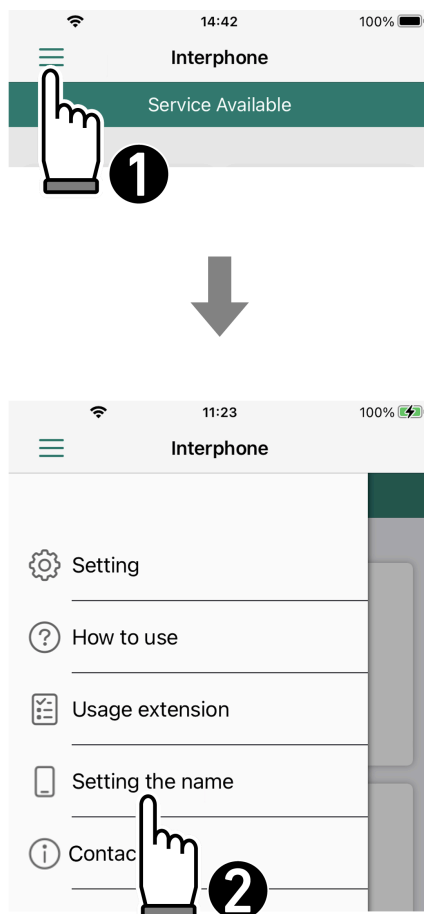
### Caution

- The Interphone App becomes unusable after the notified usage period. Please perform the usage extension procedure early.

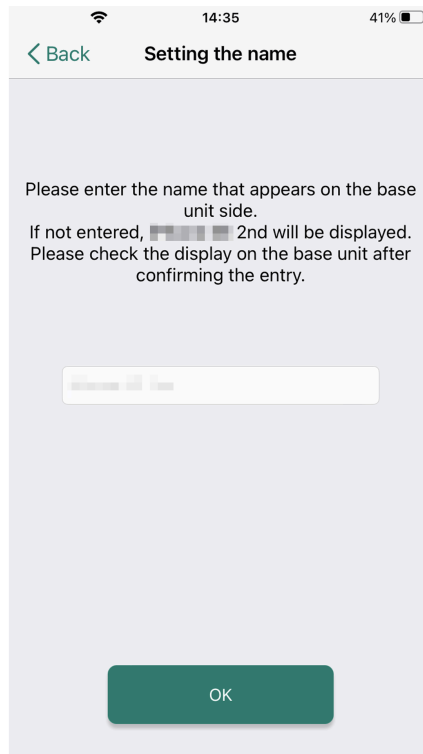
## Changing a name of the mobile device

You can change the name of a mobile device registered on the base unit to an easy-to-understand one, such as “Mom’s phone”.

1. Touch  on the upper left, and touch “Setting the name” on the menu screen.



2. Enter the name of the mobile device and touch "OK"



The screenshot shows a mobile application interface with a light gray background. At the top, there is a status bar with a Wi-Fi icon, the time 14:35, and a battery level of 41%. Below the status bar is a header bar with a green left arrow and the text '< Back' in green, followed by the title 'Setting the name' in black. The main content area contains the following text: 'Please enter the name that appears on the base unit side.' followed by 'If not entered, [REDACTED] 2nd will be displayed.' and 'Please check the display on the base unit after confirming the entry.' Below this text is a white rectangular input field with a light gray border. At the bottom of the screen is a dark green rounded rectangular button with the text 'OK' in white.

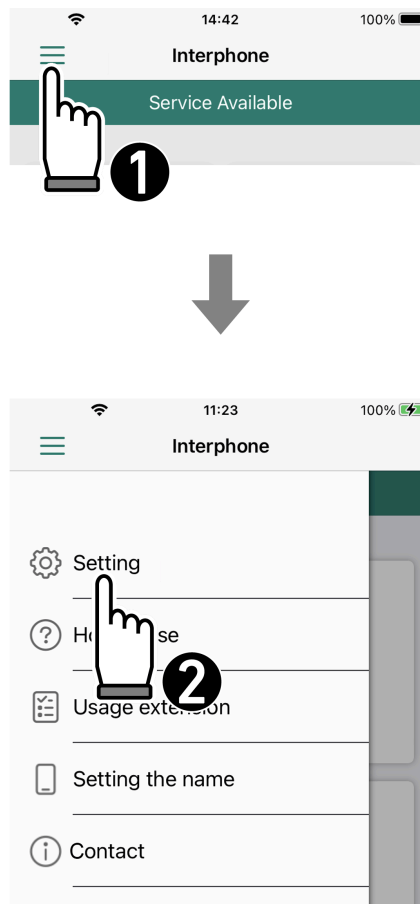
Confirm [the entered name is displayed on the base unit.](#)

