

# Mobile Device Registration Procedure for I Series

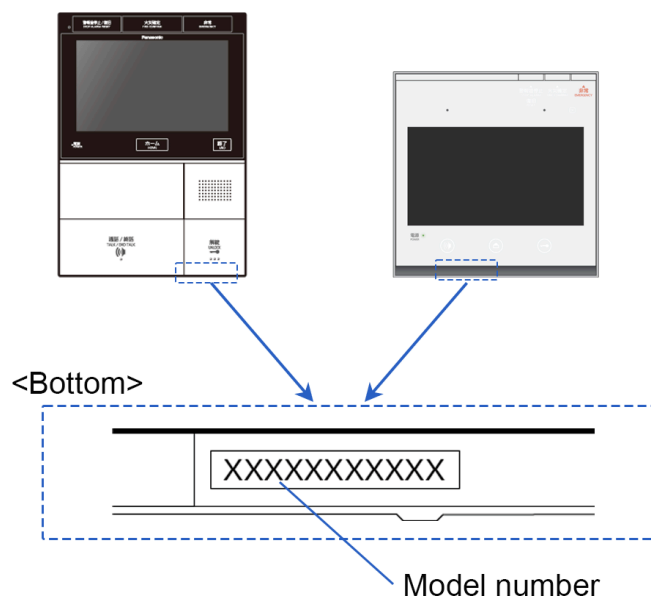
## Introduction

This is the Mobile Device Registration Procedure for customers who have installed the security intercom 1M type Base Unit for the Condominiums HA I series with the following configuration.

The I series base units are divided into two types: “In-Home Access Unit” and “Remote Access Unit”. Each of them uses a different procedure to register mobile devices such as smartphones and tablets. Figures and instructions that apply to only one of the types are marked with [In-Home Access Unit] or [Remote Access Unit]. Please refer to those applicable to your unit.

## How to distinguish between “In-Home Access Unit” and “Remote Access Unit”

1. Check the model number of the base unit.



2. Use the table below to determine whether the main unit is “In-Home Access Unit” or “Remote Access Unit”.

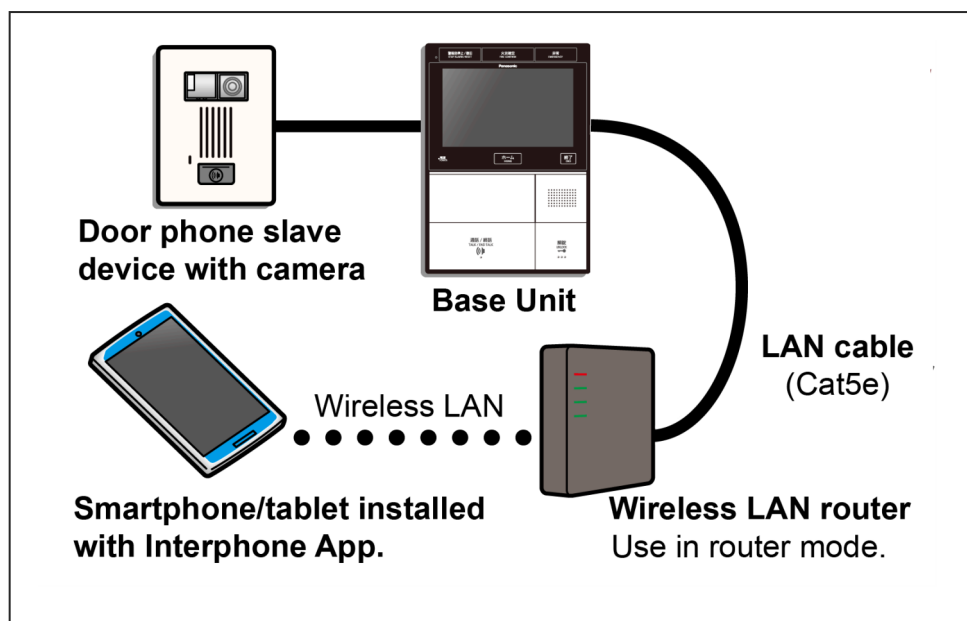
<b>Remote Access Unit</b>	WGLT□□□3□W WGLB□□□3□W
<b>In-Home Access Unit</b>	WGLT□□□2□W WGLB□□□2□W

\* □ is any number.

