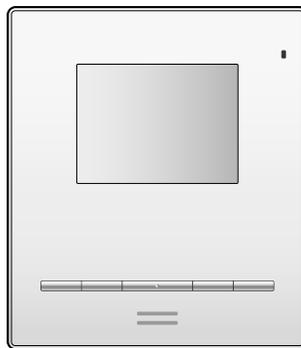


## Operating Instructions

Model Name	<b>Main Monitor Station</b>
Model No.	<b>VL-MV10</b>



Thank you for purchasing a Panasonic product.

Please read this document before using the product and save it for future reference.

Carefully read the information found in the section titled "1.1 Important safety information" in particular.

This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.

**Installation Guide is supplied separately.**

**For information about installing the product, read the Installation Guide available at the following website.**  
**<https://panasonic.net/cns/pcc/support/intercom/mv10>**

**Panasonic Corporation**

1006, Oaza Kadoma, Kadoma-shi, Osaka 571-8501, Japan

<http://www.panasonic.com>



\*PNQX8785XA\*

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**PNQX8785XA** C0618MM2088

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# 1. Important information

## Important information

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## Preparation

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## General information

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## Troubleshooting

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## 1.1 Important safety information

To prevent severe injury or loss of life or property, and to ensure proper and safe operation of your product, read this section carefully before using the product.



### WARNING

#### Preventing fire and electric shock

- Do not disassemble or modify the product. Refer servicing to an authorised service centre when service is required. Disassembling the product or manipulating the product in a way not described in the documentation may expose you to dangerous voltages and other risks.
- Do not expose this product to water or other liquids. Refer servicing to an authorised service centre if this product is exposed to any liquids.
- Do not put metal objects inside this product. Refer servicing to an authorised service centre if metal objects are put inside this product.



### CAUTION

#### Preventing accidents, injuries, and property damage

- Do not use the product in unstable areas or areas prone to strong vibrations. This may cause the product to fall, resulting in damage to the product or injury.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.

---

## 1.2 Important safety instructions

- When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

Do not use this product near water. For example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, etc.

**SAVE THESE INSTRUCTIONS**

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## 1.3 For best performance

- **VL-MV10EX2 only:** This product is equipped with an integrated induction loop.
  - In areas surrounded with strong electric fields, disturbances may occur in the hearing aid's audio.
  - Do not install or use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to electromagnetic waves.

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## 1.4 Privacy and rights of portrait

When installing or using the product, please take into consideration the rights of others with regard to privacy.

- It is generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.

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## 1.5 Other important information

- If you stop using this product, remove it from the walls to prevent it from falling off.
- When power fails, this product cannot be used.
- Panasonic may not be liable for damages due to external factors such as power failures.
- To the maximum extent permitted by law, Panasonic assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this document.

## 1. Important information

### 1.6 General information

- In the event of problems, you should contact your equipment supplier in the first instance.
- After removing the product and any included items from the packaging, store, dispose, or recycle the packaging as necessary. Note that certain types of packaging may be a suffocation or choking hazard.
- Main monitor station is described as "main monitor" in this manual.
- In this manual, the suffix of each model number (e.g., the "EX1" in "VL-MV10EX1") is omitted unless necessary.
- When the suffixes are used to describe models (e.g., "EX1 models"), the suffixes refer to all models in the series.
- The illustrations in the supplied manual(s) may vary slightly from the actual product.

#### Caution:

- **Before attempting to connect or operate this product, please read the label on the rear of the main monitor.**

#### Graphical symbols for use on equipment and their descriptions

Symbol	Explanation
	Alternating current (A.C.)
	Direct current (D.C.)
	Protective earth
	Protective bonding earth
	Functional earth
	For indoor use only
	Class II equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)
	"ON" (power)
	"OFF" (power)

Symbol	Explanation
	Stand-by (power)
	"ON"/"OFF" (power; push-push)
	Caution, risk of electric shock

#### Disposal of Old Equipment (Only for European Union and countries with recycling systems)



This symbol (①) on the products, packaging, and/or accompanying documents means that used electrical and electronic products must not be mixed with general household waste.