## Setting up the application

### Caution

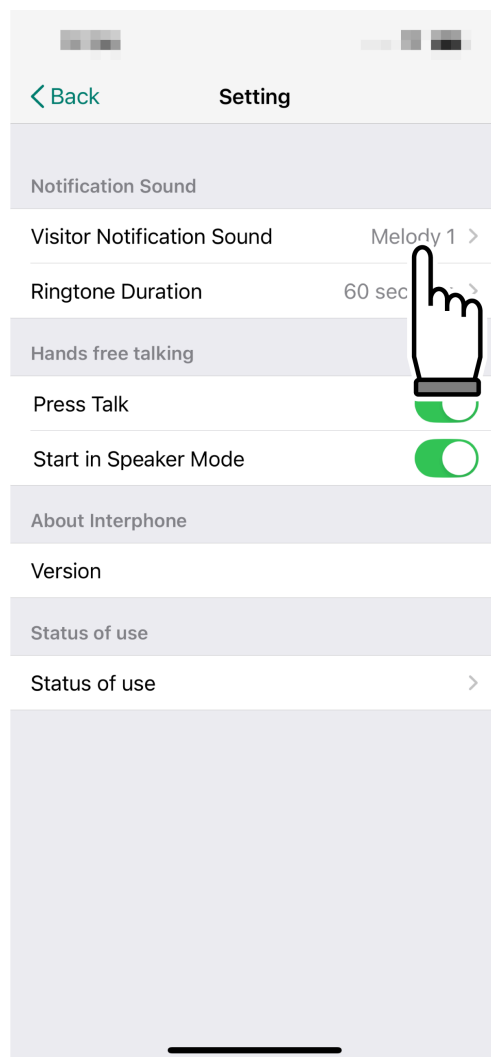
- The shown screen is just an example. It may vary depending on the model of mobile device.
- For the operating procedure, please refer to your mobile device operating instructions.