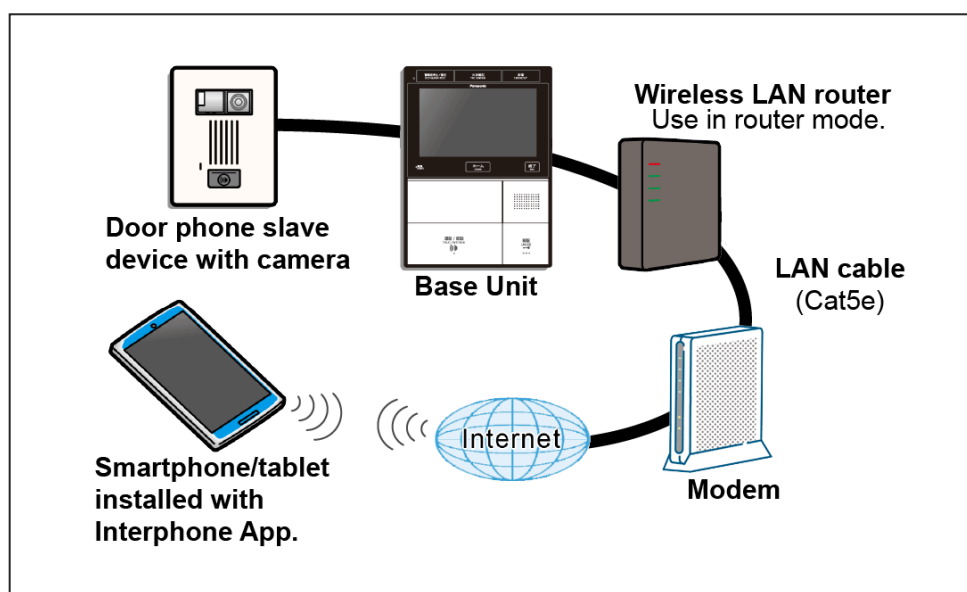
\* The Interphone App cannot be used if the network setting in construction settings of the base unit has not been set or if the base unit is not connected to the network by the construction shop. Please contact the construction shop or management company.

\* Models not listed above may also be registered. To confirm, proceed with the registration and check the screen shown in [Step 14](#) of “Registering a mobile device”.

## [In-Home Access Unit]



## [Remote Access Unit]



## How-Tos

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Using the Interphone App

Confirming the recommended device/wireless LAN router

Check the network connection status of the mobile device



Registering a mobile device

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.
Base Unit 	1M Type Security Intercom Base Unit for Condominiums HA I Series.
Mobile device (*1)	Android or iOS Smartphone, Tablet Installation of Interphone App required.
LAN environment	<ul style="list-style-type: none"><li>• [In-Home Access Unit] The base unit must be connected to the same network as the smartphone via wired or wireless LAN. (*2)</li></ul> Always-on Internet connection required. (*3) <ul style="list-style-type: none"><li>• [Remote Access Unit] The base unit must be always connected to the Internet via wired or wireless LAN. (*2)</li></ul> (*4)
Wireless LAN router(*1)	<ul style="list-style-type: none"><li>• [In-Home Access Unit] The wireless LAN router is required for connecting the mobile device.</li><li>• [Remote Access Unit] The wireless LAN router is required for connecting the base unit via wireless LAN.</li></ul>

\*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.




\*4 : It cannot be used without an Internet connection.

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

## Check the network connection status of the mobile device

To use the Interphone App, you need to connect your mobile device to a network that meets requirements.

The requirements are different between the Remote Access Unit and In-Home Access Unit. Use the following table to see if your device is connected to a proper network.

Network Type	In-Home Access Unit	Remote Access Unit	Mobile Device Check Method
Wireless LAN in your home	Must be connected	Optional	 is displayed on the device and it is connected to a wireless LAN.
Internet	Recommended	Must be connected	 is displayed on the device and it is connected to a public network such as 5G. Or  is displayed on the device, it is connected to a wireless LAN, and the base unit is constantly connected to the Internet.

For the setting method, please refer to your device operating instructions.

