



myINTERCOM

Telecom
Behnke



INSTRUCTIONS

Version 3.0

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Important information

Please note that Behnke call stations and accessories may only be installed and serviced by qualified electricians in compliance with the relevant safety provisions.

Please ensure that the devices are safely disconnected from the power system (mains adapter) and mains power supply before carrying out any maintenance or repair work.

Further legal notices are given on page 48.

CONTACT

Info hotline

For detailed information on our products, projects and services:

+49 (0) 68 41/81 77-700

Telecom Behnke GmbH

Gewerbepark "An der Autobahn"
Robert-Jungk-Straße 3
66459 Kirkel

Email address and internet

info@behnke-online.de
www.behnke-online.de

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1. INTRODUCTION

1.1. Content of the package

- ▶ myintercom video door intercom unit
- ▶ This instruction manual
- ▶ Supplementary instructions: Setup

1.2. General

Performance features

The myintercom video door intercom is a compact device with integrated camera, loudspeaker and microphone plus a call button with an illuminated name plate. The myintercom system allows you to use your existing technical infrastructure for video door communication. With myintercom, the signal from the video door intercom is received by your smartphone or tablet computer functioning as the remote station. This means you use your smartphone or tablet to see who is standing at the door, to talk to the person and to press the button to open the door, if desired. The smartphone or tablet must be registered in the local WLSN network. If you also wish to be able to accept calls from the intercom when you are not at home, you will need to activate the video door intercom at www.myintercom.de/activate. The video and audio is then transmitted via the Internet (WLAN / 3G / LTE). If the light conditions are poor, you can switch on the light built into the video door intercom during the conversation from your smartphone or tablet, to enable you to see who is standing at the door.

The integrated echo cancellation ensures a full-duplex voice connection between tablet and door. To ensure that no call from the door is lost, the last 20 events are stored in the door intercom, complete with camera image and time.

Required

The following requirements must be complied with to use the myintercom video door intercom unit:

- ▶ Mains supply available near door
- ▶ Cat5 Ethernet cable available at door
- ▶ Available network port on switch or router
- ▶ myintercom App from the Apple AppStore or Google Play Store
- ▶ WLAN
- ▶ DHCP server that issues an IP address, sub net mask, gateway and DNS server (standard)
- ▶ Optionally, if you want to access the door intercom also outside your LAN, e.g. on the road via Internet: Landline Broadband Internet connection (without Proxy- / Socks-server), e.g. DSL 2000 or faster. Flat rate (data plan) recommended. The door station must be able to establish a direct connection to the Internet (without Proxy- / Socks-server).
- ▶ iOS 5 or newer – iPhone4S, iPhone5, iPad with activated Apple ID to download the free App
- ▶ Android 4 or newer – smartphones and tablets (min. dual-core processor 2 x 1.2 GHz or faster) plus activated Google Play account to download the free App

Caution: be sure to keep the supplementary Setup instructions in a safe place. Without the login data given in these instructions, it will not be possible to perform any modifications to the configuration at a later date.

1.3. The myintercom video door intercom



- 1 Camera
- 2 Luminous ring
- 3 Loudspeaker
- 4 Call button
- 5 Name plate
- 6 Microphone
- 7 Screw cover

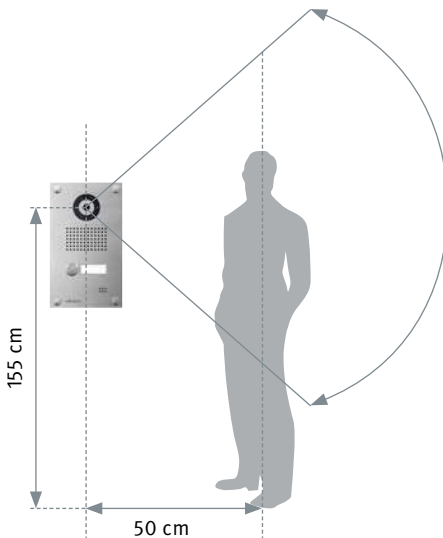
Introduction

1.4. Recommended installation position

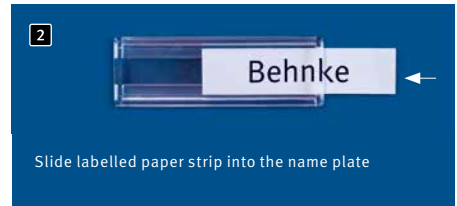
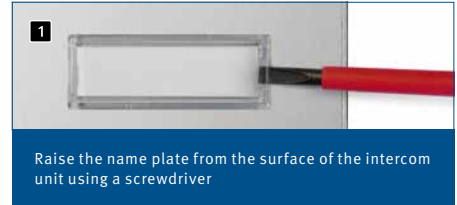
Since the camera has a restricted angle of view, the position at which the myintercom video door intercom is installed is of decisive importance. Accordingly, the camera should be mounted at a height of approximately 155cm, depending on the local conditions. For further details, please see the illustration.

1.5. Light conditions

To improve the image quality at night or in poor light conditions, we recommend fitting an outdoor light.