1. Touch  on the upper left, and touch "Setting" on the menu screen.



2. Make various Interphone App settings.

## Choosing “Visitor Notification Sound”





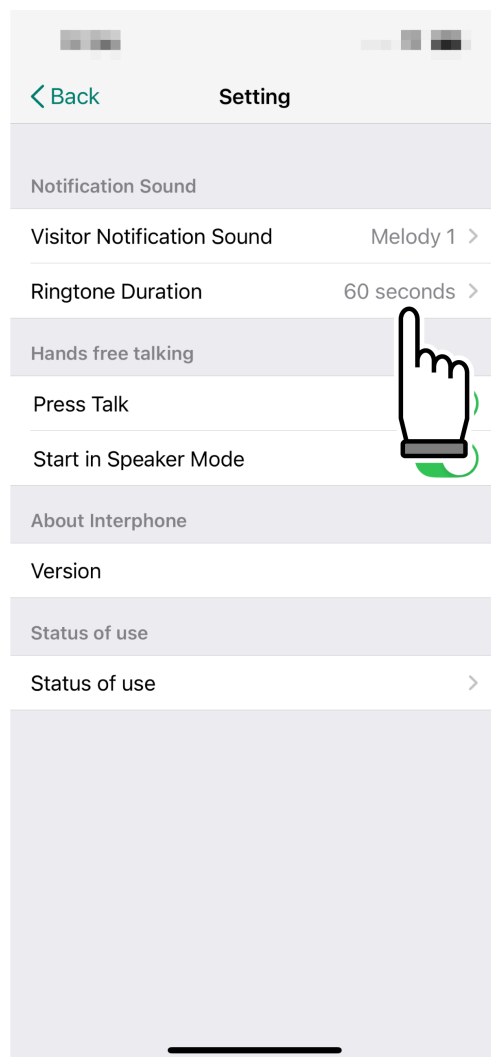


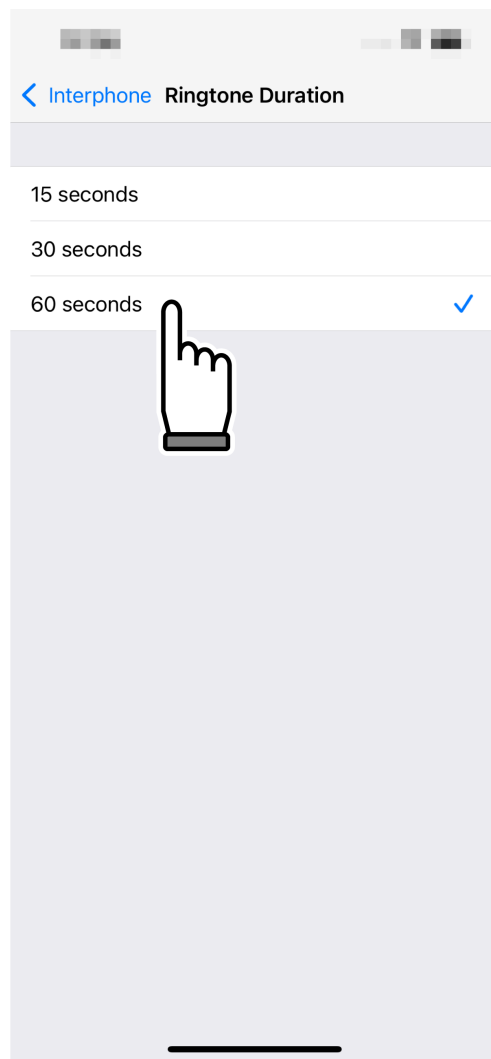
- The “Ringtone” at the top is the one set in the OS.
- The default setting is “Melody 1”.

#### **ご注意**

- The notification ringtone may be hard to hear depending on the mobile device model. In such a case, choose an easier to hear tone.
- Notification ringtones sound when selected, except "Ringtone". Be careful of the volume.
- For details about the “Ringtone” at the top, check the OS sound settings.

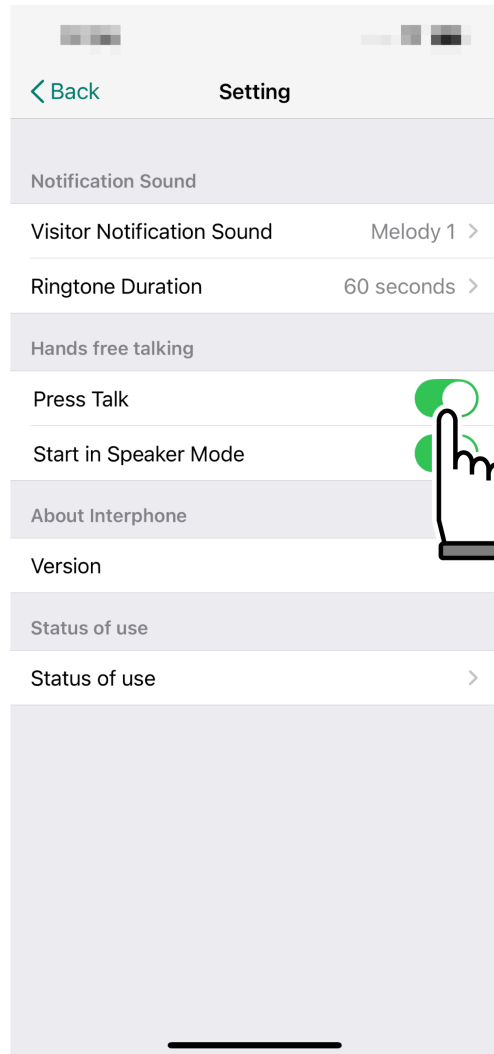
## Choosing “Ringtone Duration”