For proper treatment, recovery and recycling of old products, please take them to applicable collection points in accordance with your national legislation.

By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment. For more information about collection and recycling, please contact your local municipality.

Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.

#### Information on Disposal in other Countries outside the European Union

Above symbol (①) is only valid in the European Union. If you wish to discard this product, please contact your local authorities or dealer and ask for the correct method of disposal.

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## 1.7 For India only

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### Declaration of Conformity with the requirements of the E-Waste (Management) Rules

The Product is in conformity with the requirements of the reduction of hazardous substances of the E-Waste Rules.

The content of hazardous substance with the exemption of the applications listed in SCHEDULE II of the E-Waste Rules:

1. Lead (Pb) – not over 0.1% by weight;
2. Cadmium (Cd) – not over 0.01% by weight;
3. Mercury (Hg) – not over 0.1% by weight;
4. Hexavalent chromium (Cr6+) – not over 0.1% by weight;
5. Polybrominated biphenyls (PBBs) – not over 0.1% by weight;
6. Polybrominated diphenyl ethers (PBDEs) – not over 0.1% by weight.

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### Disposal information



For the purpose of recycling to facilitate effective utilization of resources, please return this product to a nearby authorized collection centre, registered dismantler or recycler, or Panasonic service centre when disposing of this product.

Please see the Panasonic website for further information on collection centres, etc., or call the toll-free number below.

Website:

<http://www.panasonic.com/in/corporate/sustainability/panasonic-india-i-recycle-program.html>

Service helpline: 1800 103 1333 or 1800 108 1333

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## 1.8 For Europe

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### Declaration of Conformity:

Panasonic Corporation declares that the radio equipment type (VL-MV10EX2) is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address:

<http://www.ptc.panasonic.eu/doc>

### Contact to Authorised Representative in EU:

Panasonic Testing Centre

Panasonic Marketing Europe GmbH

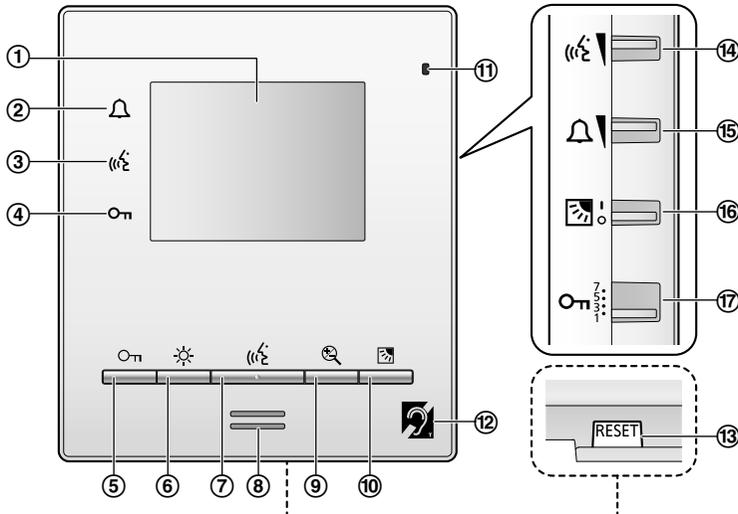
Winsbergring 15, 22525 Hamburg, Germany

### 2.1 Controls

#### 2.1.1 Main monitor

Because the main monitor receives power from the lobby station, settings can only be changed when there are incoming calls and during calls.

The switches on the side of the main monitor can be changed when the main monitor is idle.



