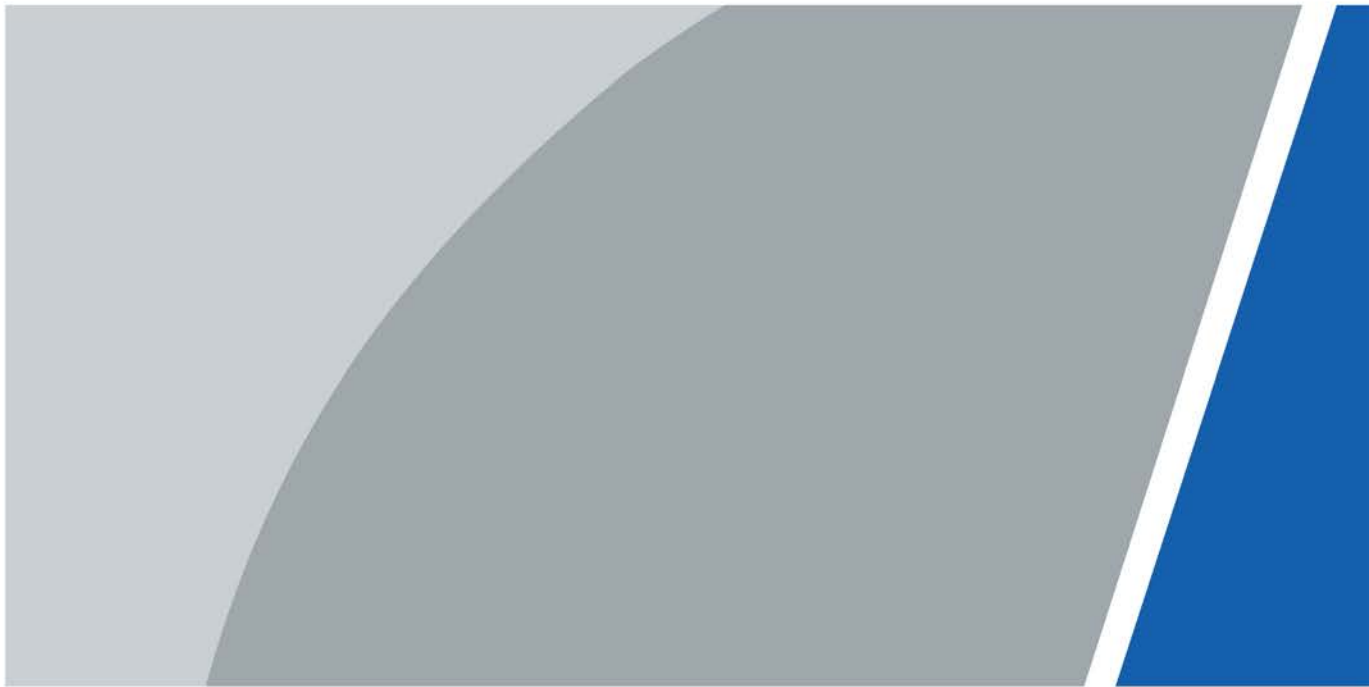


Analog Apartment

FAQ



Foreword

General

This manual introduces the frequently asked questions and answers of the analog apartment.

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	September 2024

Privacy Protection Notice

As the device user or data controller, you might collect the personal data of others such as their face, fingerprints, and license plate number. You need to be in compliance with your local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures which include but are not limited: Providing clear and visible identification to inform people of the existence of the surveillance area and provide required contact information.

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.

- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.
- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

1 Introduction

This document is used as technical support document provided by developers for internal marketing and after-sales personnel when new products are released. It mainly introduces the issues found when developing the new products, solutions, pending issues, and ways to fix them. Important notes for use of products are also included.

2 Frequently Asked Questions and Answers

Question 1

Questions: In the VTH network scenario, abnormal phenomena may occur, such as devices experiencing faded image colors or distorted images.

Solutions: When multiple indoor monitors are connected in the cascade mode to the port on the branch terminal, to reduce signal reflection, the 14th DIP switch of the farthest indoor monitor from the port needs to be turned on.

Figure 2-1 Figure1-1 Hand-in-hand branch



Figure 2-2 Figure 1-2 Adjust the third dip switch



If the above solution does not solve the problem, try turning on the 15th DIP switch on the device.

Question 2

Question: During a VTO call, there may be instances where the call is not connected or encounters a busy line.

Solution: 1. Verify that the DIP switch range on the 2-wire Controller directly linked to the door unit is correct. The 2-wire Controller's "Min" DIP switch indicates the lowest ID of the indoor unit connected to it, while the "Max" DIP switch indicates the highest ID. For details, see the user's manual.

