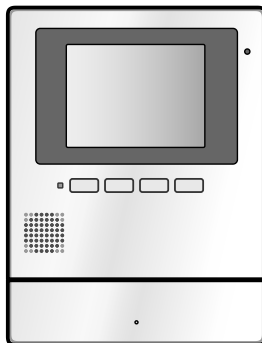


Panasonic®

Operating Instructions

Model name	Main Monitor Station
Model No.	VL-MV26



Thank you for purchasing a Panasonic product.

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

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.

Panasonic Corporation

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

<http://www.panasonic.com>



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1. Introduction

Introduction	
1.1 Model composition	3
1.2 Symbols, expressions, and styles	3
1.3 Trademarks and registered trademarks	3

9. Index

9.1 Index.....	18
----------------	----

2. Important information

Important information	
2.1 For your safety	4
2.2 Privacy and rights of portrait	4
2.3 Others	4
2.4 For Europe	5

3. Preparation

Preparation	
3.1 Controls	6
3.2 Setting the date and time	6

4. Operations

Operations	
4.1 Displays	7
4.2 Answering calls	7
4.3 Monitoring the outside with the lobby station or camera	8
4.4 Opening entrance doors	8
4.5 Lift permissions	8
4.6 Calling extension telephones	8
4.7 Door bells	8
4.8 Emergency calls	8
4.9 Recording images	8
4.10 Playing recorded images	9
4.11 Sound and display settings for calls and monitoring	9
4.12 Ringtone settings	10
4.13 System conditions and limitations	10

5. Additional functions

Additional functions	
5.1 Function settings list	11

6. Lobby station controls/ operations

Lobby station controls/operations	
6.1 Controls	13
6.2 Operations	13

7. General information

General information	
7.1 Cleaning	15
7.2 Specifications	15

8. Troubleshooting

Troubleshooting	
8.1 Troubleshooting	16
8.2 Error messages	17

1.1 Model composition

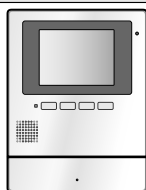
Main Monitor Station (Main monitor*1)

VL-MV26

*1 Product name used in this manual.

- In this manual, the suffix of each model number (e.g., the "BX" in "VL-MV26BX") is omitted unless necessary.
- When the suffixes are used to describe models (e.g., "BX models"), the suffixes refer to all models in the series.
- All the functions listed in this manual are available for the supplied main monitor. However, the functions available for the lobby station differ depending on the model of the lobby station. For more information about the lobby station, see page 13.

Product figure



VL-MV26

- 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.**

1.2 Symbols, expressions, and styles

The following symbols, expressions, and styles are used in this document.

Item	How it is expressed	Example
Text displayed on the product's display	Text is displayed in a special font, usually enclosed in quotation marks	"INITIALIZE SETTINGS"
Icons displayed on the product's display	Black-and-white illustration of icon is used	
Buttons with printing on them	Button printing is displayed, usually wrapped in thick brackets	【TALK/OFF】
Soft keys (page 6)	Black-and-white illustration of the corresponding soft key icon is used	
Procedures	Usually written in an abbreviated style. The verb may be omitted.	Press → select the desired device → .
		(Meaning: Press the soft key, press the soft keys under the and soft key icons to select the desired device, and then press the soft key under the soft key icon.)

1.3 Trademarks and registered trademarks

- The software of this product is based in part on the work of the Independent JPEG Group.
- All other trademarks identified herein are the property of their respective owners.

2. Important information

2.1 For your safety

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



WARNING

Preventing fire and electric shock

- The product shall be installed by qualified service personnel.
- Use only the power supply unit VL-PS240.
- Do not place objects on the power cord. Install the product where no one can step or trip on the cord.
- Do not allow the power cord to be excessively pulled, bent or placed under heavy objects.
- Make sure all connections from the power source to the power supply unit are secure.
- Never touch the power supply unit with wet hands.
- Do not use the power supply unit for outdoor installations (it is for indoor use only).
- Do not disassemble this product. Refer servicing to an authorised service centre when service is required. Opening or removing covers may expose you to dangerous voltages or other risks.
- Do not touch the product and the power supply unit during an electrical storm. There may be a remote risk of electric shock from lightning.
- Never push any objects through slots in this product.
- Disconnect this product from the power source and refer servicing to an authorised service centre when the following conditions occur:
 - If it emits smoke, an abnormal smell or makes unusual noise.
 - If the power cord is damaged or frayed.
 - If metal objects have been dropped inside the product.