#### Buttons and indicators (front)

No.	Item	Description
①	Display	—
②	Call indicator (🔔)	Flashes in red when there is an incoming call.
③	Talk indicator (🗣️)	Lights in amber during a call.
④	Unlock indicator (🔓)	Lights in blue when an electric lock is unlocked.
⑤	Unlock button (🔓)	Can unlock electric locks when talking. (page 8)
⑥	Brightness adjust button (🌞)	Can adjust the screen brightness when there is an incoming call or during a call.* <sup>1</sup> <ul style="list-style-type: none"> <li>To adjust the screen brightness, press the button repeatedly to select the desired setting from the 5 levels.</li> </ul>
⑦	Talk/Off button (🗣️)	(page 8)
⑧	Speaker	—
⑨	Wide/Zoom button (🔍)	Can display images in wide mode or zoom mode (center, right, or left) when there is an incoming call or during a call.* <sup>1, 2</sup> <ul style="list-style-type: none"> <li>To switch between wide mode and zoom mode, press the button repeatedly to select the desired setting. <ul style="list-style-type: none"> <li>Wide mode: The full camera image is displayed.</li> <li>Zoom mode: Images are displayed 2 times larger than wide display.</li> </ul> </li> </ul>
⑩	Backlight compensation button (🌞)	Can turn the backlight compensation on or off when there is an incoming call or during a call.* <sup>1</sup> <ul style="list-style-type: none"> <li>To turn the backlight compensation on or off, select the desired setting.</li> </ul>
⑪	Microphone	—

No.	Item	Description
⑫	 (VL-MV10EX2 only)	Induction loop system with the hearing aid support symbol.
⑬	<b>[RESET]</b> button	If the main monitor cannot be correctly operated, press the <b>[RESET]</b> button with a pointed object to reset the main monitor. (Configured settings are not affected.)

\*1 These settings will be cancelled the next time you display an image.

\*2 The zoom feature uses a digital zoom. As a result, the image quality of zoomed images is lower than wide display images.

### Switches (side)

- In the following table, default settings are indicated by < >.

No.	Item	Description	Settings
⑭	Receiver volume switch (🔊)	Can adjust the receiver volume during a call or when the main monitor is idle. <ul style="list-style-type: none"> <li>• To adjust the receiver volume, slide the switch to the desired setting.</li> </ul>	Top: <high> Bottom: low
⑮	Ringer volume switch (🔔)	Can adjust the ringer volume of incoming calls when the main monitor is idle.*1 <ul style="list-style-type: none"> <li>• To adjust the ringer volume, slide the switch to the desired setting. <ul style="list-style-type: none"> <li>– The volume for the door bell ring during a call with the lobby station will be low regardless of the ringer volume switch setting.</li> </ul> </li> </ul>	Top: <high> Bottom: low
⑯	Backlight compensation switch (🌞)	Can turn the backlight compensation on or off when the main monitor is idle.*1 <ul style="list-style-type: none"> <li>• To turn the backlight compensation on or off, slide the switch to the desired setting.</li> </ul>	Top: on Bottom: <off>
⑰	Unlock time setting switch (🕒)	<b>This setting is only configured by the installer.</b> You can select the length of time control signals are sent to unlock the electric locks using a main monitor. (How long the entrance door remains unlocked depends on each electric lock's specification. For detailed information about setting configuration of electric locks, refer to the documentation included with the electric lock.) <ul style="list-style-type: none"> <li>• To adjust the unlock time setting, slide the switch to the desired setting.</li> </ul>	From the top: 7 seconds 5 seconds 3 seconds <1 second>

\*1 Settings are applied the next time main monitor is used.

## 3. Operations

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### 3.1 Answering calls

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#### 3.1.1 Answering lobby station calls

When you receive a call from a lobby station, the main monitor rings, and displays an image from the lobby station.

##### To answer the call

Press **[]**.

- Speak within about 50 cm of the microphone.
- Speak alternatively with the visitor. If you and the visitor speak at the same time, you will not hear each other.
- You can talk for up to about 90 seconds.

##### To end the call

Press **[]**.

##### Features available while talking

- Adjusting sound and display settings (page 6, 7)
- Using "press-to-talk" (page 8)

#### 3.1.2 Press-to-talk mode

If it is difficult for you and the visitor to hear each other due to noise, the "press-to-talk" mode can make conversations easier to hear.

- 1 While talking, activate press-to-talk mode by pressing and holding **[]** for about 2 seconds.
  - A beep sounds and press-to-talk mode is activated.

##### 2 To speak to the visitor

Speak while pressing and holding **[]**.

- The talk indicator () lights.

##### To listen to the visitor

Release **[]**.