### Caution

- [In-Home Access Unit] Make sure the mobile device is connected to your home Wi-Fi.
- [Remote Access Unit] The mobile device must be connected connect through a public network such as 5G or a wireless LAN to the Internet.
- The base unit must be always connected to the Internet.
- Wireless settings and behavior during sleep mode vary depending on the mobile device. For details, please refer to your 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 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 device, you may not be able to operate normally when the LiFIT app runs in the background, therefore set the setting correctly. In the case of Android, the name of the energy saving setting differs depending on the device, such as battery optimization. Check the instruction manual of each device.
  - [In-Home Access Unit] Depending on the memory specifications of your mobile device, you may not be able to receive calls normally when the app goes into the background.
  - The delivery of notifications and pictures may fail or be delayed due to poor network connection or many devices connecting to the wireless LAN.
  - The Interphone App does not run correctly without the notification setting of your smartphone turned on.

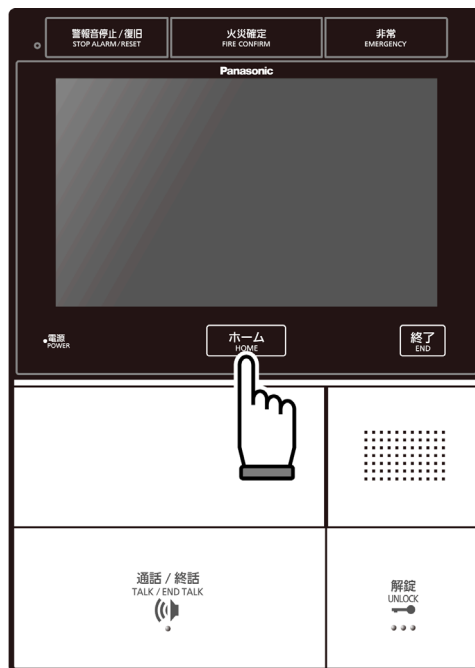
## Registering a mobile device

### Caution

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

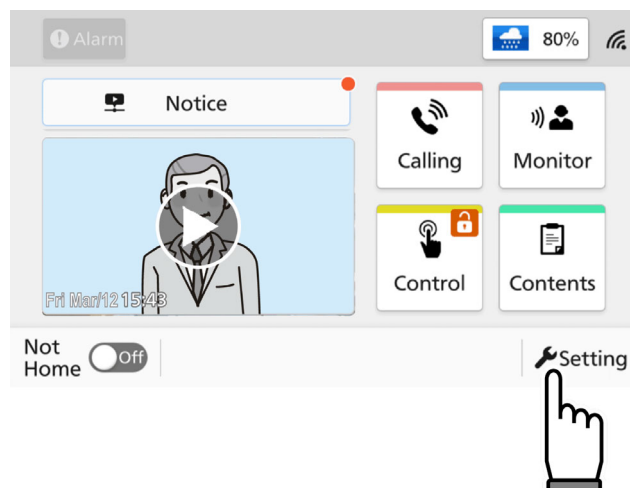
## Registering a mobile device on the Base Unit.

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



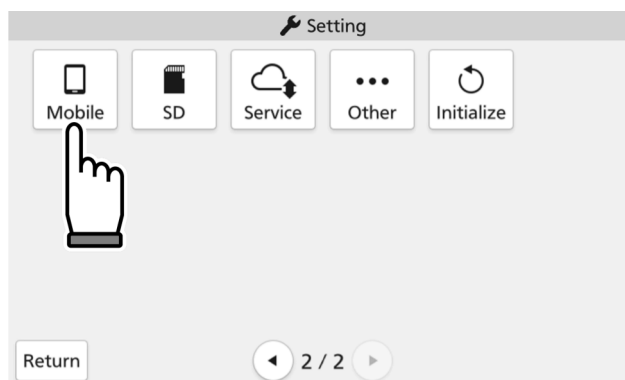
The Home screen displays.

3. Touch "Setting".



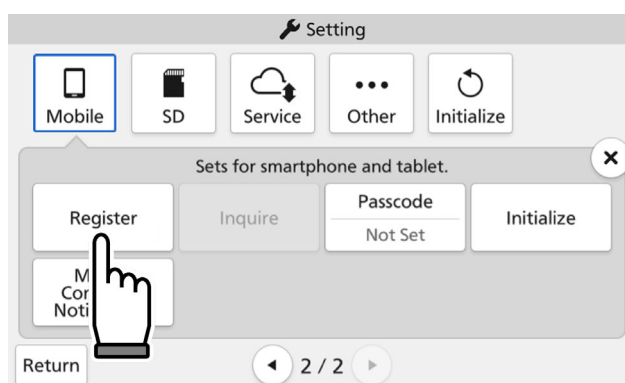
The Setting screen displays.