CAUTION

- Make sure you turn off the power at the breaker before performing any wiring work.
- Always connect AC or DC cables to the appropriate connection terminals. Incorrectly connecting the AC or DC cables may damage the power supply unit.
- To prevent the power cables from disconnecting and to prevent electric shock, secure the power cables using the cable binders (accessory) and attach the cable covers.
- Insert the power cables firmly all the way into the terminals. If the cables are not inserted all the way, heat may be generated.
- If the wiring is outdoors, use a protection tube and a surge protector.

- If the wiring is underground, use a protection tube and do not make any connections underground.
- Install the product securely adhering to the instructions in this manual to prevent it from falling off the wall. Avoid installing onto low-strength walls, such as gypsum board, ALC (autoclaved lightweight concrete), concrete block, or veneer (less than 18 mm thick) walls.
- The power supply unit is used as the main disconnect device. Ensure that the power source is installed near the product and is easily accessible.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.
- When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.
 1. 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, and the like.
 2. Use only the power supply unit indicated in this document.

SAVE THESE INSTRUCTIONS

2.2 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.

2.3 Others

- When you leave the product unused for a long period of time, unplug it from the power outlet.
- 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.
- The recorded images may be lost when:
 - Mishandled
 - Electric shock or radio wave interference occurs.
 - The power is turned off during use.
- 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 the Operating Instructions.

Note for product disposal, transfer, or return

- This product can store your private/confidential information.
To protect your privacy/confidentiality, we recommend that you erase the information (recorded images) from the memory before you dispose of, transfer or return the product.
See page 11 for information about how to delete recorded images.

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.

2.4 For Europe

Ecodesign information

Ecodesign information under EU Regulation (EC) No. 1275/2008 amended by (EU) Regulation No. 801/2013. From 1 January 2015.

Please visit here: <http://www.ptc.panasonic.eu/erp>
Click [Downloads]
→ Energy related products information (Public)

Power consumption in networked standby and guidance are mentioned in the web site above.

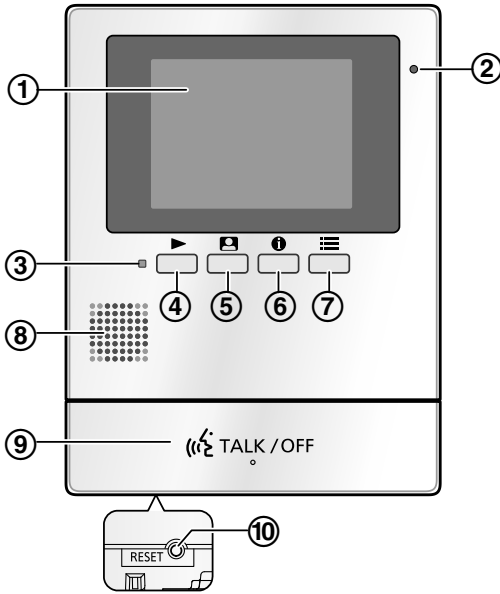
Authorised Representative in EU:

Panasonic Testing Centre
Panasonic Marketing Europe GmbH
Winsbergring 15, 22525 Hamburg, Germany

3. Preparation

3.1 Controls

3.1.1 Main monitor



① Display (page 7)

② Microphone

③ Notification indicator (red)

Flashes when there is a recorded image that has not been viewed. The indicator stops flashing when the image is played.

④ Play button (▶)

Press to display the image playing screen when the main monitor is idle.
It can also be used as a soft key (page 6).

⑤ Monitor button (📷)

Press to monitor the outside when the main monitor is idle.
It can also be used as a soft key (page 6).

⑥ Information button (ℹ)

Press to display the information screen when the main monitor is idle.
It can also be used as a soft key (page 6).

⑦ Settings button (☰)

Press to display the setting screen when the main monitor is idle.
It can also be used as a soft key (page 6).