- The talk indicator () flashes.

##### Note:

- Press-to-talk mode is cancelled when the call ends.

### 3.2 Opening entrance doors

---

An electric lock may be connected to the lobby station. In this case, you can open the entrance door while talking to a visitor.

To open the entrance door while talking, press **[]**.

### 3.3 Door bells

---

A door bell may be connected to your main monitor. In this case, the main monitor will ring when someone presses the door bell button.

##### Note:

- There is only 1 type of ringtone for the door bell.

### 3.4 Induction loop system for hearing aid users (VL-MV10EX2 only)

---

Set the hearing aid to the T-coil (or "T") mode.

- In order to achieve the appropriate magnetic coupling between the room monitor and hearing aid, use the hearing aid at an approx. distance of 20 - 30 cm from directly in front of the room monitor. This is just a guide. Adjust where you use the hearing aid as required in order to improve the audibility.
- If there are electronic devices or electric devices used nearby, they may create magnetic noise which can affect the quality of calls. Also, the magnetic coupling of the induction loop is weakened when there are metal objects nearby. This may reduce the range where the hearing aid has good audibility.

Devices (room monitor) with this symbol reduce noise and interference when hearing aids with T-coils are used.



### 3.5 System conditions and limitations

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Please note the following system conditions and limitations.

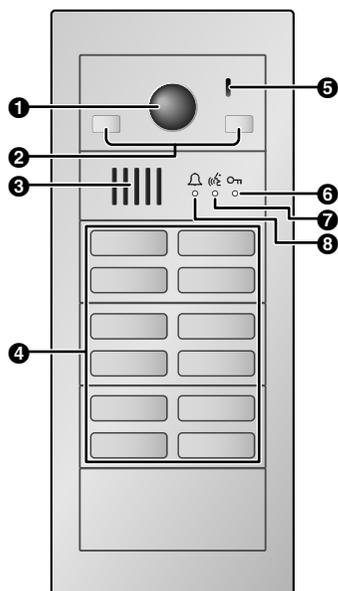
- Only one call can be handled from the lobby station at a time.  
Subsequent calls will disconnect the current call.  
If buttons for another apartment are pressed during a call, the current call is disconnected and the other apartment will be called.

The following provides an explanation of the controls and operations for the lobby station.  
For further details, refer to the operating instructions of the VL-VM series on the web.  
<https://panasonic.net/cns/pcc/support/intercom/vl-vm>

### 4.1 Controls

#### 4.1.1 Lobby station

Example: 12 call buttons on lobby station



- ❶ Lens cover
- ❷ Light
- ❸ Speaker
- ❹ Call buttons
- ❺ Microphone
- ❻ Unlock indicator (Oπ; blue)
- ❼ Talk indicator (Ⓜ; amber)
- ❽ Call indicator (🔔; red)

### 4.2 Operations

#### 4.2.1 Calling a resident

Enter the resident's call button to call.

- 🔔 indicator flashes in red while calling the resident.
- After the resident answers the call, Ⓜ indicator lights in amber.
- When the door is unlocked, the audio guidance is announced from the lobby station, and the Oπ indicator lights in blue.

### 5.1 Cleaning

Wipe the product with a soft, dry cloth.

For excessive dirt, wipe the product with a moist cloth.

**Important:**

- **Do not use any cleaning products that contain alcohol, polish powder, powder soap, benzine, thinner, wax, petroleum, or boiling water. Also do not spray the product with insecticide, glass cleaner, or hair spray. This may cause a change in colour or quality of the product.**

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### 5.2 Specifications

**Main monitor**

<b>Power source</b>	Supplied by the bus line (from a distributor or a lobby station)
<b>Input power</b>	<b>VL-MV10EX1/VL-MV10SX:</b> Standby: 10 V, 2 mA Operating: 22 V, 180 mA <b>VL-MV10EX2:</b> Standby: 10 V, 2 mA Operating: 22 V, 250 mA
<b>Dimensions (mm) (height × width × depth)</b>	Approx. 149×130×25 (excluding protruding sections)
<b>Mass (weight)</b>	Approx. 270 g
<b>Operating environment</b>	Ambient temperature: approx. 0 °C to +40 °C Relative humidity (non-condensing): up to 90 %
<b>Display</b>	Approx. 8.9 cm (3.5 inches colour display)
<b>Talking method</b>	Hands-free
<b>Installation method</b>	Wall mount (mounting bracket supplied)
<b>Induction loop system for hearing aid users (VL-MV10EX2 only)</b>	EN 303 348 Frequency: 100 Hz - 5 kHz; RF transmission power: 1,005 mW/ m (max.)