4. Touch “Mobile” on the Setting screen.



The Setting (Mobile) screen displays.

5. Touch “Register”.

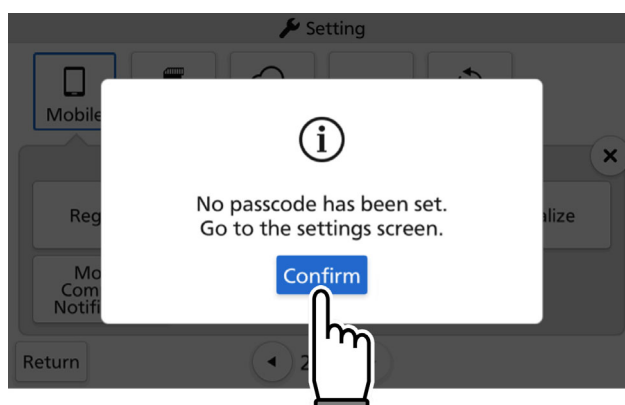


The Passcode setting confirmation screen displays.

**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”

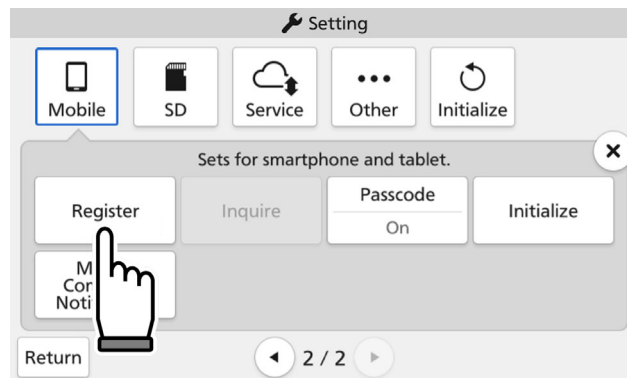
Set a passcode by following the procedure below.

#### 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”.

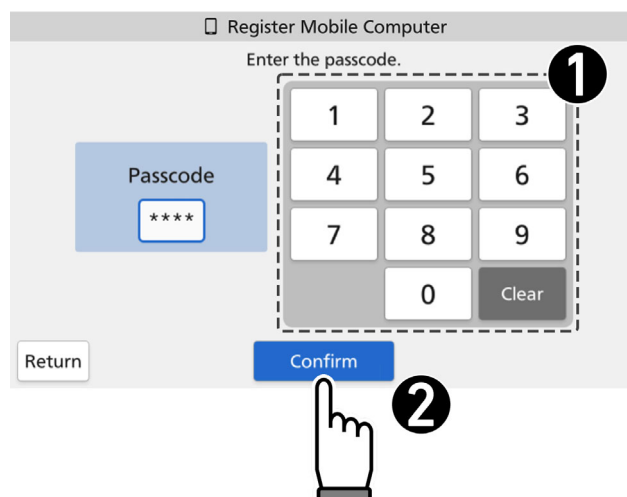


The Enter passcode screen displays.

**Caution**

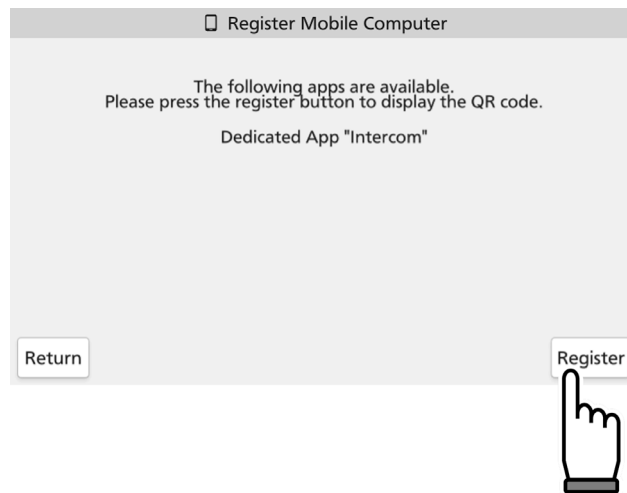
If “Off” has been set in [Step 7](#), touching “Register” makes the procedure jump to [Step 10](#).