1.6. Changing the name plate



1.7. Installing the video door intercom

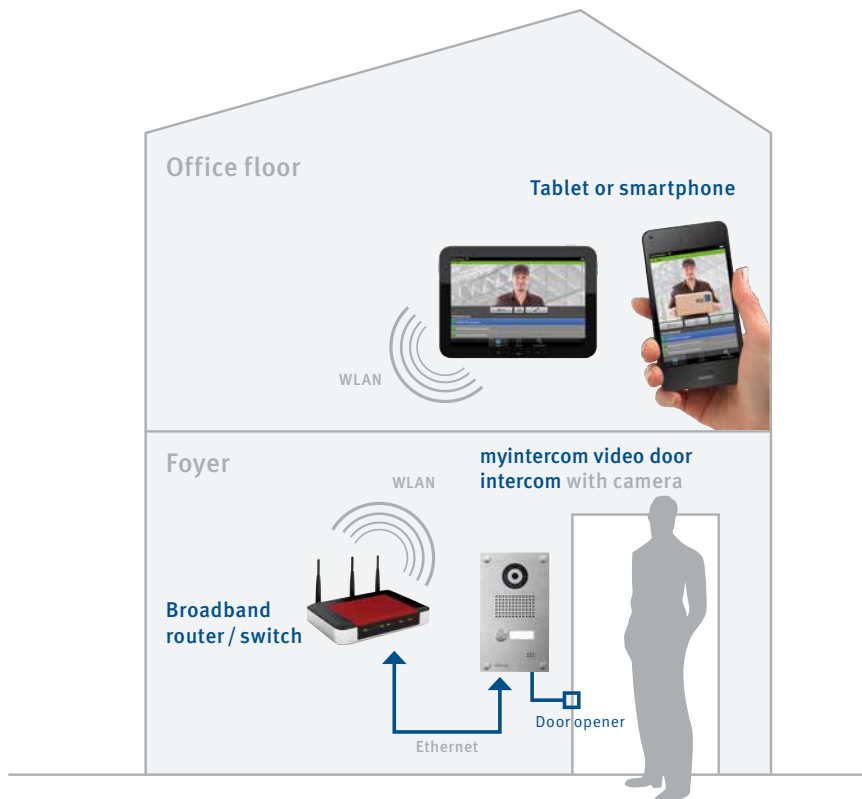


The example is for surface-mounting installation. The device can also be flush-mounted. In this case the matching flush-mount casing is mounted in the wall opening or cavity wall cutout and the device fixed as shown.

1.8. User scenarios

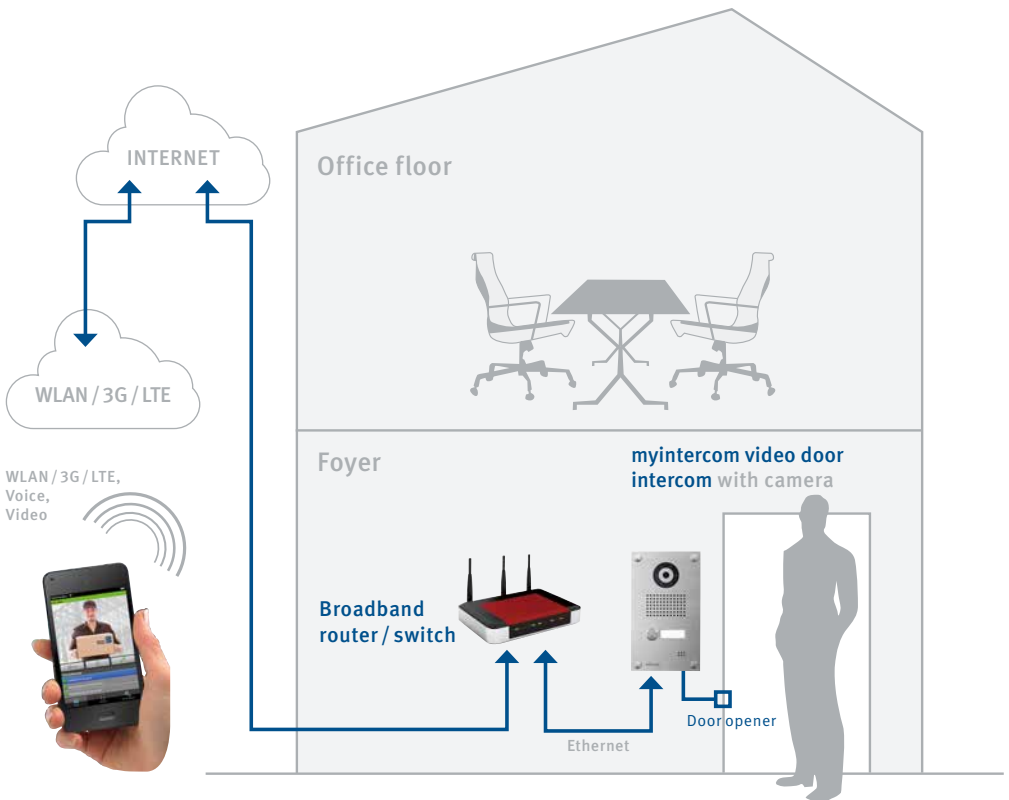
Local

The illustration shows the unit in use in a residential or office building.

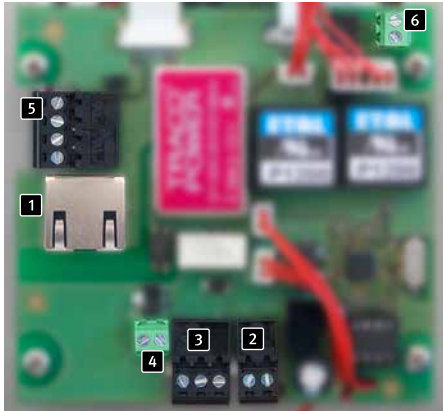


Global

The illustration shows the unit in use outside of a residential or office building.



1.9. Connecting the myintercom video door intercom



1 LAN connection

The LAN connection is generally in the form of an RJ-45 plug **1**. It is also possible to connect the individual leads directly to a terminal strip **5**; in accordance with EIA/TIA 568 B, the network is connected to the terminals as follows: 3 (green-white), 6 (green), 1 (orange-white) and 2 (orange) whereby the number denotes the respective pin of the RJ-45 plug or socket.