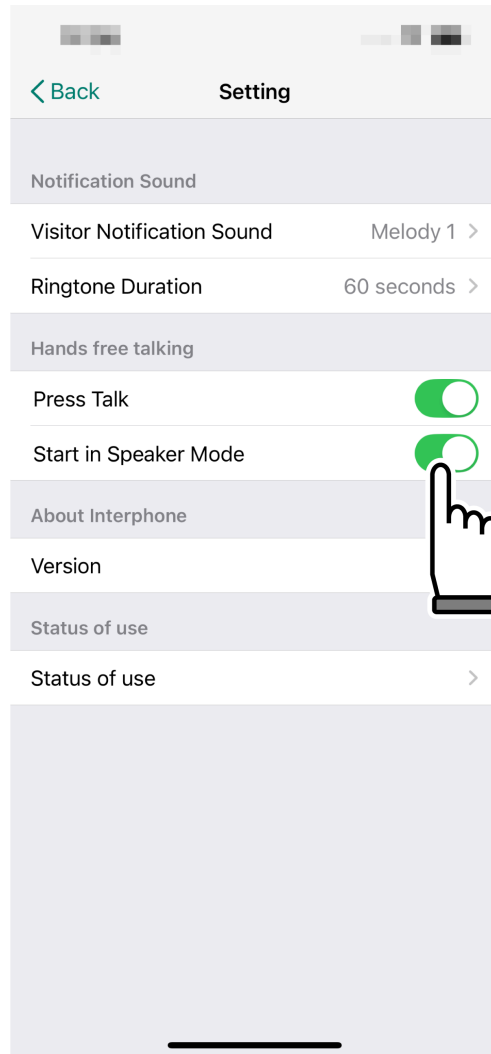
- The call from a visitor will end if you do not answer it within the set time.
  - The default setting is "60 seconds".
-

## Choosing “Press Talk” ON/OFF



- For use when a call is choppy due to noisy background. Setting Press Talk to ON displays “Press Talk” during calls.
- The default setting is “ON”.

## Choosing “Start in Speaker Mode” ON/OFF

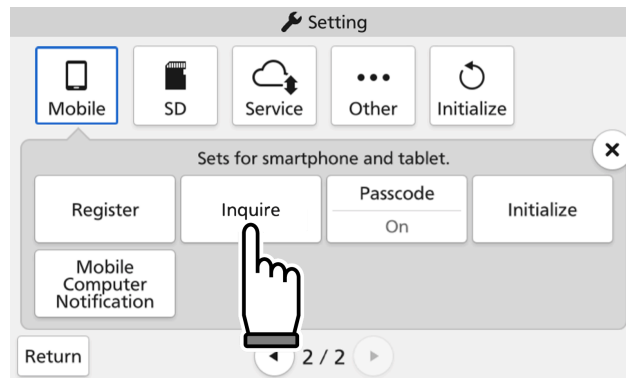


- Switches the initial audio output setting for incoming calls.
- ON: The speaker is initially enabled for calls, allowing you to talk while viewing the screen.
- OFF: The speaker is initially disabled for calls, allowing you to talk by holding your mobile device to your ear like a phone.
- The default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

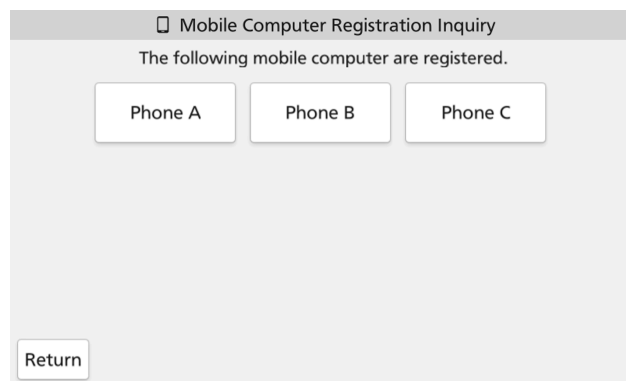
## Inquiring registered devices

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.



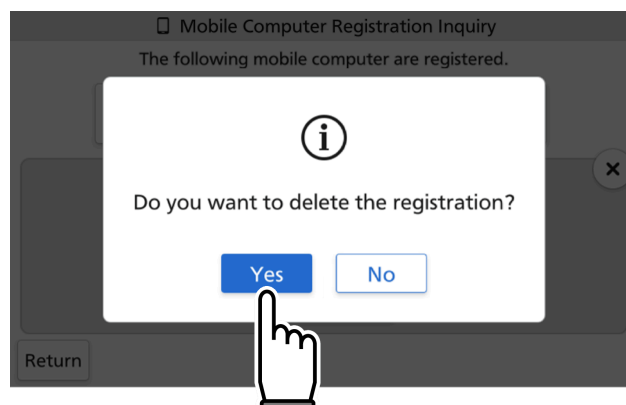
The Delete the Registration screen displays.