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.

→[\[In-Home Access Unit\] If an error screen displays](#)

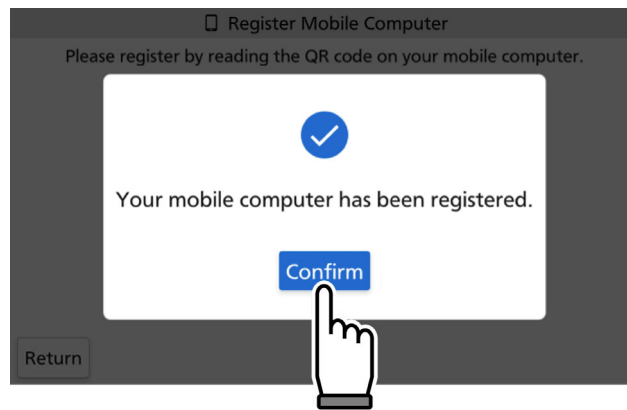
## 11. With the mobile device, read the QR code displayed on the Base Unit.



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

→ [If an error screen displays](#)

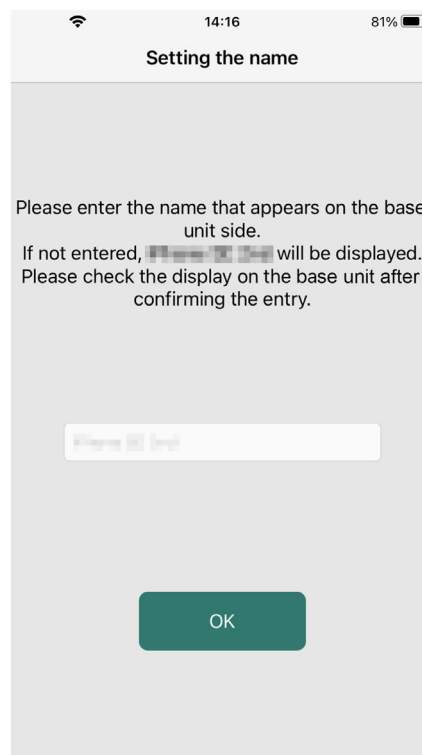
12. Touch "Confirm" when the following screen displays on the Base Unit.



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

13. [Remote Access Unit only] Enter the name of the mobile device and touch "OK"

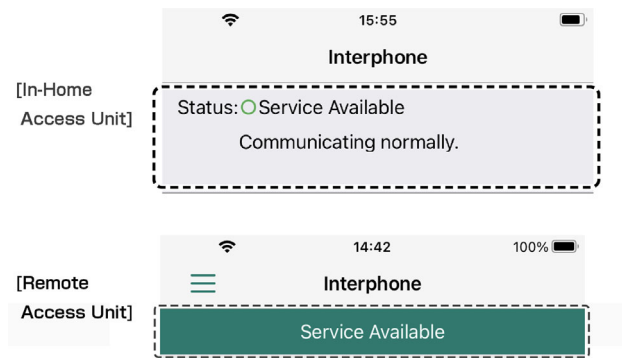
- The entered name will be displayed on the base unit.
- It will be convenient to use an easy-to-understand name, such as "Mom's phone".



### 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.



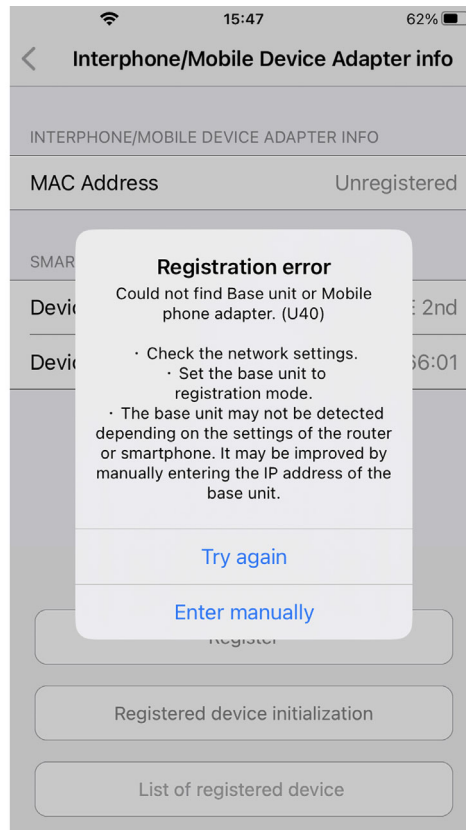
The application is now ready for use.

