Panasonic®

Operating Instructions

Video Intercom System — Utility Tool
(Smartphone integration for customers with VL-VN1800 installed)

For properties or areas that don't have the VL-VN1800 (control box) installed, this tool may not be able to used depending on your region. For more information, consult your facility staff.

Thank you for purchasing a Panasonic product.

Please follow all instructions in this document and save it for future reference.

Carefully read the information found in the section titled "2. Important Information" in particular.

Table of Contents

1. Introduction

2. Important Information

3. Installer operations

4. Facility staff operations

5. Maintenance

6. General information

1.1 [Utility Tool] overview

Based on activation keys for control boxes/smartphone information[*1] and file import information of **[Setup Tool]**, the following settings and operations are available.

*1   Refer to Setup preparation for installers (Page 3).

Definition of users for this tool

● Installers who perform initial setup for **[Utility Tool]** and register facility staff
● Users (facility staff) registered by installers

Setup preparation for installers

Installers set the following information to control boxes.

● **Activation key registration**

Register the activation key (①) specified on the leaflet supplied with VL-AKA005[*1, *2] to a control box using the web programming of a control box. For more information, refer to the Installation Manual of the control box[*3].

● **[Utility Tool] setup**
   – Install **[Utility Tool]** (②)[*4] (page 9)
   – Import a building information file (③) created with **[Setup Tool]** to **[Utility Tool]** (page 11)
   – Register the facility staff list (users who use the tool) (④) (page 12)
● The following is a basic image of the setup for the installer.

Activation key registration	Setup [Utility Tool]
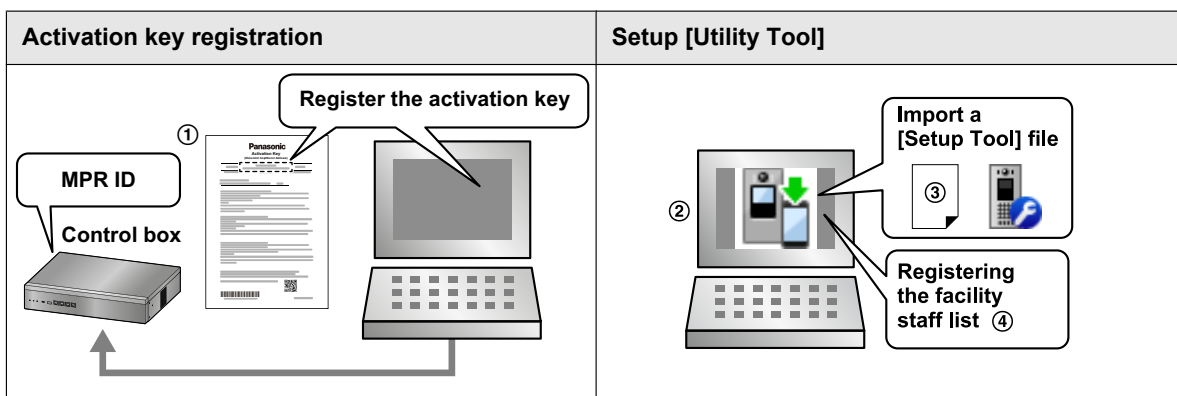
*1   Activation keys are sold separately. Activation keys are used for linking VL-VN1800 control boxes (MPR-ID) to smartphones and allow smartphones to use the Video Intercom System without using room monitors.
Up to 2 smartphones can be activated for 1 activation key.
Up to 2 activation keys can be set to 1 residence.
Depending on your facility's system configuration, the maximum number of smartphones that can be registered differs.
*2   This activation key is only enabled for a control box with the MPR-ID specified in this leaflet.
*3   Refer to the Video Intercom System documentation available at the following website.
   https://panasonic.net/cns/pcc/support/intercom/vn1900
*4   Installers set up facility staff's computers.

Facility staff settings and operations

● Registering and deregistering smartphones (page 14 to 21)
● Sending noticeboards (page 26 to 29)
● Confirming the usage status of activation keys (page 31)

1.2 Using [Utility Tool]

Registering smartphones

The following are the 2 ways to register a resident's smartphone. The registration and deregistration information is shared with the control box.

1. The facility staff creates and prints a smartphone registration document (contains a QR code® and specified dates and valid durations) (①), attaches a **[Video Intercom System]** app guide sticker (②), and then gives the document to each resident. Residents then use this document to register smartphones by themselves (see page 17).
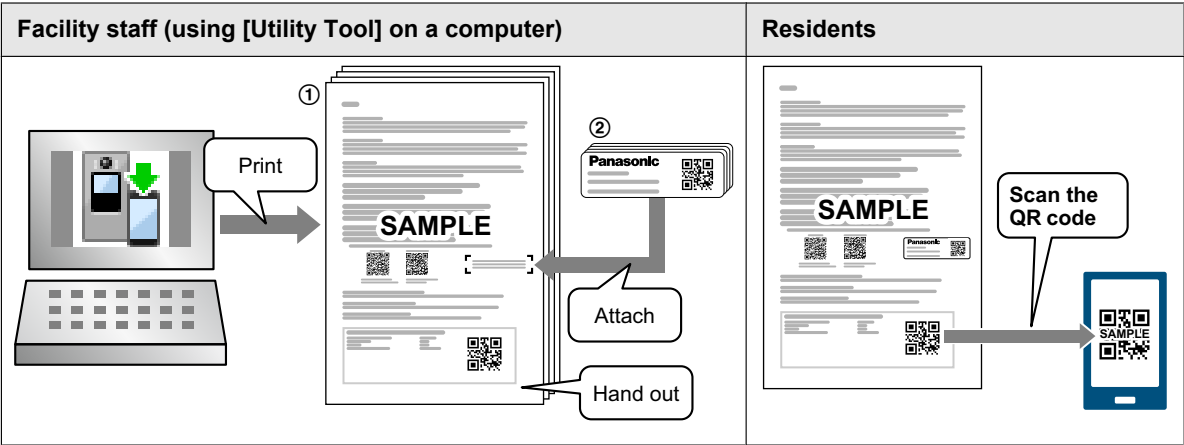
2. Residents use **[Utility Tool]** under the supervision of the facility staff to register smartphones (see page 18).
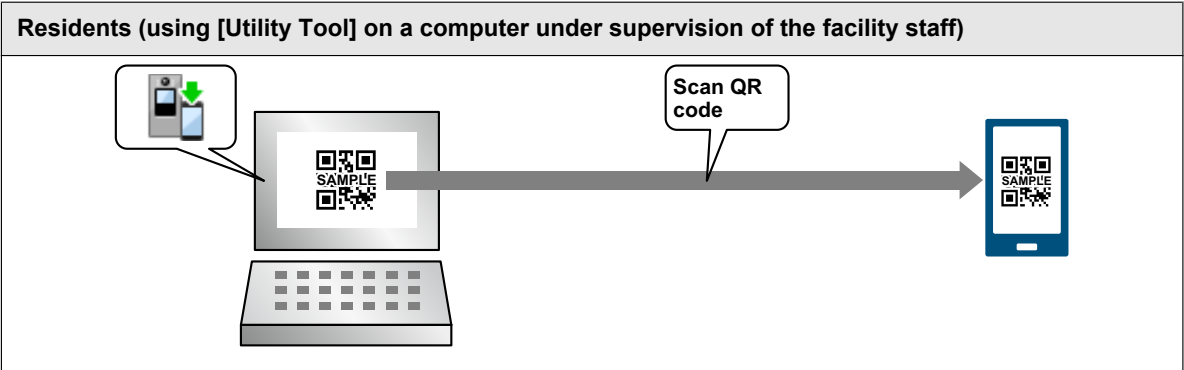
Sending noticeboards from facility staff

Facility staff can use **[Utility Tool]** to create noticeboards that are used to provide information for residents.