2 Power supply

Power is supplied to the myintercom video door intercom via the Behnke 15V power supply. The use of any other power supply is not permitted.

3 Switch output

Potential-free output for controlling a door opener, maximum load 24V, 2A.

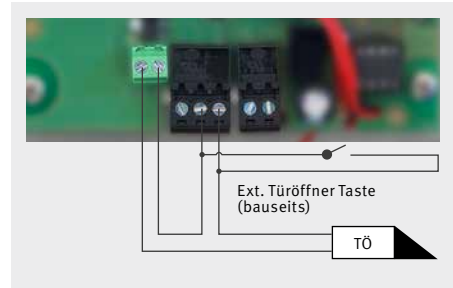
4 12V ~ 1A output

Power supply for door opener

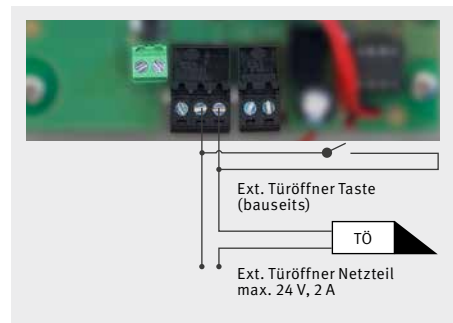
6 Switch output

Potential-free output for controlling an external door bell (recommended), maximum load 20V, 2A

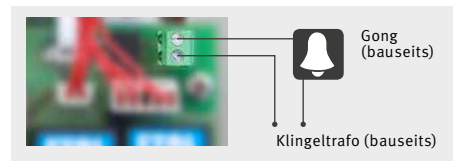
If power supply for door opener is not available on site:



If power supply for door opener is available on site:



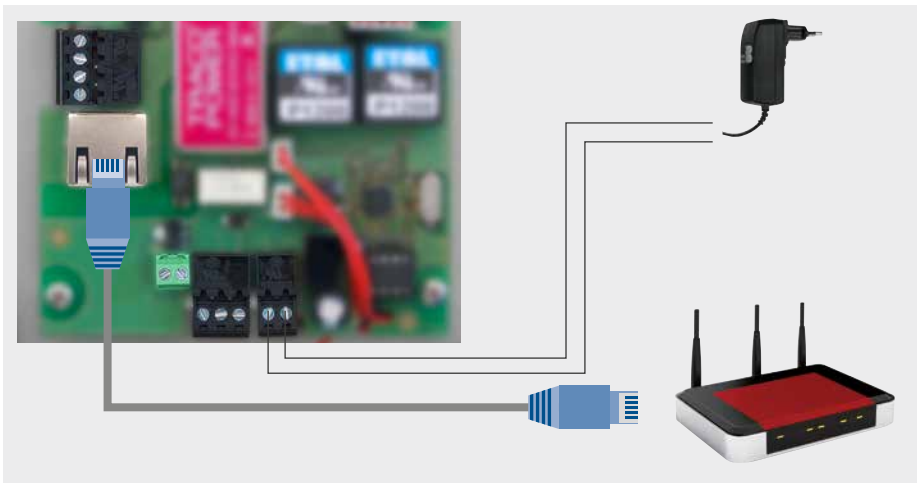
Connecting an external door bell:



2. CONFIGURATION AND OPERATION

2.1. Preparation

- ▶ Connect the myintercom video door intercom with a 100 Mbit Ethernet LAN
- ▶ Connect the Behnke 15V power supply



Ethernet connection

The default configuration for the myintercom video door intercom is as a DHCP client; it therefore obtains its IP-address from a DHCP server.

The myintercom App is continuously updated with new features and functionality, the latest manual can be requested via the website www.myintercom.de

2.2. Running the App

Download the myintercom App either from the Apple AppStore or the Google Play Store, depending on the model of smartphone or tablet you use. The screenshots in this guide were made using an iOS device, but the App has just the same appearance in Android. After starting up the App, you will first of all see an empty startup screen. Before you can use the App together with your myintercom video door intercom, you need to add a user to the video door intercom, as described in the section: Administration of the Video Door Station. Then add the Video Door Station as described in the section: Management of Video Door Intercoms. You will require the access data that you generated upon adding the new user.

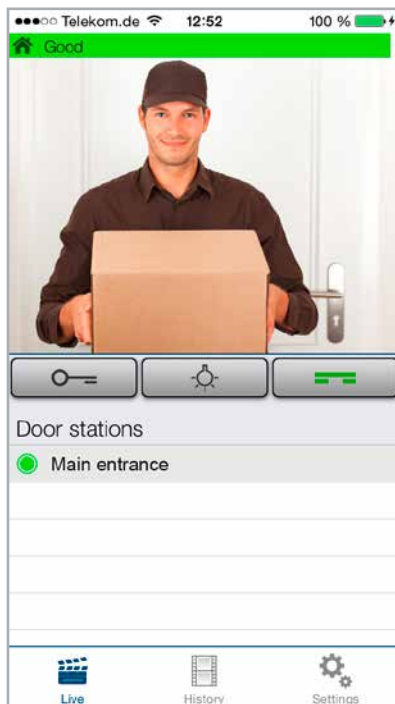
Be sure to first of all create a new user on the video door intercom. If you additionally intend to use the myintercom function outside your own network via Internet, you will need to activate the relevant licence at our website (www.myintercom.de/activate).

This completes the setup of your myintercom system.

2.3. Overview

The following shows the three main screens of the myintercom App.