⑧ Speaker

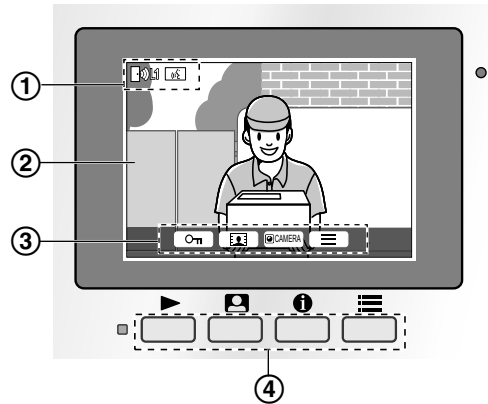
⑨ TALK/OFF button (🔊 TALK/OFF)

⑩ RESET button

If the main monitor cannot be correctly operated, press the [RESET] button with a pointed object to

reset the main monitor. (Recorded images and configured settings are not affected.)

3.1.2 Soft keys



① Status icons (page 7)

② Displayed image

③ Soft key icons

Indicate the item that will be selected when you press the soft key directly under each icon. The icons that are displayed vary depending on current screen and operation.

④ Soft keys

Select the items displayed on the screen directly above each soft key.

3.2 Setting the date and time

If the date and time are not set you will be prompted to set them.

1 Press ▶ or ☰.

2 Set the date and time.

- Press - or + to change the setting.
- Press NEXT▶ to select the next item (i.e., year, month, day, etc.).

3 When finished, press OK.

- A beep sounds and the display turns off.

Changing the date and time

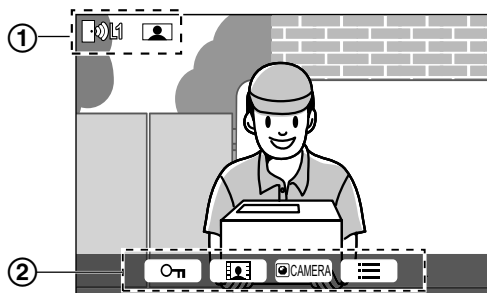
You change the date and time settings later if desired. See page 11.

Note:

- The date and time settings may be deleted when there is a power outage. In this case, reconfigure the settings.
- The time may become out of sync over time (about 60 seconds per month).

4.1 Displays

Image viewing screen

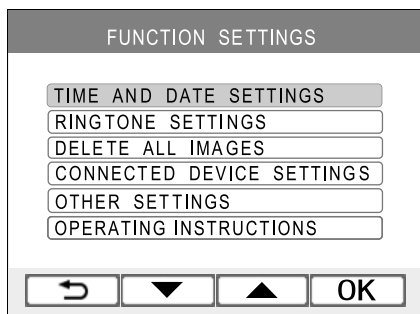


- ① Status icons (page 7)
- ② Soft key icons (page 6)

Status icons

- Indicates which lobby is calling, monitoring, or on a call. ("1" indicates the device number.)
- Indicates which camera is monitoring. ("1" indicates the device number.)
- Indicates that the main monitor is talking.
- Indicates that the main monitor is monitoring.
- Indicates that images are being recorded (page 8).
- Indicates that "Press-to-talk" mode is on (page 7).
- Indicates that the lobby station's LED lights are on (page 9).

Settings screen



The settings screen is used to access and set the various settings of the main unit. For information on available settings see page 11.

Information screen

The information screen is used to display information such as the current status of the main monitor.

- Information is not updated while it is displayed.

4.2 Answering calls

4.2.1 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 [TALK/OFF].

- 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.
- Calls are disconnected after the pre-programmed "timeout" time elapses.

To end the call

Press [TALK/OFF].

Note:

- The displayed image is automatically recorded to the main monitor (page 8).

Features available during incoming calls

- Monitoring feature (page 8)

Features available while talking

- Turn on or off the operation guide (page 9)
- Adjusting sound and display settings (page 9)
- Using "press-to-talk" (page 7)

4.2.2 Answering extension telephone calls

When you receive a call from an extension telephone, the main monitor rings and displays the name of the extension telephone.

- 1 Press [TALK/OFF].
- 2 When finished, press [TALK/OFF].

Features available while talking

- Adjusting sound settings (page 9)
- Using "press-to-talk" (page 7)

4.2.3 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 [TALK/OFF] for about 2 seconds.
 - A beep sounds and is displayed.
- 2 **To speak to the visitor**
Speak while pressing and holding [TALK/OFF].
To listen to the visitor
Release [TALK/OFF].






4. Operations

Note:

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

4.3 Monitoring the outside with the lobby station or camera

You can monitor the sounds and images from a lobby station or camera.