3. Touch "Delete the Registration".



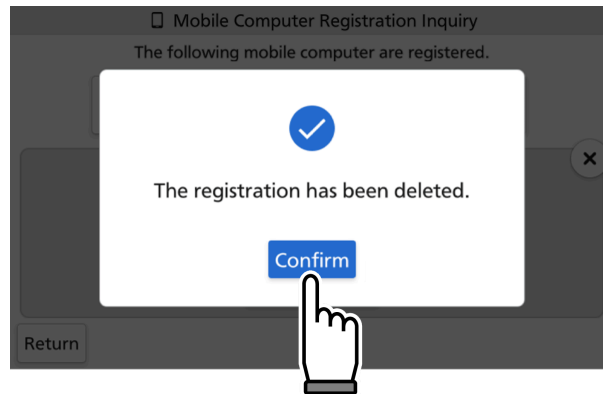
A confirmation screen displays.

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 mobile devices, the screen returns to the Setting (Mobile) screen.
- Launching the application on the mobile device opens the mobile device registration screen.

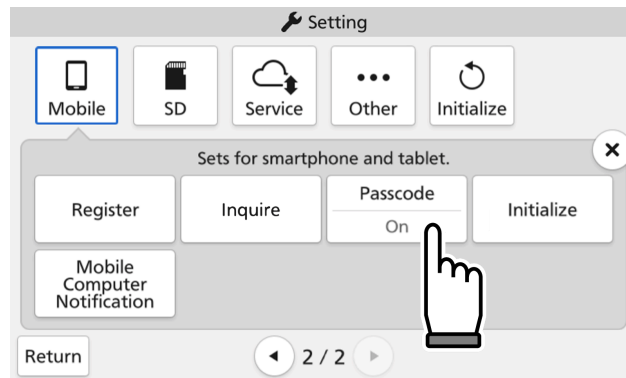




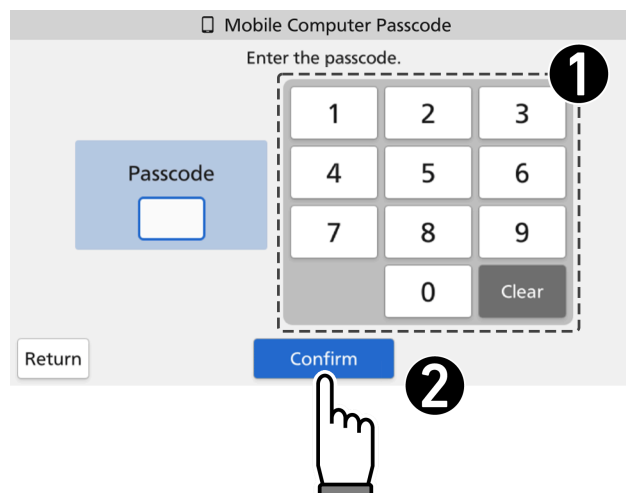
## Changing the passcode

This operation must be performed on the Base Unit.

1. [Display the Setting\\_\(Mobile\) screen.](#)
2. Touch "Passcode".



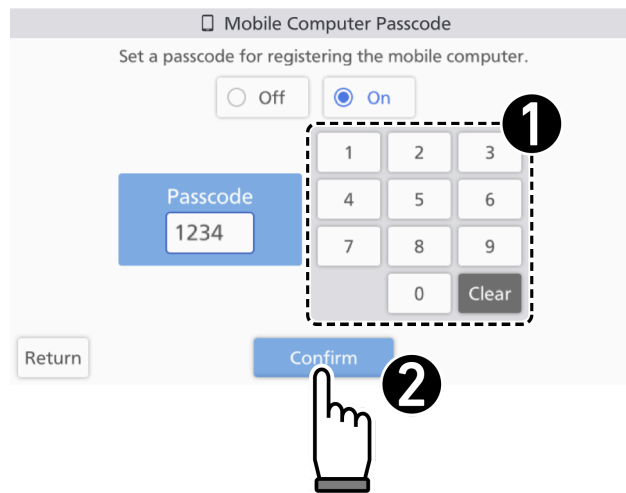
3. Enter the passcode input at the time of registration and touch "Confirm".