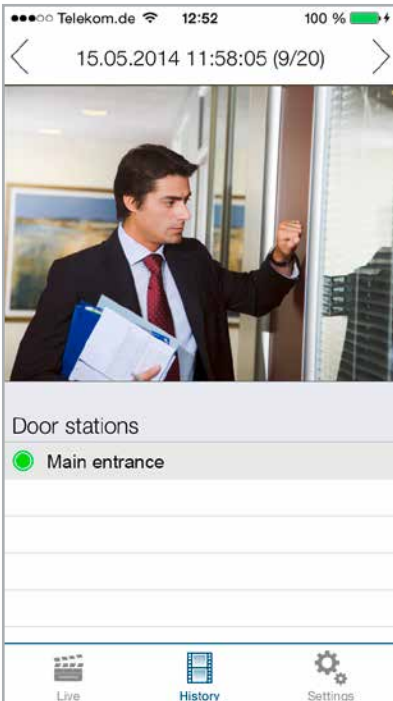
Main screen



This is the screen that you see when the App starts up. The current image taken by the camera on the intercom may or may not be displayed, depending on the authorisation of the user.

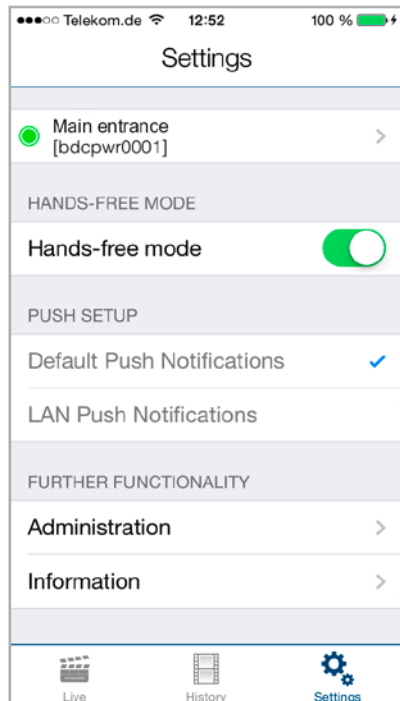
History

This page shows the most recent calls, together with the time and camera image. No voice recording is made. Each video intercom stores the last 20 visitors.



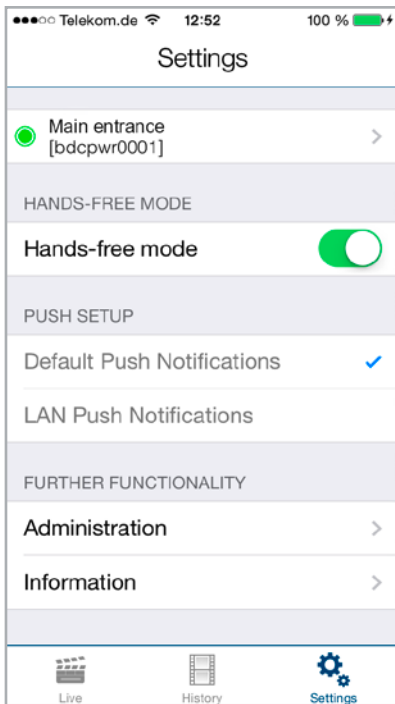
Administration

This is the page in which you set up the video door intercom and the App.

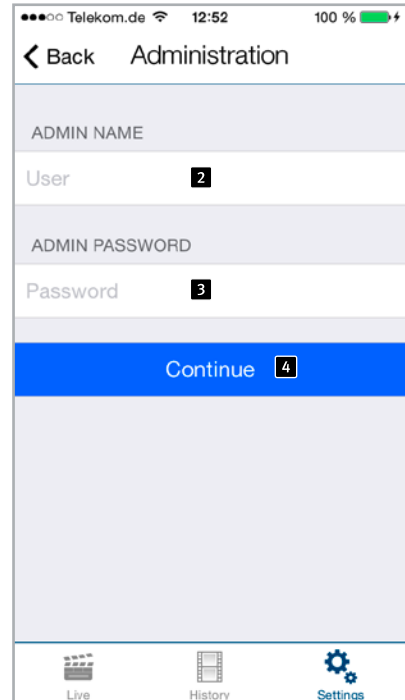


2.4. Administration of the video door intercom

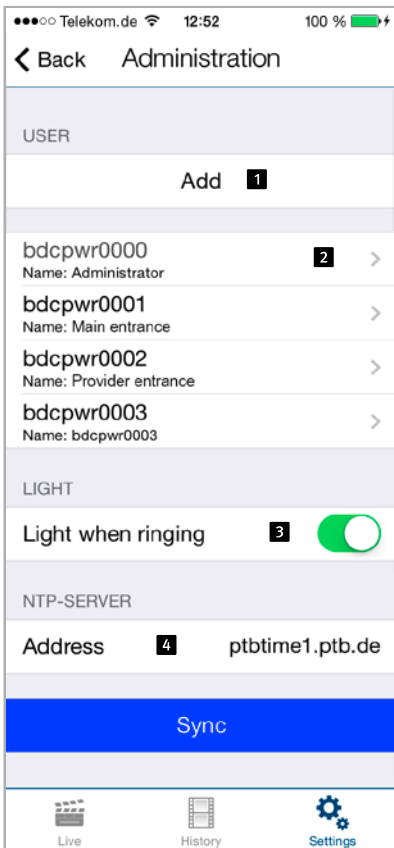
All the settings that are necessary for the myintercom system can be made with the App on your smartphone or tablet computer. You do not require a separate computer to do this. Administration of the video door intercom is possible from any end device, regardless of whether this device is the one that will later be used for communicating with the intercom. To access the Settings window, select Settings from the main menu of the App:



Select Administration **1** to manage the video door intercom. You will be asked to enter your user name **2** and password **3** :



You will find your login data in the supplementary Setup instructions. The user name already contains the reference to the video door intercom, which means that you do not need to enter any further information to configure the video door intercom. Press 'Continue **4**' to log in to the video door intercom.