- 1 Press .
 - If there are multiple devices, select the desired device → .
 - The images from the device are displayed.
 - If a camera is connected to the lobby station, you can alternate monitoring between the lobby station and camera by pressing  or .
- 2 When finished, press [ TALK/OFF].


Note:

- The sound from your end will not be heard at the lobby station.
- Monitoring sessions are disconnected after the pre-programmed "timeout" time elapses.
- After finishing monitoring you cannot monitor again for about 10 seconds.
- Depending on the composition of the system, some lobby stations may not be able to be monitored from main monitors. In this case, consult the installer or your facility staff.

Features available while monitoring

- Recording lobby station images (page 9)
- Turn on or off the operation guide (page 9)
- Adjusting sound and display settings (page 9)


4.4 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 or monitoring with a lobby station or camera. To open the entrance door while talking or monitoring, press .

4.5 Lift permissions

A lift controller may be connected to the system. In this case, visitors will be allowed to use the lift to visit your floor after you have opened the entrance door. Depending on how the system is configured by the building manager, the visitor will not be allowed to use the lift to visit other floors.

4.6 Calling extension telephones

- 1 Press [ TALK/OFF].

- 2 Select the desired extension telephone.
 - Up to 4 extension telephones may be displayed.
- 3 Press  → .
- 4 When finished, press [ TALK/OFF].

Note:

- For information about the extension telephones available in your building, contact the facility staff.

Features available while talking

- Adjusting sound settings (page 9)
- Using "press-to-talk" (page 7)

4.7 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. See page 11 for door bell settings.

Note:

- The main monitor will not ring while the settings menu is displayed.

4.8 Emergency calls

An emergency call button may be connected to your main monitor. If the call button is pressed, your main monitor can automatically call facility staff to alert them to the situation. This is called an "emergency call". When the emergency call is answered, you can talk with the facility staff.

4.9 Recording images

The main monitor can record lobby station and camera images (still images). It can save images from up to 30 calls or monitoring sessions.

4.9.1 Recording automatically (recording a received call)

When a visitor calls you, the main monitor records 1 image automatically (whether you answer the call or not). Recording starts about 2 seconds after you receive the call.


When you do not answer a call


The recorded image is saved as an unplayed image, and the notification indicator flashes.

When the memory is full (auto image updating)

When the memory is full, new images overwrite the oldest images automatically. This occurs even if the oldest images are unplayed images.




4.9.2 Recording manually (recording while monitoring)

While monitoring, press . 1 image will be recorded.


-  is displayed on the screen when recording.

4.10 Playing recorded images

When there are new (i.e., unplayed) images recorded, the notification indicator (page 6) flashes.

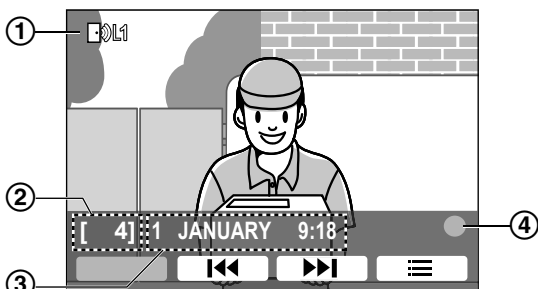
- 1 Press .
- 2 Select “UNPLAYED IMAGES” (for new images) or “PLAYED IMAGES” (for images that have been played) → .
 - The most recent image of the selected type is displayed.
- 3 Browse the images.
- 4 When finished, press [ TALK/OFF].

Note:

- The notification indicator stops flashing when  is pressed.



4.10.1 Image playing screen

Image playing screen






- ① Device number
- ② Image number
- ③ Recording date and time
- ④ Symbol that indicates that the image has not been played

Status icons


-  101 Indicates the number of the device that recorded the image.
-  1

Available soft keys



-  Plays the previous image
-  Plays the next image

-  Displays the options menu

4.10.2 Options available when playing images




While playing images, you can press  to display the options menu and change the following settings.

To turn off the operation guide


 → “GUIDE OFF” → .

- While the guide is turned off, the soft keys are not displayed but they can still operate their respective features.


To turn on the operation guide

 →  → “GUIDE ON” → .



To adjust the screen brightness

 → select “BRIGHTNESS” → adjust the brightness.