Facility staff can send noticeboards to specified groups (room monitors[*1] and smartphones of residents), such as to all buildings, to each building, to each floor, or to each room (see page 26). The noticeboard information is shared with the control box.

*1   Only applicable for residents that have a room monitor.
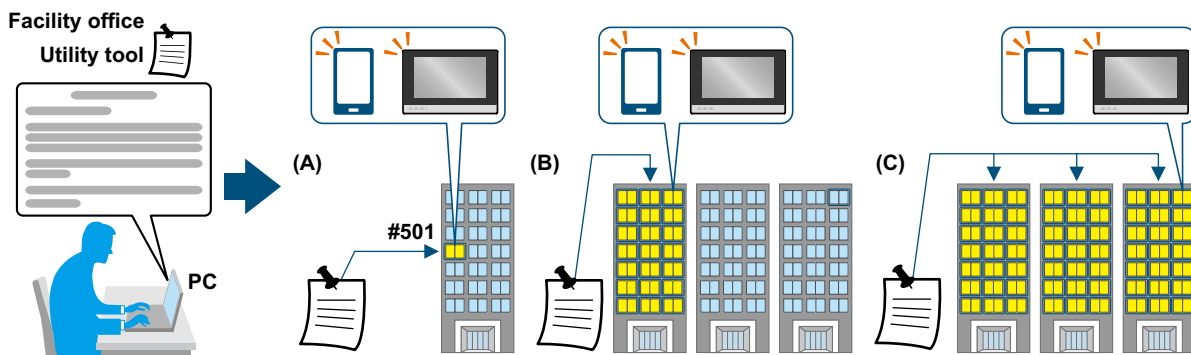
Checking the usage status of activation keys

Smartphones cannot be registered if there are not enough activation keys. Facility staff can use **[Utility Tool]** to check the usage status of activation keys on each installed control box (see page 31).

1.3 Supported devices

Note:

- The available products differ depending on your region. For more information, please consult your dealer.
- For the latest information on the supported devices, refer to the following website.
  https://panasonic.net/cns/pcc/support/intercom/vn1900
- The following illustrates how your smartphone can connect to your devices over the control box of Panasonic Video Intercom System and over the Internet.
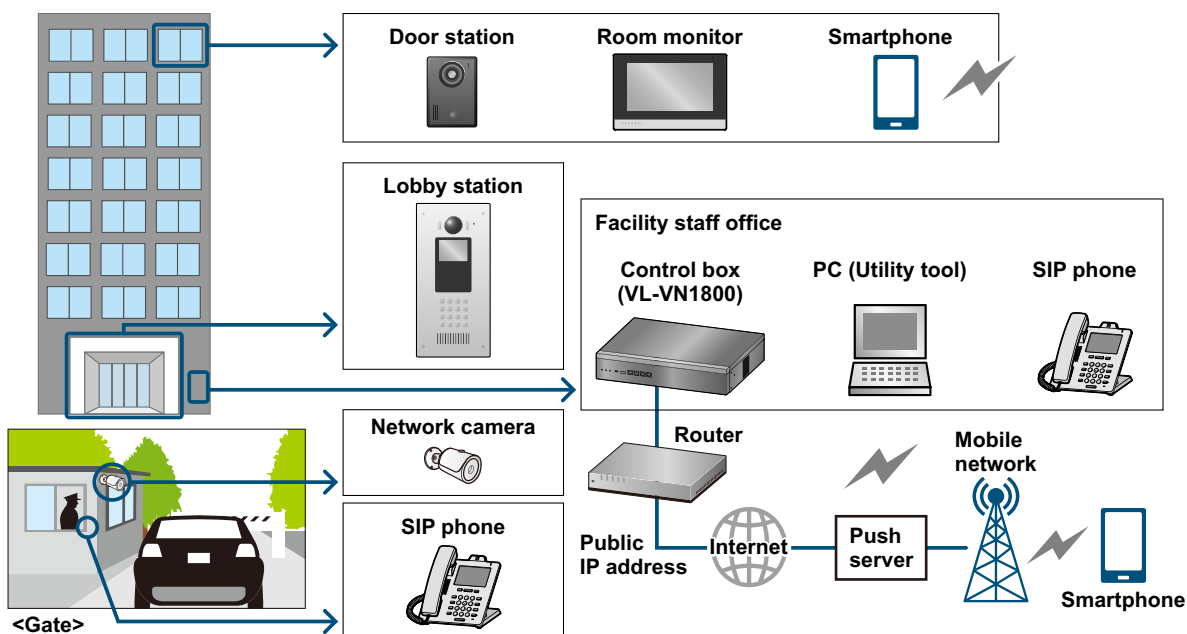
Supported Video Intercom System devices (as of August, 2020)

SIP devices

- Room monitor (VL-MN1000)
- Door station (VL-VN1500)
- Lobby station (VL-VN1900)
- Control box (VL-VN1800)
- SIP phone (KX-HDV130/230/430 series)

Other devices

- Network camera[1]
- Electric lock[2]
- External devices (sensors, urgency buttons, and emergency buttons) connected to the room monitor[2]

[1] For more information about compatible Panasonic network cameras, refer to the following website.
    https://panasonic.net/cns/pcc/support/intercom/vn1900

[2] Third-party device integration

Compatible smartphones (as of August, 2020)

- iPhone 5s and later, iPad Air and later (iOS 10 and later)
- Android™ devices (Android 4.4 and later)

Note:

- Certain features may not be available depending on the model or operating system version of your smartphone.
- Operations and screens may vary depending on the smartphone's operating system, operating system version, and model.

Computer system requirements (as of August, 2020)

- Operating system: Microsoft® Windows® 10

2.1 Data security

In order to use the system safely and correctly, the data security guidelines (listed below) must be observed. Failure to do so may result in the following.

- Loss, leakage, falsification or theft of user information.
- Unauthorised or illegal use of the system by a third party.
- Interference or suspension of service caused by a third party.

What is user information?

User information is defined as the following types of information.

- Information stored on the computer that is used by the utility tool.
  – Room numbers
  – System and device settings
  – System data, log data (QR code prints, statuses, and noticeboards), and PDFs

Data security guidelines

- **Observe proper management of passwords.**
  – Passwords can be used to log in to the utility tool, etc. Select passwords that are difficult to guess, change them regularly, and keep them secret.
  – You will never receive enquires about passwords from Panasonic.
- **Use caution when entering or saving contact information for use by the system.**
  – When configuring room numbers or other contact information, make sure all information is entered correctly. Incorrect information could cause user information to be disclosed to unintended recipients.
  – Make sure that the contents and destinations of noticeboards are correct before sending them to residents. Incorrect information and destinations may cause information to be leaked to unintended residents.
- **When handing over a computer with the utility tool installed for repairs or disposal to a third party, make sure to protect user information.**
  – Data may be damaged due to computer failure. Export and backup the data.
  – Note that user information may be deleted or initialized when the computer is repaired or disposed of.
  – Before sending the computer for repairs or disposal, or handing it over to a third party, uninstall the utility tool and delete all of the data created by the utility tool.
- **Protect user information stored on the computer used to configure the system.**
  – When user information is stored on a computer, the confidentiality of that information becomes the responsibility of the installer. Take precautions to prevent the unauthorised use of the computer and the utility tool used for performing system configuration or maintenance.
  – Connect the computer to the network only when performing system configuration or maintenance, and disconnect the computer from the network as soon as the work is complete.
  – Use a secure network that is protected by a firewall, etc.
  – To prevent the leaking of personal information, enable a screensaver for the computer that uses a password.
  – Before disposing of the computer, ensure that data cannot be retrieved from it by formatting the hard disk and/ or rendering it physically unusable.
  – When disclosing data to residents, make sure to check their IDs first.
- **Protect user information when disposing of the product.**
  – Uninstall the utility tool and delete the created data.