You can perform the following in the Administration area

- ▶ Add a user **1**
- ▶ Manage users **2**
- ▶ Determine whether the light of the video door intercom should be automatically activated when a call is made **3**
- ▶ Set up the NTP server **4** (in which case the correct time will always be displayed in the call log)

Managing users

Press 'Add' to add a new user or a user name to change the settings for this user.

The screenshot shows the 'Administration' screen with the following fields and buttons:

- USER:** bdcpwr0004 (1)
- PASSWORD:** edwhckvytz (2)
- Change:** (6)
- NAME (COMMENT):** e.g. person (3)
- PERMISSIONS:** Video only while speaking (Privacy Policy) (8) - toggle switch
- Send by e-mail:** (7)
- Delete:** (5)

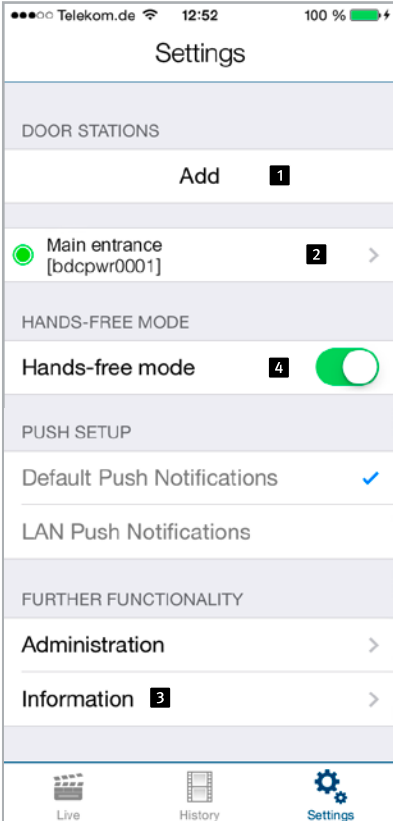
The bottom navigation bar includes: Live, History, and Settings.

The user name **1** and password **2** are filled in automatically. Enter a 'Name **3**' to make it easier to identify the user later. You cannot activate 'Save **4**' without first entering a Name. Make a note of the user name and password displayed here. You will need them later when configuring the App to access the video door intercom. This is described in the next section: Managing video door intercom units.

Press Save to add the user on the video door intercom. Press 'Delete **5**' to remove the user from the video door intercom. Once deleted, a user can no longer access the video door intercom. Press 'Change **6**' to change the user's password. A new random password is generated and saved in the camera. This new password is subsequently entered on the user's smartphone. With the 'Send by e-mail **7**' button you can send the currently displayed user information by email. For the reason of privacy protection you may want the video to be halted after ending the call. You can configure this by activating the switch **8**.

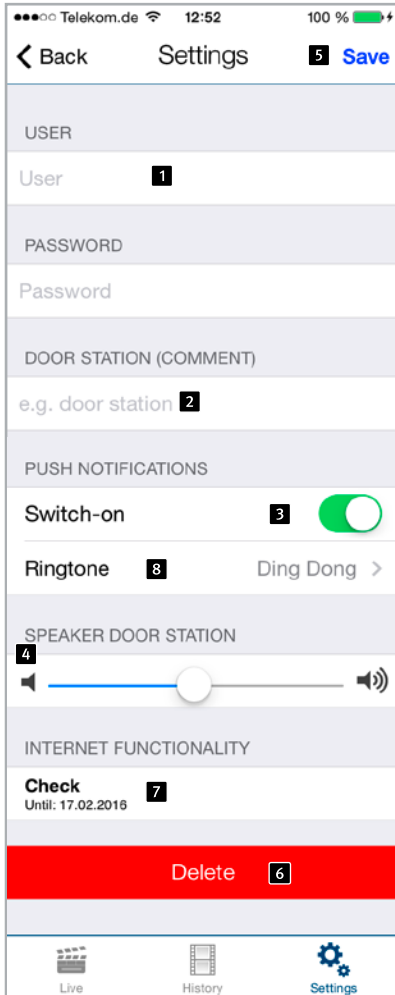
2.5. Managing video door intercom units

In the startup screen, press Settings to display the settings screen.



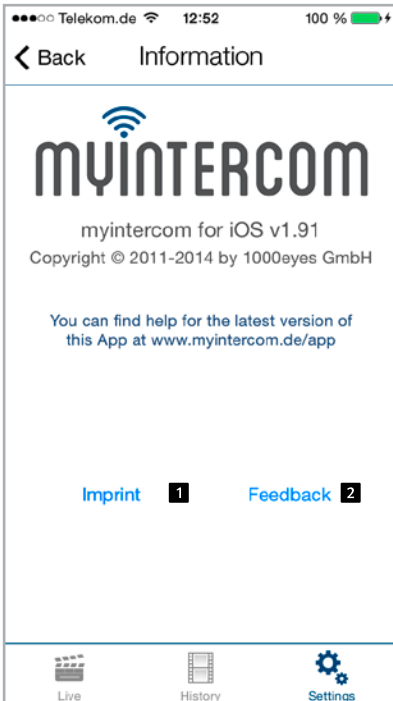
Press 'Add **1**' to add a new video door intercom on this smartphone or press a previously configured video door intercom **2** to change its configuration. With the 'Information **3**' button you can access information about the installed app and a feedback form. You can activate and deactivate the speakerphone mode using the button 'Hands-free mode **4**'.

Configuration And Operation



Enter the data for the user created under 'Administration **1**'. Enter a description of the entrance under 'Door Station **2**'. Again, the reference to the video door intercom is established through the user name. No further information is required for the video door intercom to be added. Switch off Push notifications **3** if you do not wish to be disturbed. Set the loudspeaker volume of the video station using the slider control **4**.