### 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”.

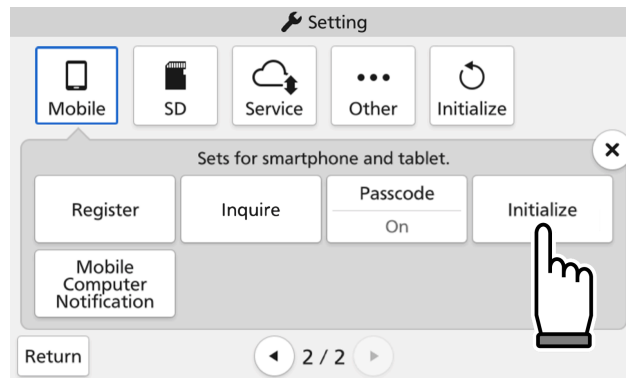


- For the setting method, please refer to [[If you touch “On”](#)] of [Registering a mobile device with the Base Unit]
- If not setting a passcode, touch “Off”, and then “Confirm”.

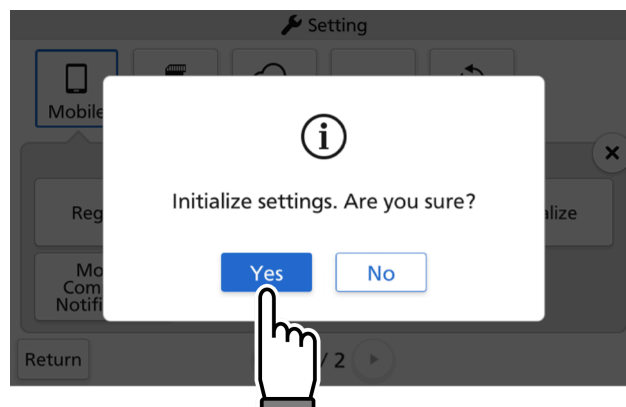
## Initializing the mobile settings

This operation must be performed on the Base Unit.

1. [Display the Setting \(Mobile\) screen.](#)
2. Touch "Initialize".

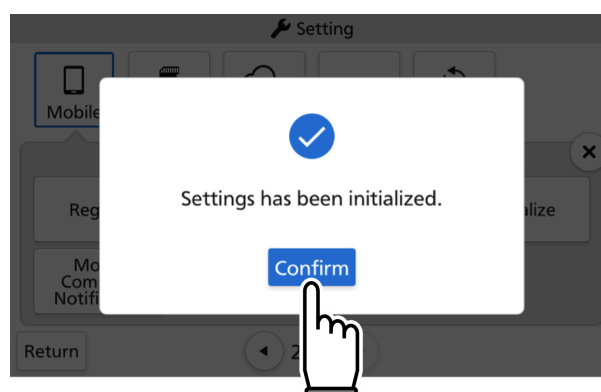


3. Touch "Yes".



The initialization of mobile settings starts.

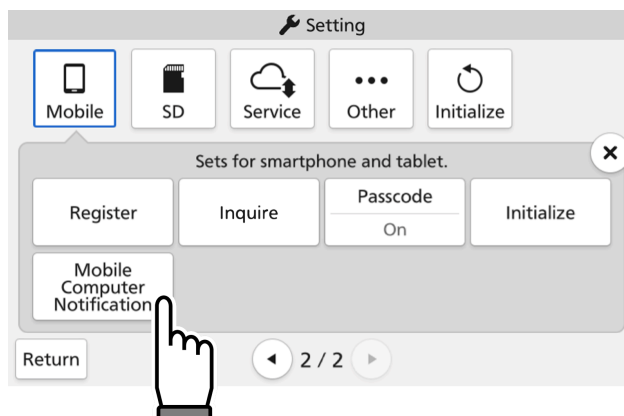
- Touching "No" returns the screen to the Setting (Mobile) screen.
- The initialization completed message displays and all registered devices are deleted when the initialization of mobile settings ends. Touching "Confirm" returns the screen to the Setting (Mobile) screen.
- Launching the application on the mobile device opens the mobile device registration screen.



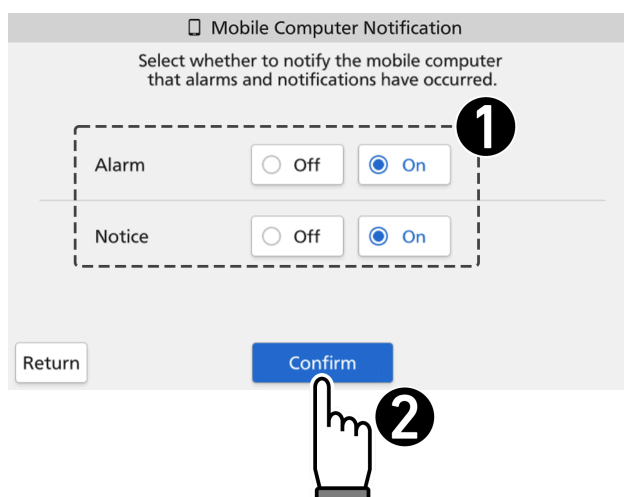
## Changing the mobile computer notification

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 mobile device.
On	Any alarm or notice occurrence will be notified to the registered mobile device.