2.2 Disclaimer

- Recorded data may be altered or deleted as a result of incorrect operations, exposure to static electricity, accidents, malfunction, repairs or other operations. To the maximum extent permitted by applicable law, Panasonic assumes no liability for any direct or indirect damages resulting from the loss or alteration of recorded data.
- To the maximum extent permitted by applicable law, Panasonic assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this document.
- To the maximum extent permitted by applicable law, Panasonic will not be held responsible for any damage or loss due to non-performance or delay in performance, error or failure of network and/or any products.

2.3 Other important information

- 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 data may be lost when:
  – mishandled
  – electric shock or radio wave interference occurs
  – the power is turned off during use

3.1 Installing [Utility Tool]

1 Download and install the **[Utility Tool]** to your computer.
- Visit the following website for more information.
  https://Panasonic.net/cns/pcc/support/intercom/vn1900

2 Start **[Utility Tool]** by double-click its icon (shown below).

3 Follow the on-screen instructions and install it.
- Confirm all of the displayed permission screens and agree as necessary.

Uninstalling [Utility Tool]

Uninstall the **[Utility Tool]** according to the procedures for the operating system of your computer.

Note:
- The PDFs and log data (QR code prints, statuses, and noticeboards) registered to **[Utility Tool]** are not deleted. Make sure to delete this data when repairing or disposing of the computer.
- If you want to keep the log data (QR code prints, statuses, and noticeboards), export the data and save it to separate media or devices.

3.2 Logging in to [Utility Tool]

The menu screen for installers is displayed after the installer starts **[Utility Tool]** and enters the login information.

■ **[Login]** screen

Login			English	Tiếng việt	Indonesia
	User Name				
	Password				
					OK

■ **[Change Password]** screen
(Installer: during initial setup)

Change Password			English	Tiếng việt	Indonesia
*Password must be between 8 and 15 characters (A-Z, a-z, 0-9, enter symbols). Use at least 3 different characters					
New Password					
Confirm Password					
					OK

Installer operations

Initial startup

1. Start **[Utility Tool]**.
2. Enter "admin" for **[User Name]**.
3. Enter "admin8765" for **[Password]** and click **[OK]**.
4. Enter the new password.
   - 8 to 15 characters (case sensitive) using a-z, A-Z, and numbers (0-9)
   - Passwords must contain a combination of upper case and lower case letters as well as numbers.
5. For confirmation, enter the password entered in step 4[*1].
6. When finished, click **[OK]**.

Startup from the 2nd time

1. Start **[Utility Tool]**.
2. Enter "admin" for **[User Name]**.
3. Enter the password[*1, *2].
4. When finished, click **[OK]**.

*1 Take care not to forget the changed password.
*2 We recommend changing the password regularly (see page 33).

Note:

- An error is displayed if the entered values are incorrect. Click **[OK]** to return to the previous screen.
- If the password is consecutively entered 4 times incorrectly, **[Utility Tool]** is stopped and cannot be started again for about 10 minutes. After this, you can try again.

3.3 Importing setup tool project files

In order for the installer to operate **[Utility Tool]**, the building information file created in the Panasonic IP Video Intercom System Setup Tool must be imported.

Note:

- Select the building information file for Utility Tool created in the Panasonic IP Video Intercom System Setup Tool. The "FTPData" folder created by the setup tool contains folders for each project and each of these project folders contains a "Utility" folder. Select the file contained in the "Utility" folder.
  Example of when a project folder called "ABC_building" is selected.
  C:\Program Files (x86)\Panasonic\Panasonic IP Video Intercom System Setup Tool\FTPData\ABC_building\Utility

■ **[Import] screen (example)**
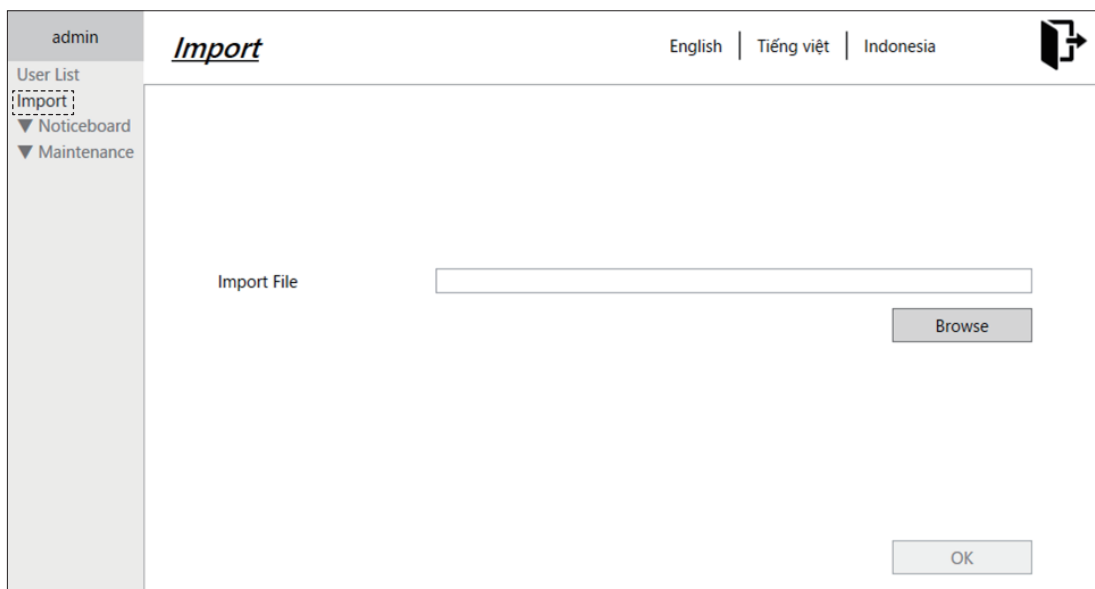
1. Start **[Utility Tool]** and log in (see page 10).
2. In the left pane, click **[Import]**.
3. Click **[Browse]**.
4. Select the file created in the setup tool.
   - After the selected file is displayed, click **[OK]**.
5. When finished, click **[OK]**.
6. After "Import completed." is displayed, click **[OK]**.

Note:

- If an error is displayed, click **[OK]** and try again.

3.4 Registering user lists

Installers can add (up to 10 users) and delete users (facility staff).

■ **[User List]** screen (example)   ■ **[Add]** screen (example)

①	Login name

②	Installer menu list display (example) ▼: Indicates that there are sub levels in the menu.
	 ● If the server type is a control box and not a control box (mobile), the following menus are not displayed.
	   – **[Registering Smartphone]**
	   – **[Maintenance: Activation Key]**

③	Click on a displayed language to change the language.
④	Logout ● To log out, confirm the displayed message and click **[OK]**.

User (facility staff) registration by installers

1. Start the **[Utility Tool]** and log in (see page 10).
2. In the left pane, click **[User List]**.
3. Click **[Add]**.
4. Enter the username.
   ● Maximum of 15 characters (case sensitive) using a-z, A-Z, and numbers (0-9)
5. Enter the password.
   ● 8 to 15 characters (case sensitive) using a-z, A-Z, and numbers (0-9)
   ● Passwords must contain a combination of upper case and lower case letters as well as numbers.
6. For confirmation, enter the password entered in step 5.
7. When finished, click **[OK]**.