Press 'Save **5**' to conclude the procedure. Press 'Delete **6**' to remove this video door intercom from the configuration of the App. With the 'Check **7**' button you can check whether the Internet-function of your door station is activated or not, see www.myintercom.de/activate.



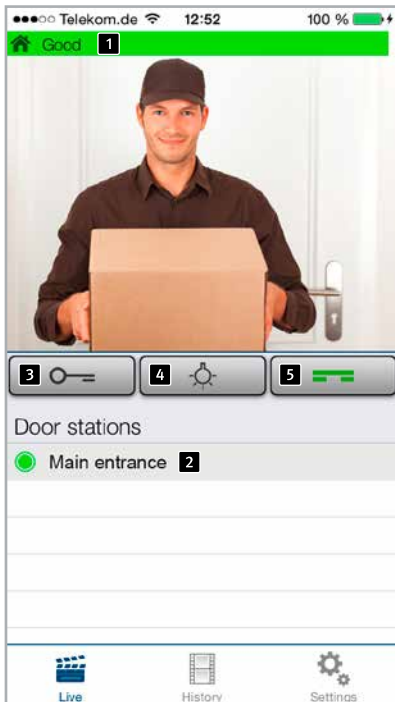
Click on 'Imprint **1**' for more information about the developer of the App.

Click on 'Feedback **2**' to access our feedback form. Please use this feedback form when you need technical assistance. The feedback email contains information about the version of the app, the version and the type of your Smartphone or tablet as well as its operating system. This data will help our technicians to answer questions more quickly. The data will be used for support purposes only and not shared with third parties.

2.6. Using the App

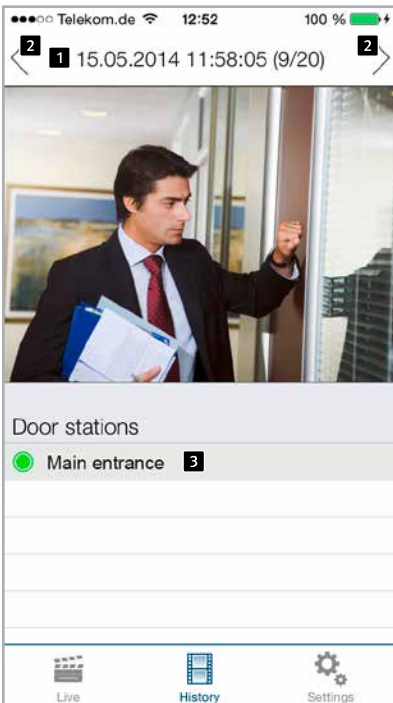
The App is divided into two sections: live video and history. The user can access the live video of the video door intercom at any time.

Talking



This screen shows the video from the door. The bar **1** on the top edge of the screen shows whether the video is being received via LAN or Internet. The colour and length of the bar reflects the quality of the transmission (red = poor, green = good). The list at the bottom **2** shows the video door intercoms configured on this smartphone. The dot before the name indicates the accessibility of the video door intercom. A red dot alongside the intercom denotes that it is offline while a green dot means it is online. Press the line to view the video from another video intercom. Press the Open Door button **3** to activate the door opener and Switch On Light **4** to activate the luminous ring. Press Pick Up **5** to activate the loudspeaker on the video door intercom. You can then talk to the visitor.

History



The history function allows you to determine who has rung your doorbell while you have been away. The time of the call **1** is shown in the bar at the top. You can display up to 20 entries by swiping or using the arrow buttons in the top bar **2**. Select the video door intercom whose history you wish to view from the table at the bottom **3**. Here too, the colour of the dot alongside the name of the video door intercom indicates its accessibility.

3. APPENDIX

3.1. Technical specifications

Technical features

- ▶ 15 V/500 mA power supply
- ▶ Luminous ring comprising white LEDs
- ▶ Integrated loudspeaker and microphone
- ▶ 1 call button and illuminated name plate
- ▶ 12V ~ 1A output for supplying a door opener
- ▶ Potential-free relay output, max. load 24V, 2A
- ▶ Potential-free output for controlling an external door bell, maximum load 20V, 2A

Optical

- ▶ 1/4" CMOS sensor
- ▶ Focal length 2.9mm, F2.0
- ▶ Horizontal angle of view 84°
- ▶ Vertical angle of view 48°
- ▶ Luminosity 1.2 – 100000 Lux, F2.0, 0 Lux with LED activation
- ▶ Shutter speeds 1/24500s to 1/6s
- ▶ Potential-free output for controlling an external door bell, maximum load 20V, 2A



Electromagnetic compatibility Low-voltage directive

Naturally, our products are certified in accordance with CE Guidelines, which apply throughout the EU: EMC in accordance with 2004/108/EC and Low Voltage Directive as per 73/23/EEC amended by Directive 93/68/EEC.

Video

- ▶ Motion JPEG, H.264 compression
- ▶ HDTV-Image sensor from Axis Communications
- ▶ Proprietary video transmission to myintercom App
- ▶ Resolution, frame rate and quality is dynamically adapted to the network connection

Audio

- ▶ Proprietary audio transmission to myintercom App
- ▶ Integrated acoustic echo cancellation
- ▶ Full duplex
- ▶ Amplifier output 1 watt

Network

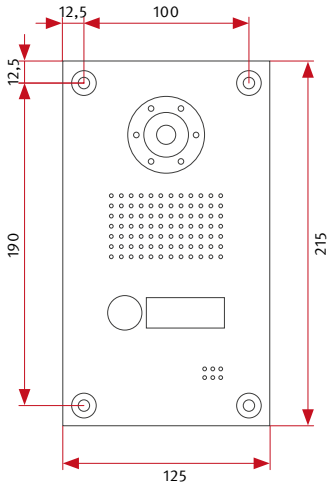
- ▶ IPv4, HTTP, HTTPS*, SSL/TLS*, QoS Layer 3 DiffServ, Bonjour, UPnP, SNMPv1/v2c/v3(MIB-II), DNS, NTP, RTSP, RTP, TCP, UDP, IGMP, RTCP, ICMP, DHCP, ARP, SOCKS.