## 6.1 Troubleshooting

### Monitor display (lobby station images)

Problem	Cause & Solution	Page
Images appear distorted.	<ul style="list-style-type: none"> <li>Images may appear distorted because of the characteristics of the camera lens. This is not a malfunction.</li> </ul>	–
The background appears greenish.	<ul style="list-style-type: none"> <li>At night or when there is poor light in the area around the lobby station, lights or white objects near the lobby station may appear greenish. This is not a malfunction.</li> </ul>	–
Images at night are dark and faces cannot be identified.	<ul style="list-style-type: none"> <li>Even when the lobby station's LED lights are lit, because the light from the LED lights cannot illuminate the edges of the visible area (the areas directly next to the lobby station), faces of people may not be identifiable even when they are close to the lobby station. → We recommend installing extra lights in the area around the lobby station.</li> </ul>	–
The images of people's faces are dark.	<ul style="list-style-type: none"> <li>Images of people's faces appear dark when there is strong sunlight or a backlight in the area around the lobby station. → Use the backlight compensation function.</li> </ul>	6
Images are dirty or unclear. <ul style="list-style-type: none"> <li>Images are not in focus.</li> </ul>	<ul style="list-style-type: none"> <li>There is dirt on the surface of the lobby station's lens. → Wipe the lens with a soft, dry cloth.</li> <li>There is water condensation on the surface of the lobby station's lens. → Wait for the condensation to evaporate.</li> </ul>	10 –
Images are white or black.	<ul style="list-style-type: none"> <li>The brightness of the display is not correctly adjusted. → Adjust the brightness when images are displayed.</li> </ul>	6
Images are white, or white lines or circles are shown on the display.	<ul style="list-style-type: none"> <li>Strong light such as sunlight is shining into the lens of the lobby station causing images to be difficult to see on the display. (This is not a malfunction.) → Locating the lobby station away from direct sunlight or changing the angle that the lobby station is installed may help reduce this problem.</li> </ul>	–
There is a small black dot in the background.	<ul style="list-style-type: none"> <li>If the sun can be seen, its centre appears as a black dot. This is not a malfunction.</li> </ul>	–
Images are flickering.	<ul style="list-style-type: none"> <li>AC (alternating current) lights such as fluorescent lights are used near the lobby station. → AC (alternating current) lights such as fluorescent lights may cause flickering in dark environments. (This is not a malfunction.)</li> </ul>	–

### Ringtone

Problem	Cause & Solution	Page
The ringtone for the lobby station does not sound.	<ul style="list-style-type: none"> <li>The lobby station and main monitor may not be correctly connected together. → Contact an authorised service centre.</li> </ul>	–

### Others

Problem	Cause & Solution	Page
The product does not work with correct operations. The product does not work properly.	<ul style="list-style-type: none"> <li>Perform the following operations. → Press the <b>[RESET]</b> button on the bottom side of the main monitor with a pointed object. (Configured settings are not affected.)</li> </ul>	7

## 6. Troubleshooting

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Problem	Cause & Solution	Page
<p>The main monitor does not work properly.</p> <ul style="list-style-type: none"><li>● Nothing is displayed on the monitor.</li><li>● The ringtone does not sound.</li><li>● Voices cannot be heard.</li></ul>	<ul style="list-style-type: none"><li>● The main monitor can only operate when there are incoming calls or during calls from the lobby station. If the main monitor does not operate when the lobby station calls the main monitor, there may be a problem with the electrical wiring. → Contact an authorised service centre.</li></ul>	-