User (facility staff) deletion by installers

1. Start the **[Utility Tool]** and log in (see page 10).
2. In the left pane, click **[User List]**.
3. Click 🗑 for the facility staff you want to delete.
4. Confirm the displayed message and click **[OK]**.
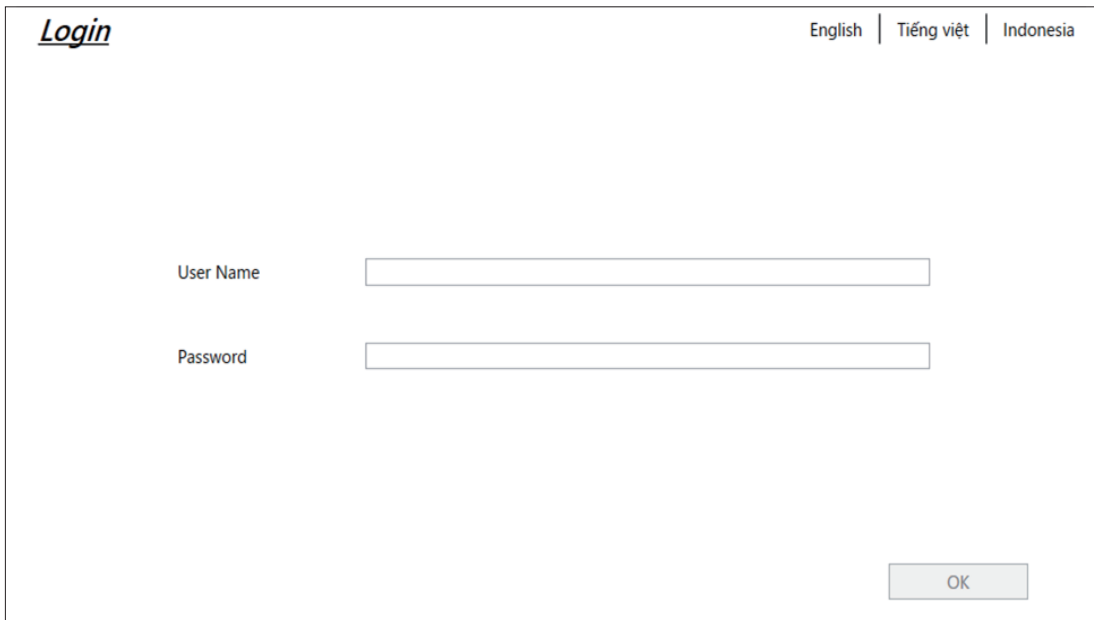
4.1 Logging in to [Utility Tool]

The menu screen for users (facility staff) is displayed after the user (facility staff) starts **[Utility Tool]** and enters the login information.

Important:

- **Users can only log in if the installer has set their usernames and passwords in the [User List].**

■ **[Login] screen**

User (facility staff) operations

1. Start **[Utility Tool]**.
2. Enter the username.
3. Enter the password[*1, *2].
4. When finished, click **[OK]**.
*1 Take care not to forget the changed password.
*2 We recommend changing the password regularly (see page 33).

Note:

- An error is displayed if the entered values are incorrect. Click **[OK]** to return to the previous screen.
- If the password is consecutively entered 4 times incorrectly, **[Utility Tool]** is stopped and cannot be started again for about 10 minutes. After this, you can try again.

4.2 Registering smartphones

4.2.1 Printing the QR code document

Flow for registering smartphones:

1. The facility staff creates the documents for registering smartphones.
   – Select the room number of the resident to be registered (all buildings, each building, each floor, each room).
   – Specify the registration dates and valid durations.
2. The facility staff prints the registration documents.
3. The facility staff hands out the registration documents to each resident.
4. Each resident registers their smartphone by scanning the QR code on the registration document. (If the QR code cannot be scanned, the registration settings must be entered manually.)

■ **[QR Code Print] screen (example)**

①	Login name (username)

②	Facility staff menu list display (example) ▼: Indicates that there are sub levels in the menu.
	 ● If the server type is a control box and not a control box (mobile), the following menus are not displayed.
	    – **[Registering Smartphone]**
	    – **[Maintenance: Activation Key]**

③	Click on a displayed language to change the language.
④	Logout ● To log out, confirm the displayed message and click **[OK]**.

Creating smartphone registration documents

1. Start the **[Utility Tool]** and log in (see page 13).
2. In the left pane, click **[QR Code Print]** under **[Registering Smartphone]**.
3. Check the room number of the smartphone to register.
    * You can select a hierarchy of all buildings, each building, each floor, or each room.
        – When the upper-level check is selected, all sub-levels of the upper level are selected.
        – When only a part is selected, the upper-level is displayed filled in.
4. In the **[Registration Start]** field, specify the registration start dates and times, and the duration that smartphones can be registered in.
    * Click the calendar icon and select the date from the displayed calendar.
    * Select the time from a pull-down menu (default: 9:00).
    * Select the duration from a pull-down menu (default: 2 days).
5. Click **[Browse]** to specify the folder to save the setting file PDF to.
    * A PDF for all selected rooms and a PDF for selected each room is saved. For more information, see page 15.
    * Click **[Sample]** to display a print image sample.
6. When finished, click **[Save]**.
    * Confirm the displayed message and click **[OK]**.
    * After "Saving completed." is displayed, click **[OK]**.

Structure of saved folders and file formats

Smartphone registration document files are saved in the following manner.

| Example
C:\User\username\Documents
 	
Documents
 	
   20201129150630 .... ①
 	
     #AllData20201129.pdf .... ②
 	
     A101.pdf .... ③
 	
     A102.pdf
	① A folder named with the saving date and time is created under the specified folder.
	Folder name:
	Example: 20201129150630 (15:06:30, November 29, 2020)

	② A PDF for all of the selected rooms is created under the folder created in ①. PDF file name: Example: #AllData20201129.pdf (November 29, 2020)
	③ PDFs for each room (building code + room number) are created under the folder created in ②. PDF file name: Example for room 101 of building A: A101.pdf

Printing image sample of the smartphone registration document

Important:
- **This document includes important information on your premises. Please carefully keep this document by yourself not to lose it. In case where you lose this document, please contact a building manager immediately. Panasonic will not be held responsible in the event of any damage or loss to you due to the loss of this document.**
- **The registration document contains the following information.**
  - **Duration when smartphones can be registered**
  - **QR code for installing the [Video Intercom System] app**
  - **Information about the current number of registered smartphones and the maximum number of smartphones that can be registered for the resident**
  - **Information about using the QR code for smartphone registration and manual installations**
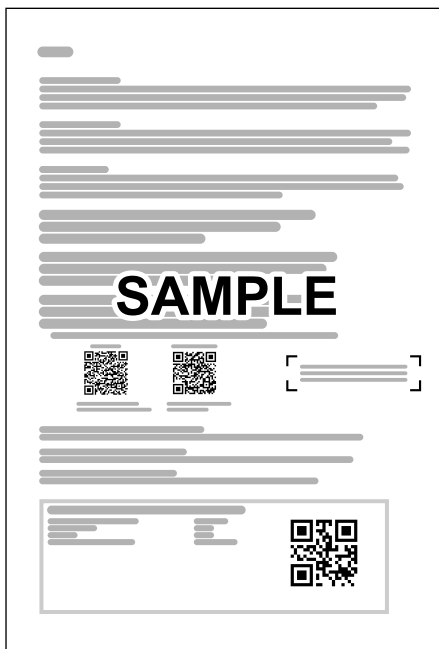
Printing smartphone registration documents

Open the created PDF files and print them according to the settings of you printer.
- Printing conditions:
  - Paper setting: A4 (210 x 297 mm), one-sided
  - Printing color: monochrome
- Acrobat reader® is required to open PDF files.

4.2.2 Facility staff reference: Registering residents' smartphones using the QR code document

The following is the registration procedure performed by residents and is listed here as a reference for facility staff. Residents scan the QR code on the QR code document received from facility staff and register their smartphones by themselves. (If the QR code cannot be scanned, registration settings must be manually entered.)

1 Have the QR code document at hand for reference.

SAMPLE

2 **Using the resident's smartphone** 📱

Download and install the **[Video Intercom System]** app to the smartphone.
- Visit the following website for more information.
  https://panasonic.net/cns/pcc/support/intercom/vn1900

3 Start the **[Video Intercom System]** app by tapping its icon (shown below).
- Follow the on-screen instructions.
- Confirm all of the displayed permission screens and agree as necessary.