### 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 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.

## [In-Home Access Unit only] Error screen 1

- If no base unit is detected, the following screen will be displayed.
  - If your smartphone is in poor communication with the base unit, the base unit may not be detected on the first try. In that case, touch "Try again" to detect the base unit again.
  - Depending on the operating wireless router or other devices connected to the home network, communications between your smartphone and the base unit may become unstable, failing to detect the base unit. In that case, Touch "Enter manually" and manually enter the IP address of the base unit to locate the base unit, which can establish communications between your smartphone and the base unit.



### [In-Home Access Unit only] When you touch "Enter manually"

When you touch "Enter manually," specify the base unit using the following procedure.

1. On your mobile device, enter the IP address of the base unit, and touch "Setting".

The screenshot shows a mobile application interface. At the top, the status bar displays a Wi-Fi icon, the time 15:47, and 62% battery. Below the status bar is a navigation bar with a back arrow, the text "Select your model", and "Manual IP address e...". The main content area has a light purple background and contains three numbered instructions: (1) Please enter your IP address. Below this is a text input field with the placeholder text "EX : 192.168.1.100". (2) Press the "Settings" → "Mobile" → "Register" → "Register" button on the I Series base unit. (3) Please press the setting button. Below the instructions is a blue link that says "How to check your IP address". At the bottom of the screen is a light purple bar with the word "Setting" in blue text.

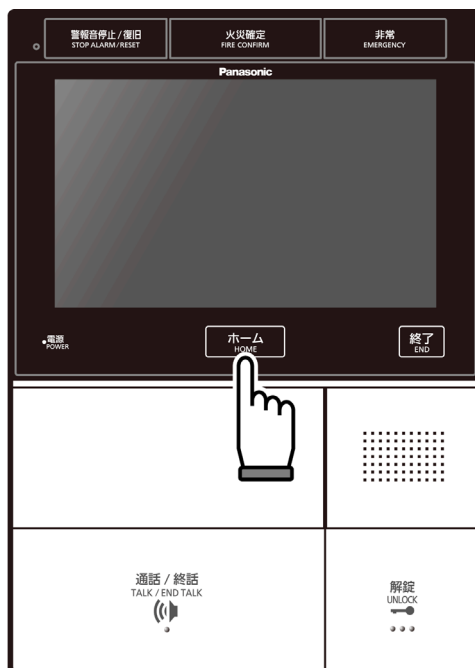
[→How to check the IP address of the mobile device adapter.](#)

Go to [step 11](#).

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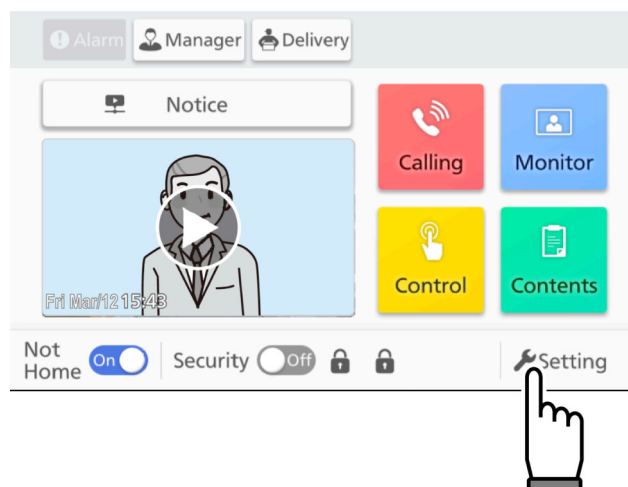
## [In-Home Access Unit only] How to check the IP address of the base unit

1. Touch [Home] button on the Base Unit.



The Home screen displays.