### 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 mobile device.

## Troubleshooting

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

Action	Install the Interphone App.
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### ■ The Interphone App service is unavailable and does not become available

Check	Is the network correctly connected and/or set?
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Action	<p>Check your device's manual to make sure it is connected to the internet. Also, refer to the instruction manual of the router to which the base unit is connected, and check that the router is connected to the Internet.</p> <p>If there are two or more DHCP routers or WEP (an encryption method) is used for router connection, the communication between the mobile device and Base Unit may not function correctly.</p>
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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.
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Action	<ul style="list-style-type: none"><li>• Check that it is "Normal" in "Network Status" on the base unit.</li><li>• Move your smartphone to a place where the wireless and network conditions are good.</li><li>• Tap the Interphone App icon on the home screen again to update the status.</li></ul>
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Action	If the problem still persists after performing the two actions above, reinstall the Interphone App in the mobile device and register it on the base unit again.
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### ■ The Interphone App is running normally but no calls can be received

Action	The displayed status may differ from the actual one. Touch the Interphone App icon and display the top screen. You can confirm the status at the time you touched the icon.
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### ■ Base Unit not found though the mobile device is connected to the wireless LAN

Action	Check your device's manual to make sure it is connected to the internet. Also, refer to the instruction manual of the router to which the base unit is connected, and check that the router is connected to the Internet.
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### ■ Incoming calls cannot be received in some indoor places

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

### ■ No calls come in to the mobile device

Check	Is the smartphone or tablet registered with the Base Unit?
Action	<a href="#">Register with the Base Unit.</a>

Check	Is the mobile device connected to the Internet?
Action	Check that the mobile device is connected to the Internet by referring to its operating instructions.

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.
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## ■ 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.
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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.
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Action	Choppy calls may occur as a result of a noisy environment. Please move to a quiet place or use the Press talk feature to speak.
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## ■ Voice is not heard via Bluetooth earphones

Check	The Bluetooth earphones may not be active during talking over the Interphone App with them. Using the iPhone's built-in speaker is recommended but if you dare to use the Bluetooth earphones, configure them with the following procedure.
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Action	Select "Settings" -> "Accessibility" -> "Touch" -> "Call Audio Routing" and check "Bluetooth Headset".
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## ■ Can not switch languages

Check	Check the language setting on your smartphone or tablet.
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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.
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## Confirming the error code

Check the meaning of the displayed error code and take the appropriate action before requesting a repair or service.

Code	Meaning	Action
C01 C04	No connection to the parent unit.	If there are no problems with the Internet connection of your smartphone or parent unit, try again after a while.
C02	Not registered on the parent unit.	Check if your mobile device is registered on the parent unit by following the instructions in the <a href="#">Inquiring registered devices</a> section. If it is unregistered, register it again by following the instructions in the <a href="#">Registering a mobile device</a> section.
C03	Failed communication with parent unit.	The connection itself is established, but communication with the parent unit has failed. Try again after a while as the parent unit may be performing another operation.
C05	No connection to the Internet.	Unable to verify your smartphone's SIM and wireless LAN activation status. Check that your smartphone is connected to the Internet.
C09	Failed to read the QR code.	Failed to correctly read the QR code information. Read the QR code for registration displayed on the parent unit by following the instructions in the <a href="#">Registering a mobile device</a> section.
C12	Failed to connect to the registration server.	Failed to connect to the server for registration. Check that you are connected to the Internet.
C13	Failed to retrieve registration information.	Failed to retrieve or save registration information. Try again after a while. The operation may fail if your smartphone has little storage space left.
C14	Failed to connect to the server.	The smartphone has failed to connect to the server. Try again after a while. The operation may fail if the Internet connection is unstable.
C20	Failed to initialize the registration information.	The application failed to generate the registration information that it creates on its first run. Try again after restarting the application or your smartphone. The operation may fail when notifications are disabled. If the error persists, uninstall and then reinstall the application.



## Making an inquiry (When in problem)

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Help desk for Interphone App

Repair inquiries

How to use and maintenance inquiries

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- 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.