Panasonic

4 Read the displayed license agreement and tap **[Agree]** (❶).

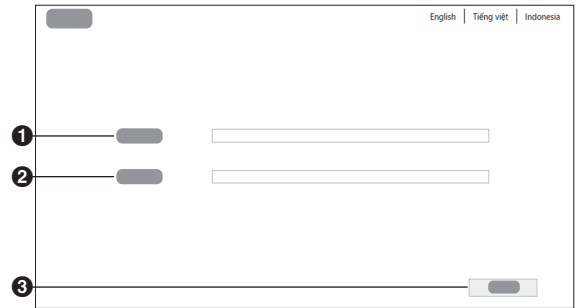**5** Read the displayed 1st initial setting guide and tap **[Next]** (❶).

6 Read the displayed 2nd initial setting guide and tap **[Next]** (❶).
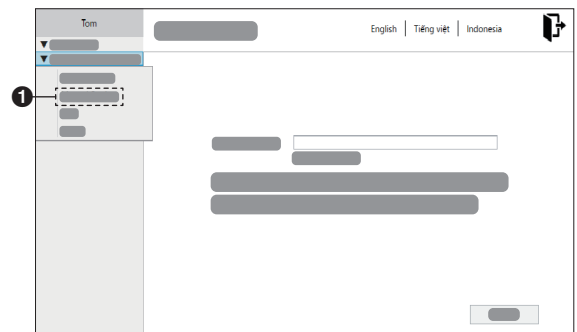- "Scan the QR code." and "Manual Input" are displayed.

17

7 Tap **[Scan the QR code.]** (❶) and scan the QR code in the QR code document (see ❷ in step 1).
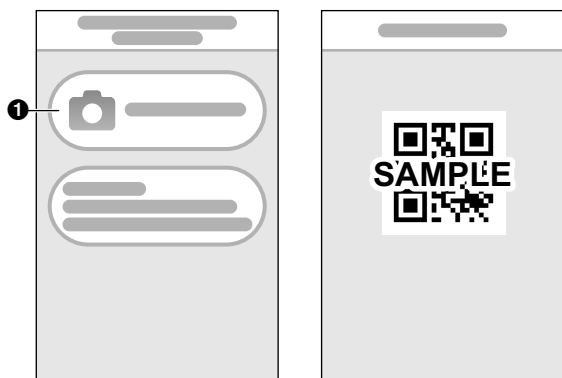
- If you could not scan the QR code and selected **[Manual Input]** (❷) in this step, tap **[Manual Input]** and the applicable parameter, and then correctly enter the information (❸) shown under "Manual Input" in the QR code document (see ❶ in step 1).
  When finished, tap **[OK]** (❹).
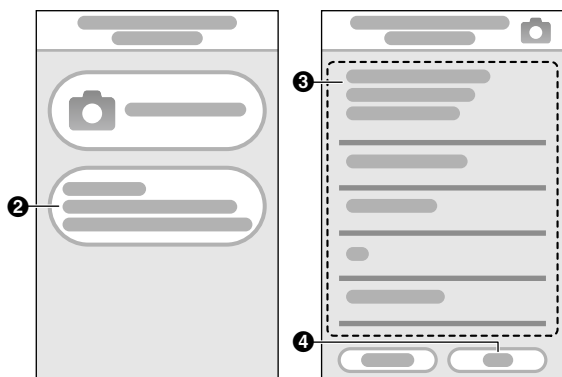
8 Tap the smartphone name field and enter the desired name (up to 3-10 characters). When finished, tap **[OK]**.

9 When "Registration is completed!" is displayed, tap **[OK]** (❶).
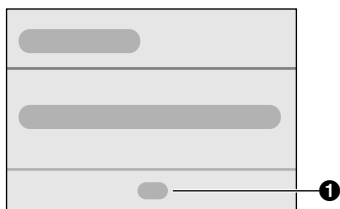
10 After registration is completed, the log screen of smartphone registration completion notification is displayed.
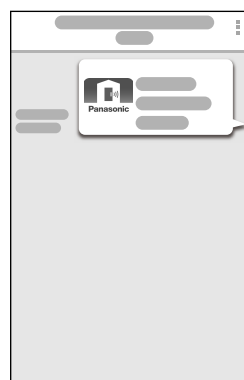
4.2.3 Registering residents' smartphones using [Utility Tool] on a computer

Using **[Utility Tool]** on a computer under the supervision of the facility staff, residents can register their smartphones by scanning the QR code displayed on a screen. (If the QR code cannot be scanned, registration settings must be manually entered.)

Important:
- **Please confirm residents IDs before registering smartphones.**

1 **Using the resident's smartphone** 📱

Download and install the **[Video Intercom System]** app to the smartphone.
- Visit the following website for more information.
  https://panasonic.net/cns/pcc/support/intercom/vn1900

2 Start the **[Video Intercom System]** app by tapping its icon (shown below).
- Follow the on-screen instructions.
- Confirm all of the displayed permission screens and agree as necessary.

3 Read the displayed license agreement and tap **[Agree]** (❶).

4 Read the displayed 1st initial setting guide and tap **[Next]** (❶).

5 Read the displayed 2nd initial setting guide and tap **[Next]** (❶).
- "Scan the QR code." and "Manual Input" are displayed.

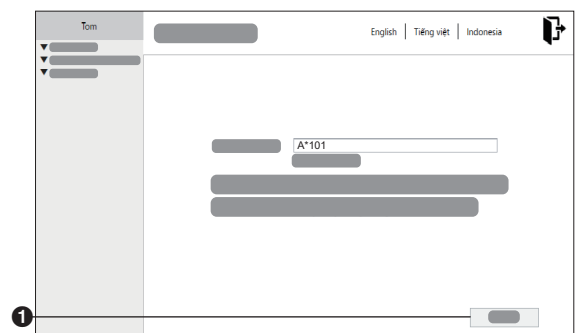**6** **Using [Utility Tool] on the facility staff's computer** Start **[Utility Tool]**.

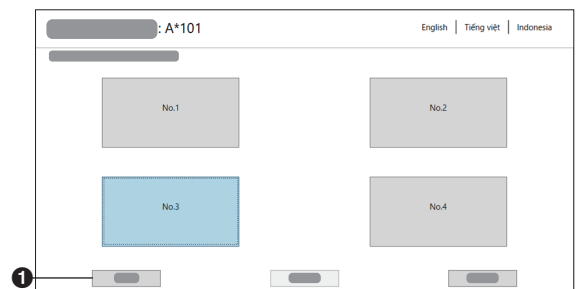**7** Enter the username (❶) and password (❷), and click **[OK]** (❸).

8 In the left pane, click **[QR Code Scanner]** under **[Registering Smartphone]** (❶).

9 Enter the room number of the resident and click **[OK]** (❶).

10 Select an empty location and click **[Add]** (❶).

19

11 Read the displayed license agreement and click **[OK]** (❶).
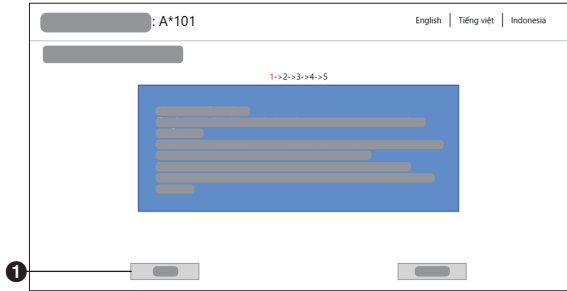
12 Read the displayed 1st initial setting guide and click **[OK]** (❶).
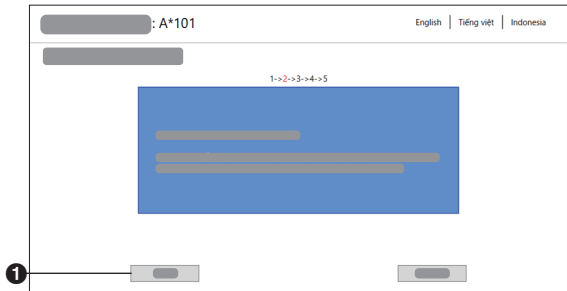
13 Read the displayed 2nd initial setting guide and click **[OK]** (❶).
  ● The QR code for registering the smartphone is displayed.
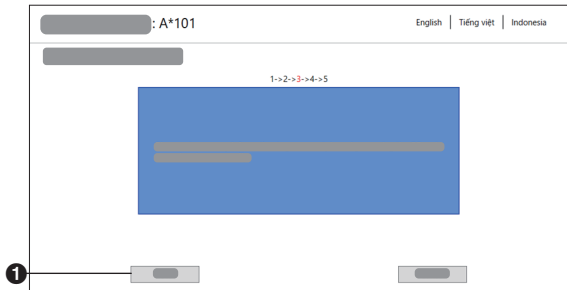
  ● If you cannot scan the QR Code, click **[Manual Input]** (❶).