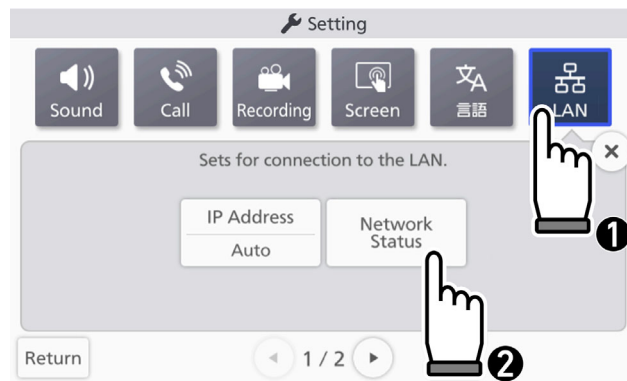
2. Touch "Setting".



The Setting screen displays.

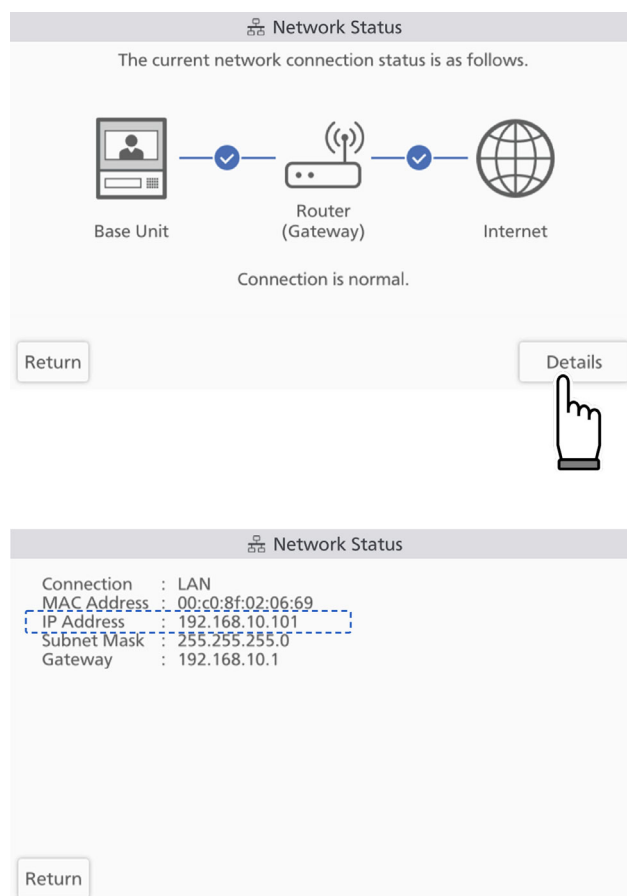


3. Touch “LAN” and “Network Status” on the Setting screen.



The Network Status screen displays.