2. Please verify if a main VTH has been properly configured. For details, see the user's manual.

3. Before making a call, ensure that you have exited 2-wire Controller web operations.

Question 3

Question: The device cannot be powered?

Solution: In accordance with the full-load usage scenario, ensure that the power adapter used is rated for a minimum of 150W, and refer to the manual for recommended cables.

If using a 100W power supply, it is recommended to have approximately 60 low-power VTHs and around 10 high-power VTHs.

Question 4

Question: The images are affected by a pronounced transverse grain, resulting in distortion, deformation, and occasional abnormalities.

Solution:

- Check the dial ID of each VTO. When multiple VTOs are used at the same time, the dial ID of each VTO must be different.
- Please check if there are interference sources and ensure that there are no high-power devices in close proximity to the device.
- When connecting an analog camera to the VTH, ensure that a two-core socket is used for the camera's power supply. Do not connect the power supply to the ground.
- Check the cable connection on the site, and make sure the cables and networking distance conform to the requirements specified in the user's manual.
- Confirm whether the line termination terminal on the trunk has been connected, and ensure that each line termination terminal on the trunk is connected.
- Check for any unused branch lines and recommend removing any unnecessary branch lines.
- Check if there is any parallel routing between the secondary lines and high-voltage wires, and try to avoid parallel routing as much as possible.

Question 5

Question: There are green bars appearing either above or below the video display on the VTH screen.

Solution: Please confirm if the PN DIP codes of all VTOs are the same, and the system needs to be configured in the same format. After modifying the format DIP code, the system needs to be powered off and restarted.

Question 6

Question: Meaning of the indicator lights on the 2-wire Controller.

Solution: Flashing once every 100 ms indicates that the MCU of the 2-wire Controller is being upgraded. Flashing twice every 1 second indicates a possible short circuit in the indoor unit's wiring terminals. Flashing three times every 1 second indicates a low voltage condition in the 2-wire Controller.

Question 7

Question: How to adjust the ringtone volume and the intercom volume of the VTO?

Solution: The ringtone volume cannot be adjusted, but the intercom volume can be adjusted using the knob on the back of the VTO.

Question 8

Question: After connecting to the power supply, calling immediately cannot establish a connection.

Solution: After connecting to the power, it is necessary to wait for the 2-wire Controller, VTH, and VTO to fully start before making a call. The startup time is 40 to 50 seconds.

Question 9

Question: Is it necessary to hang the main or sub VTH under a 2-wire Controller for use?

Solution: The main or sub VTH must be hung under a 2-wire Controller for use and does not support cross-connection with other 2-wire Controllers.

Question 10

Question: Does modularization supports hot swapping?

Solution: No. Do not plug or unplug while the power is on.

Question 11

Question: Is it necessary to use the power supply manufactured by our company for the apartment system?

Solution: Yes. It is necessary to use the power supply recommended by our company.

Question 12

Question: In the scenario shown below, what should be taken into consideration during the repair if the device is damaged?

Solution: If the damaged device is not the last one, after removing the device, it is necessary to ensure that there are no loose ends. If there are loose ends, they need to be reconnected. If the damaged device is the last one, after removing the device, a line termination terminal should be placed in that position.

Figure 2-3 Figure2-1

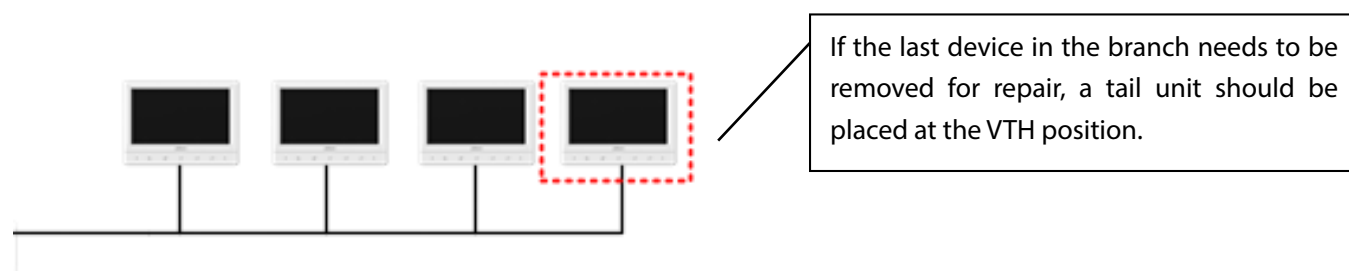


Figure 2-4 Figure2-2