*This product includes software developed by the Open SSL Project for use in the Open SSL Tool kit (www.openssl.org)

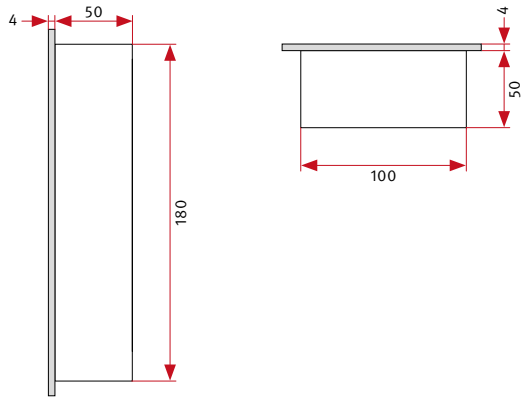
- ▶ Password-protected web interface
- ▶ HTTPS encryption

3.2. Dimensions in mm

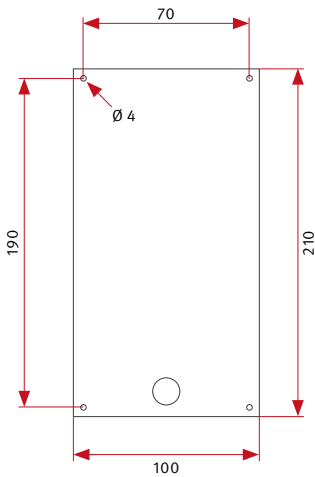
Front panel



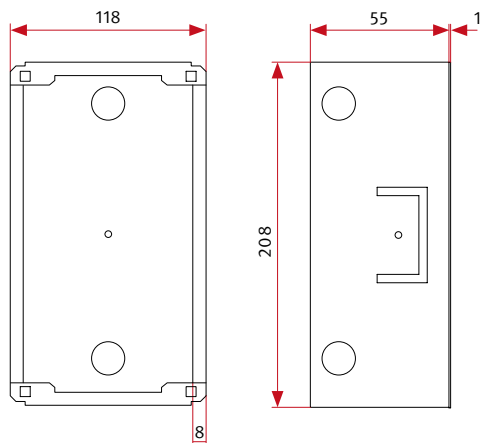
Rear section of casing



Surface-mounted casing



Flush-mounted casing



4. LEGAL INFORMATION

1. AXIS is a registered trademark of Axis AB.

2. Apple, the Apple Logo, Mac, Mac OS, Macin-tosh, iPad, Multi-Touch, iPhone and iPod touch are trademarks of Apple.

3. Google, Android and Google Play are trademarks of Google, Inc.

4. All other company and product names can be trademarks of the respective companies with which they are brought into association.

5. We reserve the right to make modifications to our products in the interest of technical progress. Due to ongoing product development, the products supplied may also vary optically from the product illustrations.

6. The printing or copying of texts, illustrations or photos from this manual – even in part – in any type of media is only allowed with our express written permission.

7. The design of this guide is subject to copyright protection. We shall not be liable for any mistakes, errors of content or printing errors (including technical specifications and within graphics and technical sketches).

Information about the Product Liability Law:

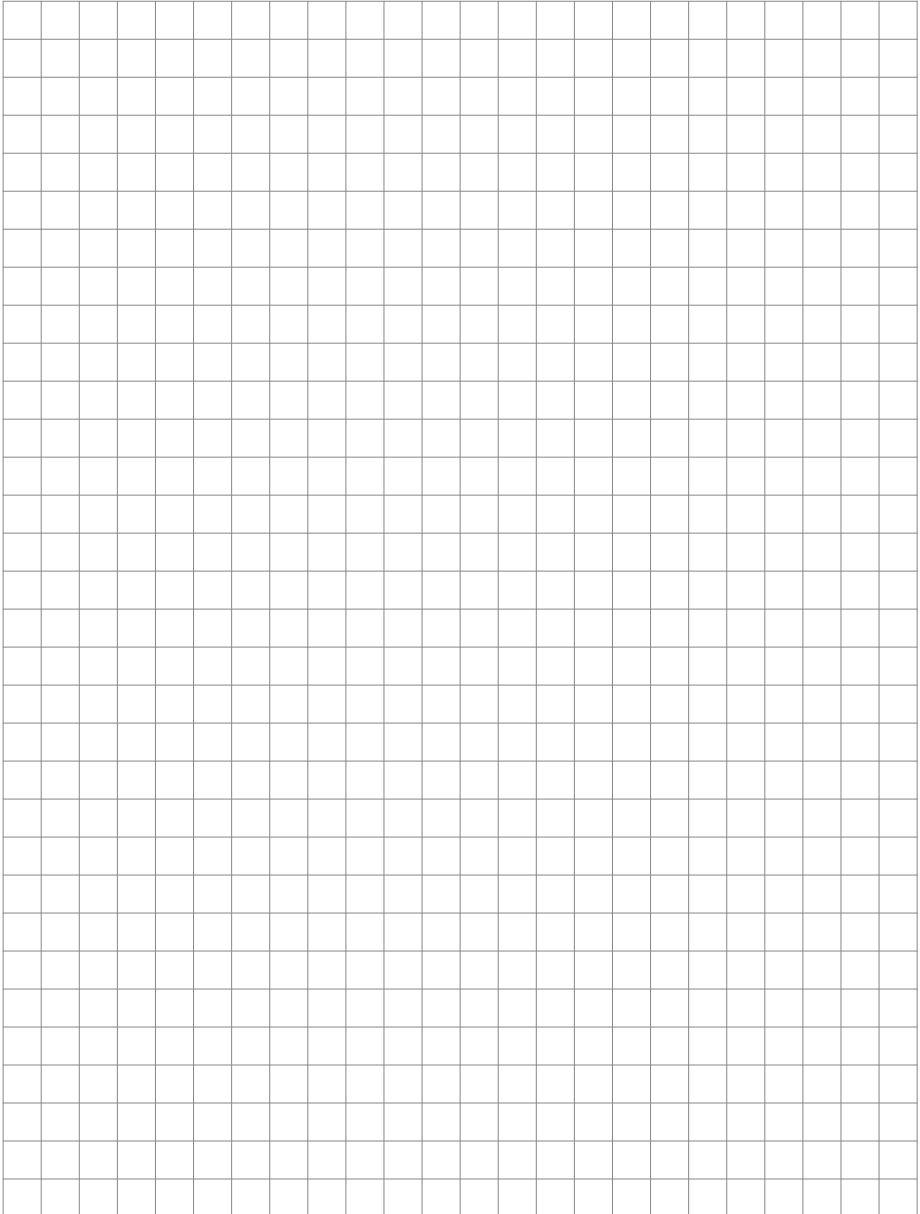
1. All products referred to in this manual may only be used for the stated purpose. If in any doubt, consult a qualified technician or contact our service department (see hotline numbers).