4. Touch “Details” on the next screen.  
The IP address displays, so please record.

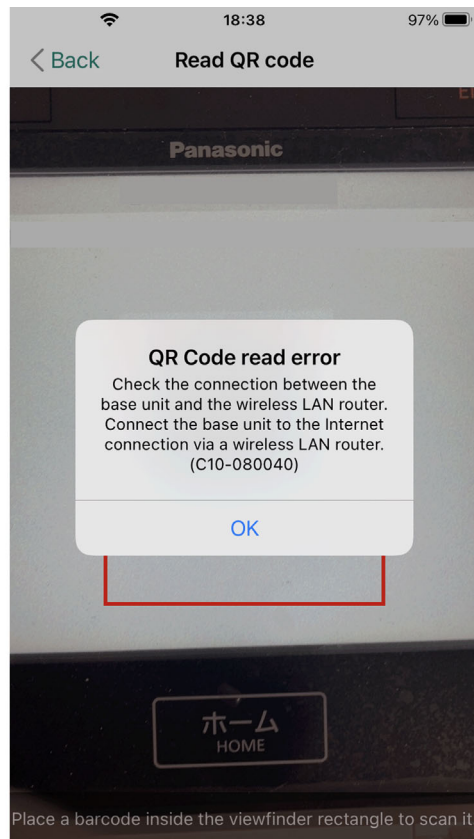


5. Touch “Return”.  
The screen shown in [step 11](#) is displayed on the base unit.

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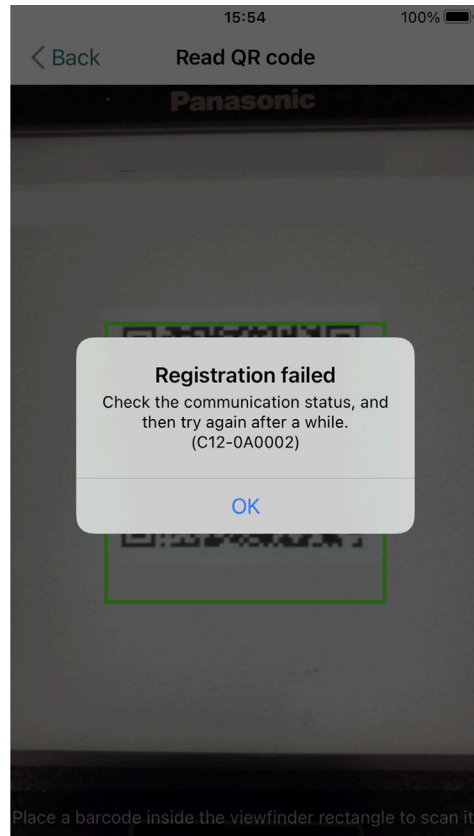
## Error screen 2

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



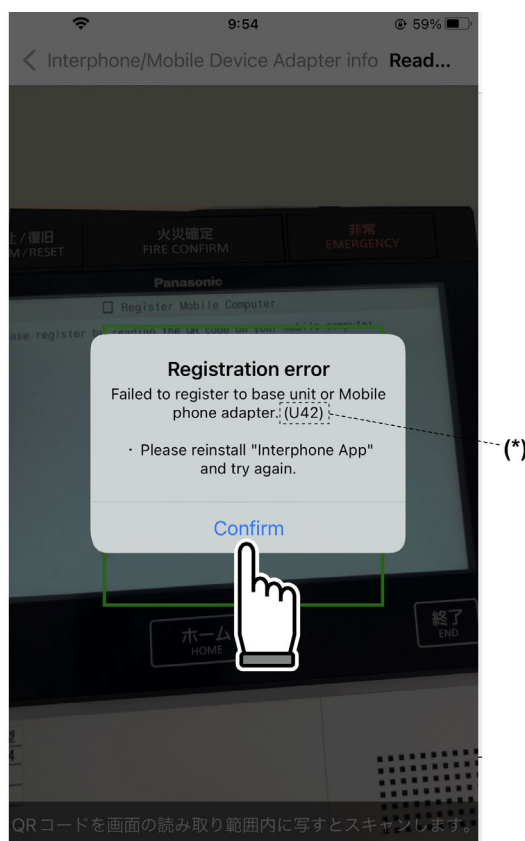
Check if the base unit is connected with a LAN cable or wireless LAN, and if the modem is connected to the Internet.

- [Remote Access Unit] 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.

- [In-Home Access Unit] If the base unit fails to authenticate the mobile device to register, the following screen will be displayed.



Touch “Confirm” and reinstall the Interphone App in your mobile device.

(\*) U52 may appear instead.

### Caution

- If the local network permission is OFF (iOS only), the base unit cannot be detected.
- [In-Home Access Unit] If the mobile device and the base unit do not exist on the same network, the base unit cannot be detected.

## Troubleshooting

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

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

<b>Check</b>	Is the network correctly connected and/or set?
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<b>Action [In-Home Access Unit]</b>	If there are two or more DHCP routers or WEP (an encryption method) is used for router connection, the communication between the mobile device and Base Unit may not function correctly. Make sure they are always connected to the same network.
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<b>Action [Remote Access Unit]</b>	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. 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.
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<b>Check</b>	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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<b>Action</b>	<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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### ■ Base Unit not found though the mobile device is connected to the wireless LAN

<b>Action [In-Home Access Unit]</b>	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.
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<b>Action [Remote Access Unit]</b>	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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## 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.
- If you perform a user registration with the LiFIT App\* after installing the Interphone App, the notification of the Interphone App will be set to off and the notification of the LiFIT App will be turned on.

\*This service allows you to monitor and control the safety and security of condominiums from your mobile device via the Internet in cooperation with the condominium HA system such as security intercoms.

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