14 Using the resident's smartphone 📱
 Tap **[Scan the QR code.]** (❶) and scan the QR code displayed on the facility staff's computer.
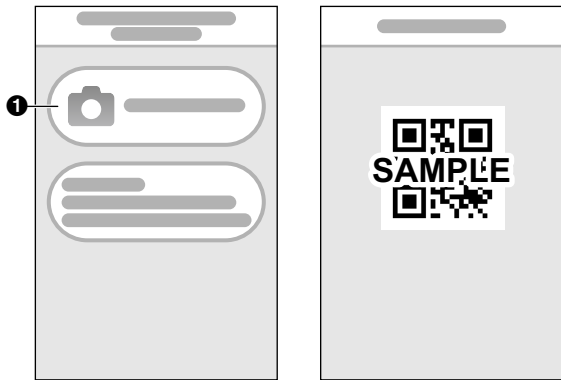
  ● If you could not scan the QR code and selected **[Manual Input]** in step 13, tap **[Manual Input]** (❷) and the applicable parameter, and then correctly enter the information (❸) displayed under "Manual Input" on the computer. When finished, tap **[OK]** (❹).
  Computer display
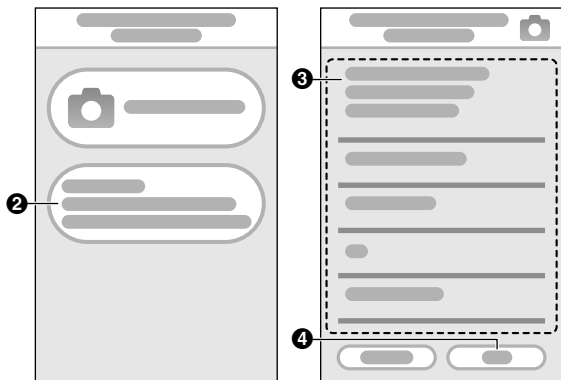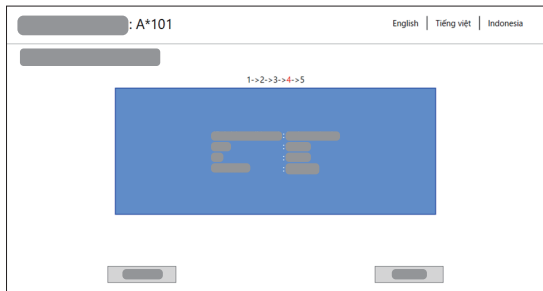
15 Tap the smartphone name field and enter the desired name (up to 3-10 characters). When finished, tap **[OK]**.

16 **Using [Utility Tool] on the facility staff's computer**
The registered smartphone's name is displayed once the previous operations are completed. Click **[OK]** (❶).
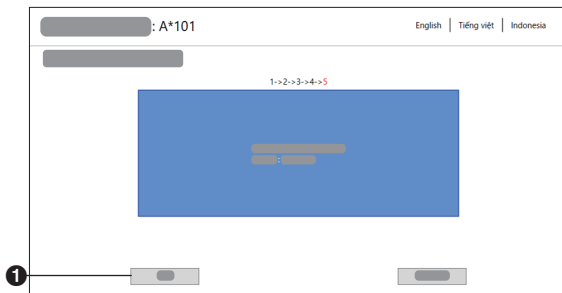
17 **Using the resident's smartphone** 📱

When "Registration is completed!" is displayed, tap **[OK]** (❶).
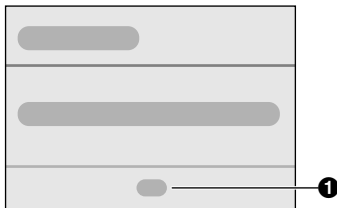
18 After registration is completed, the log screen of smartphone registration completion notification is displayed.
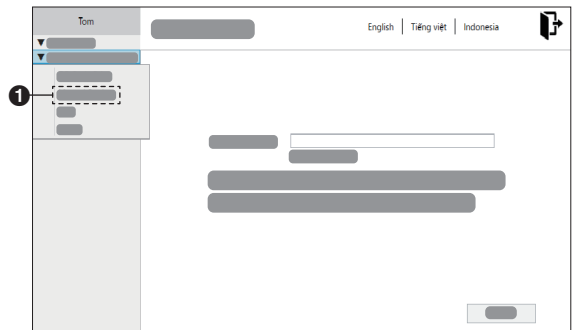
Note:

- From step 2 complete the registration within about 5 minutes.

4.2.4 Deregistering smartphones

Using **[Utility Tool]** on a computer, facility staff can deregister residents' smartphones.

1 **Using [Utility Tool] on the facility staff's computer**
Start the **[Utility Tool]** and log in (see page 13).

2 In the left pane, click **[QR Code Scanner]** under **[Registering Smartphone]** (❶).

3 Enter the room number of the resident to deregister the smartphone for and click **[OK]** (❶).
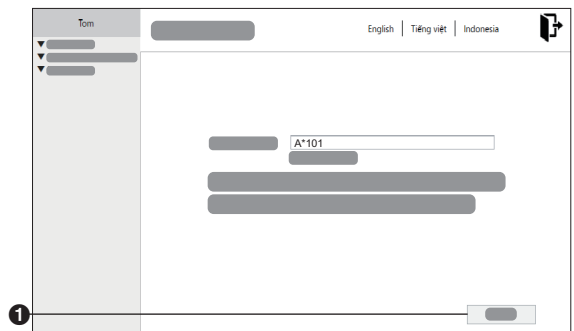
4 Select the smarphone to deregister and click **[Delete]** (❶).
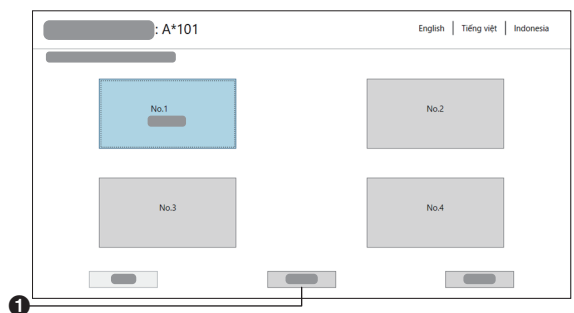
5 Confirm the displayed message and click **[OK]**.

4.2.5 Viewing logs

You can view the log list saved by **[QR Code Print]**.

■ **[Log] screen (example)**

1 Start the **[Utility Tool]** and log in (see page 13).

2 In the left pane, click **[Log]** under **[Registering Smartphone]**.

3 Check the log list.
- The log list displays logs in order of the saved dates and displays the following for each log.
    – **[Print Time]**: Time when **[QR Code Print]** was saved[*1]
    – **[Room(Unit)]**: Information about the set room (all buildings, each building, each floor, each room)
    – **[Registration Start]**: Date and time when the smartphone can be registered from[*1]
    – **[Duration]**: Duration that the smartphone can be registered for

[*1]   Displayed in the order of "Date/Month/Year" and in 24 hour time format.