4.11 Sound and display settings for calls and monitoring

While monitoring or on a call, you can press  to display the options menu and change sound and display settings.



To adjust the incoming call volume*1

 → “SOUND” →  → “RECEIVER VOLUME” → adjust the volume.

To adjust the volume heard at the lobby station*1



 → “SOUND” →  → “OWNER’S VOICE VOLUME” → select the desired setting.

To turn off the operation guide



 → “GUIDE OFF” → .

- While the guide is turned off, the soft keys do not operate their respective features. Press any soft key to display the guide again briefly. During this time, the soft keys can be operated as normal.

To turn on the operation guide



Press any soft key to display the guide →  → “GUIDE ON” → .

To turn the LED lights on or off*2



 → “DISPLAY” →  → “ILLUMINATION” → select the desired setting.

-  is displayed when the LED lights are on.

To adjust backlight compensation*2

 → “DISPLAY” →  → “BACKLIGHT COMPENSATION” → select the desired setting.

To adjust the screen brightness

 → “DISPLAY” →  → “BRIGHTNESS” → select the desired setting.

*1 These settings cannot be changed during an incoming call.

4. Operations

- *2 These settings are only available when there is an incoming call from the lobby station, or when talking or monitoring with the lobby station.

4.12 Ringtone settings

4.12.1 Ringtone type and volume settings

You can change the ringtone type and volume that is heard during an incoming call from a lobby station. You can also change the ringtone type heard when the door bell is pressed.

- For information about how to configure settings, see page 11.

4.13 System conditions and limitations

Please note the following system conditions and limitations.

- Only one call or monitoring session can be handled at a time.
Subsequent calls will disconnect the current call (if the current call has lower priority), or will not be connected (if the current call has higher priority).

Low
priority

Monitoring

Medium
priority

General calls (lobby station to
main monitor, main monitor to
PBX extension, etc.)





High
priority

Emergency calls

- All calls and monitoring sessions are disconnected after the pre-programmed "timeout" time elapses. Emergency calls are limited to 10 minutes.

5.1 Function settings list

You can change the settings to match how the main monitor is used.

- 1  → select the desired item → .
 - Repeat this step as necessary to navigate to the desired setting.
- 2 Select the desired setting if necessary → .
- 3 When finished, press [ TALK/OFF].

Note:

- If you do not perform any operations for 90 seconds while changing these settings, or if an incoming call is received, the setting is cancelled and the screen turns off.
- In the following table, default settings are indicated by < >.
- While changing settings, the currently selected item is highlighted.

Item name: "TIME AND DATE SETTINGS"

Item	Settings
TIME AND DATE SETTINGS* ¹	2016/1/1 0:00

*1 When using the product for the first time, follow the on-screen instructions to configure this setting (page 6).

Item name: "RINGTONE SETTINGS"

Sub-menu		Settings
1	2	
RING VOLUME	-	<LOUD>
		NORMAL
		QUIET
		MUTE
RINGTONE	LOBBY STATION	<SOUND 1>
		SOUND 1 (REPEAT)
		SOUND 2
		SOUND 2 (REPEAT)
		SOUND 3
		SOUND 3 (REPEAT)
	DOOR BELL	SOUND 1
		SOUND 1 (REPEAT)
		<SOUND 2>
		SOUND 2 (REPEAT)
		SOUND 3
		SOUND 3 (REPEAT)

Item name: "DELETE ALL IMAGES"

Item	Settings
DELETE ALL IMAGES	DELETE ALL IMAGES
	<BACK>

5. Additional functions

Item name: "CONNECTED DEVICE SETTINGS"

Item	Settings
<DOOR BELL> or EMERGENCY CALL*1	<ENABLE>
	DISABLE

*1 Either "DOOR BELL" or "EMERGENCY CALL" is displayed depending on the pre-programmed setting.