Features available while viewing logs

① **Re-printing**

Right-click the applicable log and click **[Re-Print]**.
- As necessary, you can change the resident information and registration duration before re-printing (see page 14).

② **Deleting individual logs**

Right-click the applicable log and click **[Delete]**.
- Confirm the displayed message and click **[OK]**.

③ **Exporting logs (for backups)**
  1. Click **[Export]**.
  - Specify the save destination.
  2. Enter a filename for the selected folder and click **[OK]**.
  - After "Export completed." is displayed, click **[OK]**.
  - The saved PDF files are not exported.

④ **Importing logs (for new or replacement computers)**
  1. Click **[Import]**.
  2. Select the file to import and click **[Open]**.

- Confirm the displayed message and click **[OK]**.
3. Confirm the file to import and click **[OK]**.
    - After "Import completed." is displayed, click **[OK]**.

⑤ **Deleting all the logs**

Click **[Delete All]**.
- Confirm the 1st displayed message and click **[OK]**.
- Confirm the 2nd displayed message and click **[OK]** if you want to delete all of the messages.

Limitations

Up to 1,000 items can be saved in the log. Subsequent items will overwrite the oldest items.

4.2.6 Confirming the status

After selecting the search information from a pull-down menu, you can confirm the status list of smartphone registration durations for each room.

■ **[Status] screen (example)**

1 Start the **[Utility Tool]** and log in (see page 13).

2 In the left pane, click **[Status]** under **[Registering Smartphone]**.

3 Select the building, floor, or room to search from the pull-down menu and click **[Search]**.
- The applicable **[Room(Unit)]** is displayed at the top with the following information.
  - **[Room(Unit)]**: Room number that **[QR Code Print]** was saved for
  - **[Registration Start]**/**[Registration End]**: Start and end date and time for smartphone registration[*1]
- This is blank if **[QR Code Print]** was not saved.

*1 Displayed in the order of "Date/Month/Year" and in 24 hour time format.

Features available while confirming the status

① **Confirming smartphone registration**

Right-click the applicable room and click **[Confirm]**.
- You can confirm the registration status of the smartphone for that room. From this screen you can deregister or register smartphones. To return to the previous screen, click **[Cancel]**.

② **Stopping smartphone registration**

Right-click the applicable room and click **[Stop]**.
- Confirm the displayed message and click **[OK]**.
- Change the **[Registration End]** to the preset date and time. By doing so, a message is sent to the control box and the registration is canceled.
- Multiple registrations can be stopped at once by selecting multiple rows for rooms.

③ **Re-setting**

Right-click the applicable row for the room and click **[Re-Setting]**.
- Initializes the start time and duration for registration. Configure the settings again and re-print (see page 14).
- Multiple re-prints can be performed at once by selecting multiple rows for rooms.

④ **Exporting status information (for backups)**

1. Click **[Export]**.

- Specify the save destination.
2. Enter a filename for the selected folder and click **[OK]**.
    - After "Export completed." is displayed, click **[OK]**.
    - The saved PDF files are not exported.

⑤ **Importing status information (for new or replacement computers)**

1. Click **[Import]**.
2. Select the file to import and click **[Open]**.
    - Confirm the displayed message and click **[OK]**.
3. Confirm the file to import and click **[OK]**.
    - After "Import completed." is displayed, click **[OK]**.

Limitations

Up to 1,000 items can be saved in the log. Subsequent items will overwrite the oldest items.

4.3 Noticeboard

Facility staff can create noticeboards to notify residents and send them to each resident (room monitors[*1] and smartphones) at the same time.

*1   Only applicable for residents that have a room monitor.

4.3.1 Creating noticeboard messages

Flow for sending noticeboards:

1. Select the room number of the resident to send the notification to (all buildings, each building, each floor, each room).
2. Create the noticeboard.
3. Send the noticeboard.

■ **[Create Message] screen (example)**

1. Start the **[Utility Tool]** and log in (see page 13).
2. In the left pane, click **[Create Message]** under **[Noticeboard]**.
3. Click **[To]** to open the contact list.
   - Select a hierarchy of all buildings, each building, each floor, or each room, and click **[OK]**.
     - When the upper-level check is selected, all sub-levels of the upper level are selected.
     - When only a part is selected, the upper-level is displayed filled in.
4. Enter the title.
5. Enter the content of the noticeboard.

   - : Saves noticeboards

   - : Redo

   - : Undo

   - Font type/character size/font editing/text colour: Edit according to the operating system of the computer
   - Number of characters: Limitations differ depending on the font size
6. When finished, click **[Send]**.
   - The preview screen is displayed.

- – To return to the message entry screen, click **[Cancel]**.
- – If the content is OK, click **[OK]** to send the noticeboard.
- After "Start Sending" is displayed, click **[OK]**.

Note:
- To re-edit messages, select the applicable message from the log (see page 29) and edit as necessary.
- Noticeboards may not be able to sent in real time.
- Noticeboards may not be able to be sent consecutively in some situations. In this case, wait and then send again later.

4.3.2 Selecting files

Flow for selecting noticeboards:
1. Select the room number of the resident to send the notification to (all buildings, each building, each floor, each room).
2. Select the file.
3. Send the noticeboard.

■ **[File Select] screen (example)**

1. Start the **[Utility Tool]** and log in (see page 13).
2. In the left pane, click **[File Select]** under **[Noticeboard]**.
3. Click **[To]** to open the contact list.
   - Select a hierarchy of all buildings, each building, each floor, or each room, and click **[OK]**.
     - – When the upper-level check is selected, all sub-levels of the upper level are selected.
     - – When only a part is selected, the upper-level is displayed filled in.
4. Click **[Browse]** and select the file to send.
   - Sending conditions:
     - – File types: jpeg or png files only
5. When finished, click **[Send]**.
   - The preview screen is displayed.
     - – To return to the file selection screen, click **[Cancel]**.
     - – If the content is OK, click **[OK]** to send the noticeboard.
   - After "Start Sending" is displayed, click **[OK]**.

Note:
- Recommend size: 800 x 400 pixels (the size that can be displayed on the screen of 1 room monitor).

- The file will be converted to a file suitable for sending and the size may be changed. If you cannot send, split the file.
- Noticeboards may not be able to sent in real time.
- Noticeboards may not be able to be sent consecutively in some situations. In this case, wait and then send again later.

4.3.3 Viewing logs

You can view a log of created noticeboards.

■ **[Log] screen (example)**

1 Start the **[Utility Tool]** and log in (see page 13).

2 In the left pane, click **[Log]** under **[Noticeboard]**.

3 Check the log list.
- The log list displays logs in order of the saved dates and displays the following for each log.
  - **[Status]**: Shows the file status
    - **[Draft]**: Draft files
    - **[Sent]**: Sent files
    - **[Sending]**: Files currently being sent
    - **[Cancel]**: Files that sending was cancelled for
    - **[Error]**: Failed to send files
  - **[Title/File Name]**: Displays the title and file name (including file extensions) of noticeboards
  - **[To]**: Displays the destination
  - **[Time]**: Displays the time when the noticeboard was sent[*1]

[*1] Displayed in the order of "Date/Month/Year" and in 24 hour time format.

Features available while viewing logs

① **Cancelling the sending of noticeboards**

Right-click the applicable log and click **[Stop]**.
- Confirm the displayed message and click **[OK]**.

② **Re-editing noticeboards**

Right-click the applicable log and click **[Re-Edit]**.
- If the selected row is a for a message, the message editing screen is displayed (see page 26).
- If the selected row is a for a file, the file sending screen is displayed (see page 27).

③ **Deleting individual noticeboards**

Right-click the applicable log and click **[Delete]**.
- Confirm the displayed message and click **[OK]**.

④ **Exporting noticeboard logs (for backups)**

   1. Click **[Export]**.
   - Specify the save destination.
   2. Enter a filename for the selected folder and click **[OK]**.
   - After "Export completed." is displayed, click **[OK]**.
   - The saved PDF files are not exported.

⑤ **Importing noticeboard logs (for new or replacement computers)**

   1. Click **[Import]**.
   2. Select the file to import and click **[Open]**.
   - Confirm the displayed message and click **[OK]**.
   3. Confirm the file to import and click **[OK]**.
   - After "Import completed." is displayed, click **[OK]**.

⑥ **Updating noticeboards**

   To check if noticeboards have been sent or not, click **[Update]** to update the information.

⑦ **Deleting all the noticeboards**

   Click **[Delete All]**.
   - Confirm the displayed message and click **[OK]**.
   - Confirm the second displayed message and click **[OK]** if you want to delete all of the messages.

Limitations

Up to 1,000 items can be saved in the log. Subsequent items will overwrite the oldest items.

5.1 Confirming the status of activation keys

Smartphones cannot be registered if there are not enough activation keys. You can check the usage status of activation keys on each installed control box.

■ **[Activation Key] screen (example)**

1. Start the **[Utility Tool]** and log in (see page 10).
2. In the left pane, click **[Activation Key]** under **[Maintenance]**.
   - The connection status of each control box is displayed.
     – **[Connected]**: Control box is connected
     – **[Disconnected]**: Control box is not connected
   - The information imported to the control box with **[Setup Tool]** is displayed.
     – **[Activation Key]**: Total number of registered activation keys
     – **[Used]**: Number of currently used activation keys
   - **[Update]**: Updates the connection status of each control box

Note:
- Activation keys are sold separately. Activation keys are used for linking VL-VN1800 control boxes (MPR-ID) to smartphones and allow smartphones to use the Video Intercom System without using room monitors.
  Up to 2 smartphones can be activated for 1 activation key.
  Up to 2 activation keys can be set to 1 residence. Depending on your facility's system configuration, the maximum number of smartphones that can be registered differs.

Ordering additional activation keys

In the following situations, additional activation keys must be purchased.
– When the number in **[Used]** is the same as the number in **[Activation Key]**.
– When no more smartphones can be registered.
Do the following to order additional activation keys.
1. The installer or facility staff checks the MPR-ID label attached to the existing VL-VN1800 control box and scans the MPR-ID QR code.
2. Order the required number of activation keys.
   - Make sure that the MPR-ID (scanned QR code information) sent with the order is correct.
   - Consult your certified Panasonic dealer for more information about additional activation keys.

Note:
- VL-AKA005 Activation key: 1 package with sold with 5 activation keys.
- Consult the facility staff (administrator) after obtaining the activation keys.

Capacity and limitations of Video intercom system

AK (qty.)	Room No.	⌐O: AK (Activation Key)		The number of the SIP connection						SIP (qty.)
1	206	📱 none	none *1							2
1	205	📱📱 none	none *1	**Up to 2** Smartphones **per 1 AK**	**Up to 4** Smartphones **per 1 SIP**					3
2	204	📱📱 📱📱	none *1							2
2	203	📱📱 📱📱	SIP phone		A Max. of **6** Monitors per Residence Up to 4 Up to 5					3
0	202	📱📱 📱📱	▭	▭						3
0	201	📱	▭	▭	▭	▭	▭	▭		7
	SIP:	**1**	**2**	**3**	**4**	**5**	**6**	**7**		

Required 2 SIP *1
[#1] 📱📱 📱📱
[#2] none
Number of residences ×

For residence

+ **Additional devices**

+ **For common area**

+ **Required 1 SIP**
Control box

For system

≦ **SIP 2,000**

*1 When using smartphones, 2 SIP are automatically allocated per residence.
  [#1] SIP for up to 4 smartphones connecting
  [#2] SIP room monitor or SIP phone for system management

5.2 Changing the password

Installers and facility staff can change the password.

■ **[Change Password] screen**

1. Start the **[Utility Tool]** and log in (see page 10 and page 13).
2. In the left pane, click **[Password]** under **[Maintenance]**.
3. Enter the old password.
4. Enter the new password.
   ● 8 to 15 characters (case sensitive) using a-z, A-Z, and numbers (0-9)
   ● Passwords must contain a combination of upper case and lower case letters as well as numbers.
5. For confirmation, enter the same password entered in step 4.
6. When finished, click **[OK]**.

Note:
● If the facility staff forget their passwords, using the installer user rights, installers can delete the accounts and add new accounts with default passwords.

5.3 End-User License Agreement

The End-User License Agreement (EULA) for the **[Utility Tool]** is available.

1 Start the **[Utility Tool]** and log in (see page 10 and page 13).

2 In the left pane, click **[EULA]** under **[Maintenance]**.

6.1 Basic troubleshooting

Problem	Cause & Solution	Page

Cannot register residents' smartphones.	● The registration duration has expired.
	  → Facility staff do the following operations.
	    – Re-print the registration document to extend the registration duration and give it to the residents.
	    – Re-register the smartphone in the facility staff office.
		22, 24

	● The number of smartphones that can be registered to a room has been exceeded. → For information about registering more smartphones to a room, consult installers.	–
	● There are not enough activation keys. → Consult the installers and order more activation keys are necessary.	31

	● The control box is not connected.
	  → Check if the control box is correctly connected in the server status of **[Activation Key]** under **[Maintenance]**.
	  If the control box is not connected, there may be a network problem or a problem with the control box. Consult the installer (administrator).
		31

Cannot send noticeboards.	● The file to be sent does not meet the sending conditions. → Check the sending conditions.	27

	● The control box is not connected.
	  → Check if the control box is correctly connected in the server status of **[Activation Key]** under **[Maintenance]**.
	  If the control box is not connected, there may be a network problem or a problem with the control box. Consult the installer (administrator).
		–

6.2 Error message

Problem	Cause & Solution	Page
Failed to send message to some room. Please confirm Noticeboard Log menu and the connection to Control Box.	● Could not connect to the control box when trying to send a message to the control box. → Check the message that failed to send in the log and check the connection with the control box.	–
Cannot send the message. Control Box is full.	● The control box could not receive messages because it is processing other messages. → Wait for a while and then send the message again.	–
Failed to stop. Please confirm the connection to Control Box.	● Could not connect to the control box when trying to stop registration from the status screen of registering smartphone. → Check the connection with the control box.	–

6.3 Appendix

Trademarks

- iPhone, iPad, iPad Air and Apple are trademarks of Apple Inc., registered in the U.S. and other countries.
- Google and Android are trademarks of Google LLC.
- Internet Explorer is either a registered trademark or trademark of Microsoft Corporation in the United States and/ or other countries.
- The word "QR Code" is a registered trademark of DENSO WAVE INCORPORATED in Japan and other countries.
- Adobe, Acrobat Reader are either registered trademarks or trademarks of Adobe in the United States and/or other countries.
- All other trademarks identified herein are the property of their respective owners.

Open source software notice

This product incorporates the open source software other than the software licensed under the GPL V2.0 and/or LGPL V2.1. The software categorized as above are distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY, without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. Please refer to the detailed terms and conditions thereof shown at the following web page.
https://panasonic.net/cns/pcc/support/intercom/vn1900

Other information

- The suffix is omitted from most model numbers listed in this document. It is included only when relevant.
- Screen shots and icons that appear in this document are for reference only. Actual appearance varies depending on your computer or smartphone, its operating system and display language, the devices used, etc.
- Illustrations in this document may vary from the appearance of the actual product.
- Design and specifications are subject to change without notice.
- The term "smartphone" is used in this document to refer to any smartphone or tablet that is compatible with the app.
- The screens shown here are examples from an Android device.
- Product screens and illustrations used in this document are for reference only, and may differ from the actual product.