Item name: "OTHER SETTINGS"

Sub-menu	Settings
1	
PLAY LAMP FLASHING	<ON>
	OFF
INITIALIZE SETTINGS	INIT+DEL ALL IMAGES
	ONLY INITIALIZE SETTINGS
	<BACK>

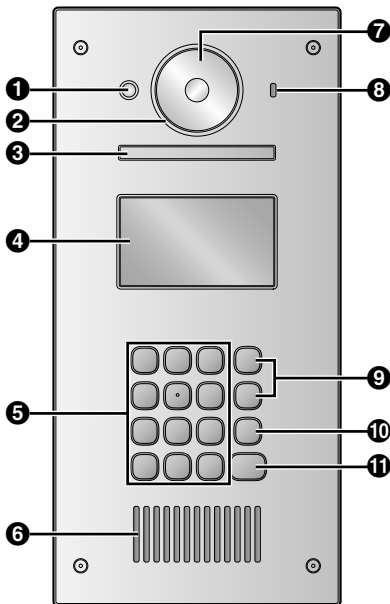
Item name: "OPERATING INSTRUCTIONS"

Item	Settings
OPERATING INSTRUCTIONS	Displays the web page for downloading the Operating Instructions.

The following provides an explanation of the controls and operations for the lobby station.

6.1 Controls

6.1.1 Lobby station



- 1 Heat sensor**
Turns on the display when a visitor is detected.
- 2 Lens cover**
- 3 Light**
Illuminates subjects in dark environments.
- 4 Display**
- 5 Keypad**
- 6 Speaker**
- 7 Camera lens**
- 8 Microphone**
- 9 Search buttons (▲ and ▼)**
Used to select items shown on the display.
- 10 Cancel button (X)**
- 11 Call button (🔔)**

6.2 Operations

6.2.1 Calling a resident

Entering a room number

1. Enter the resident's room number.
2. Press [🔔] to call.

Searching by first letter of the name

1. Press [✳].
2. Use the keypad to enter the first letter of the resident's name.
 - Press a key repeatedly to scroll through the letters assigned to that key.
 - Note the hints displayed at the bottom of the screen.
3. Press [▲] or [▼] to search for the desired name.
4. Press [🔔] to call.

Searching through all names

1. Press [▼].
2. Press [▲] or [▼] to search for the desired name.
3. Press [🔔] to call.

Switching the image displayed on the main monitor

While talking to the main monitor, press [#] to switch the image displayed on the main monitor from the lobby station to the camera. To return to the lobby image, press [✳].

6. Lobby station controls/operations

6.2.2 Calling a receptionist

- 1 Press [▼].
 - 2 Press [▲] or [▼] to search for the receptionist.
 - 3 Press [🔔] to call.
-

6.2.3 Opening the door by entering an unlock code

- 1 Press [#].
- 2 Enter the 4-digit unlock code.
- 3 Press [🔔].

7.1 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.**

7.2 Specifications

Main monitor (VL-MV26)

Power source	Power supply unit (VL-PS240) 24 V DC, 0.5 A
Power consumption	Standby: approx. 1.2 W During operation: approx. 8 W
Dimensions (mm) (height × width × depth)	Approx. 169×129×29 (excluding protruding sections)
Mass (weight)	Approx. 330 g
Operating environment	Ambient temperature: approx. 0 °C to +40 °C Relative humidity (non-condensing): up to 90 %
Display	Approx. 8.9 cm (3.5 inches colour display)
Talking method	Hands-free
Installation method	Wall mount (mounting bracket supplied)

Power supply unit (VL-PS240) (indoor use only)

Power source	Input: 220-240 V AC, 0.2 A, 50/60 Hz Output: 24 V DC, 0.6 A
Dimensions (mm) (height × width × depth)	Approx. 116×100×54 (excluding protruding sections)
Mass (weight)	Approx. 230 g
Operating environment	Ambient temperature: approx. 0 °C to +40 °C Relative humidity (non-condensing): up to 90 %
Installation method	Attach to DIN rail Directly mount to a wall

8.1 Troubleshooting

Monitor display (lobby station images)

Problem	Cause & Solution	Page
Images appear distorted.	<ul style="list-style-type: none"> Images may appear distorted because of the characteristics of the camera lens. This is not a malfunction. 	–
The image of the subject is displayed in black and white (or bluish-purple).	<ul style="list-style-type: none"> At night or when there is poor light in the area around the lobby station, the image of the subject may be displayed in black and white (or bluish-purple). <ul style="list-style-type: none"> The lobby station's LED lights may be turned off. Turn on the LED lights when it is dark. 	9
The background appears greenish.	<ul style="list-style-type: none"> 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. 	–
Images at night are dark and faces cannot be identified.	<ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> We recommend installing extra lights in the area around the lobby station. 	–
The images of people's faces are dark.	<ul style="list-style-type: none"> Images of people's faces appear dark when there is strong sunlight or a backlight in the area around the lobby station. <ul style="list-style-type: none"> Use the backlight compensation function. 	9
Images are dirty or unclear. <ul style="list-style-type: none"> Images are not in focus. 	<ul style="list-style-type: none"> There is dirt on the surface of the lobby station's lens. <ul style="list-style-type: none"> Wipe the lens with a soft, dry cloth. There is water condensation on the surface of the lobby station's lens. <ul style="list-style-type: none"> Wait for the condensation to evaporate. 	15 –
Images are white or black.	<ul style="list-style-type: none"> The brightness of the display is not correctly adjusted. <ul style="list-style-type: none"> Adjust the brightness when images are displayed. 	9
Images are white, or white lines or circles are shown on the display.	<ul style="list-style-type: none"> 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.) <ul style="list-style-type: none"> Locating the lobby station away from direct sunlight or changing the angle that the lobby station is installed may help reduce this problem. 	–
There is a small black dot in the background.	<ul style="list-style-type: none"> If the sun can be seen, its centre appears as a black dot. This is not a malfunction. 	–
Images are flickering.	<ul style="list-style-type: none"> AC (alternating current) lights such as fluorescent lights are used near the lobby station. <ul style="list-style-type: none"> AC (alternating current) lights such as fluorescent lights may cause flickering in dark environments. (This is not a malfunction.) 	–

Ringtone

Problem	Cause & Solution	Page
The ringtone for the lobby station does not sound.	<ul style="list-style-type: none"> The ringtone volume is muted. <ul style="list-style-type: none"> Activate the sound for the ringtone. 	11

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"> ● Perform the following operations. <ul style="list-style-type: none"> → Press the [RESET] button on the bottom side of the main monitor with a pointed object. (Recorded images and configured settings are not affected.) 	6
The main monitor does not work properly. <ul style="list-style-type: none"> ● Nothing is displayed on the monitor. ● The ringtone does not sound. ● Voices cannot be heard. 	<ul style="list-style-type: none"> ● Check the power connection. ● If the power is connected, there may be a problem with the electrical wiring. <ul style="list-style-type: none"> → Contact an authorised service centre. 	–

8.2 Error messages

When using devices for the first time or registering devices

Display	Cause & Solution	Page
SYSTEM IN USE	<ul style="list-style-type: none"> ● You tried to monitor with the lobby station or call an extension telephone while another main monitor in a separate apartment is monitoring, talking, or receiving a call from the lobby station. <ul style="list-style-type: none"> → Try again later when the lobby station is not in use. ● You tried to monitor with the lobby station again within about 10 seconds of finishing monitoring. <ul style="list-style-type: none"> → Wait until more than 10 seconds have passed before trying to monitor with the lobby station. 	–

9.1 Index

B

Backlight compensation: 9
Brightness
 Image brightness: 9
 Screen brightness: 9

C

Changing the volume
 Owner's volume: 9
 Receiver volume: 9
Cleaning: 15

D

Display: 6
Door bells: 8

E

Emergency calls: 8
Entrance doors: 8
Extension telephones: 7, 8

F

Function settings
 Delete all images: 11
 Door bell: 12
 Initialize settings: 12
 Operating Instructions: 12
 Play lamp flashing: 12
 Ring volume: 11
 Ringtone: 11
 Time and date settings: 6, 11

I

Illumination settings : 9
Image playing screen: 9
Image viewing screen: 7
Images (recording)
 Auto image updating: 8
 Playing: 9
Information button: 6
Information screen: 7

L

Lift permissions: 8
Lobby station
 Controls: 13
 Operations: 13

M

Main monitor: 6
Main Monitor Station: 3
Microphone: 6
Monitor button: 6

Monitoring
 Camera: 8
 Lobby station: 8

N

Notification indicator: 6

O

Operation guide: 9
Owner's volume: 9

P

Play button: 6
Playing recorded images: 9
Press-to-talk: 7

R

Recording images
 Automatic recording: 8
 Automatically updating recorded images: 8
 Manually recording: 9
Reset: 6, 17
Reset button: 6, 17

S

Settings button: 6
Settings screen: 7
Soft keys: 6
Speaker: 6
Specifications: 15
Status icons: 7

T

Time: 6
Time and date settings: 6

V

Volume heard at lobby station: 9