2. Products operated from a supplied voltage (particularly 230 V mains voltage) must be disconnected from the power supply prior to opening or connecting any leads.

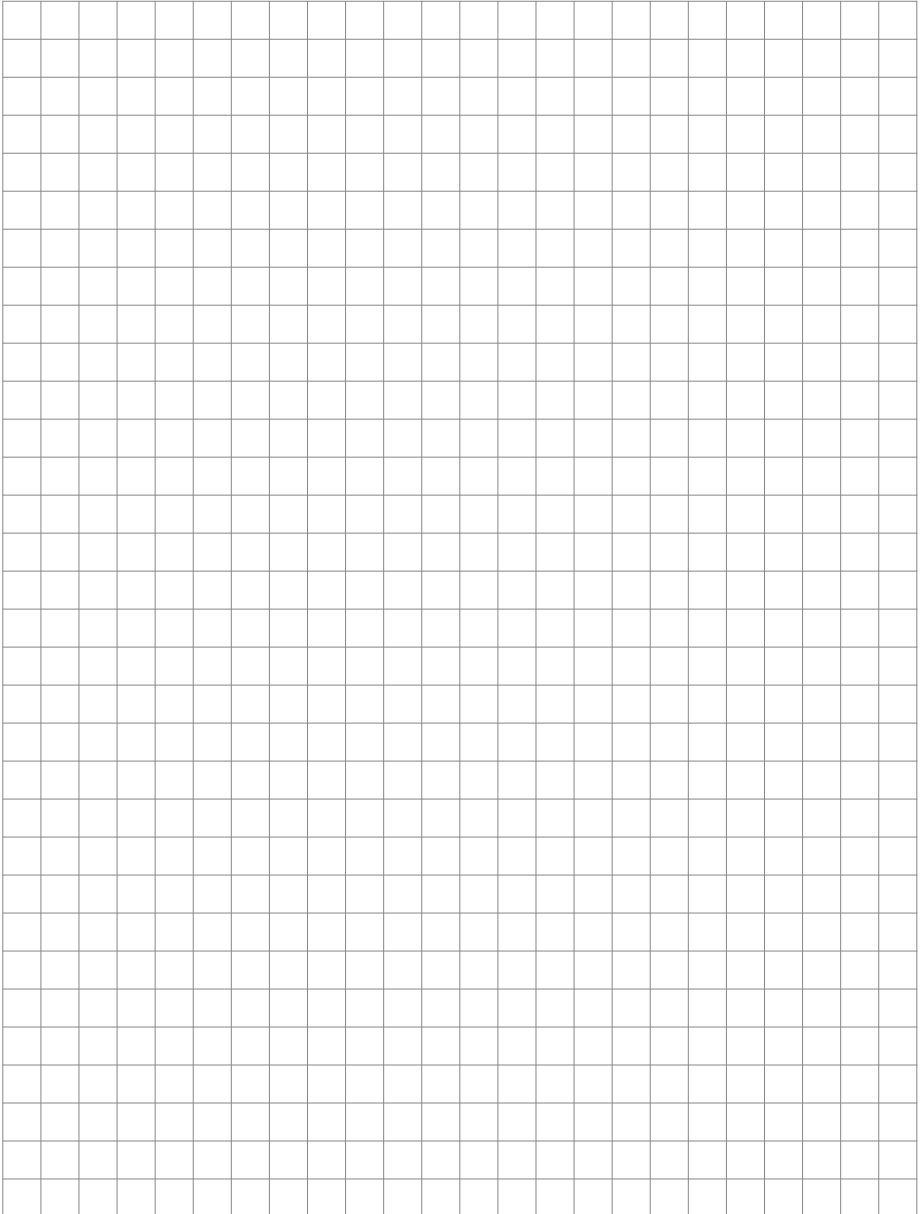
3. Any damage or consequential damage caused by interventions or modifications to our products or improper handling are excluded from liability. The same applies to improper storage or external influences.

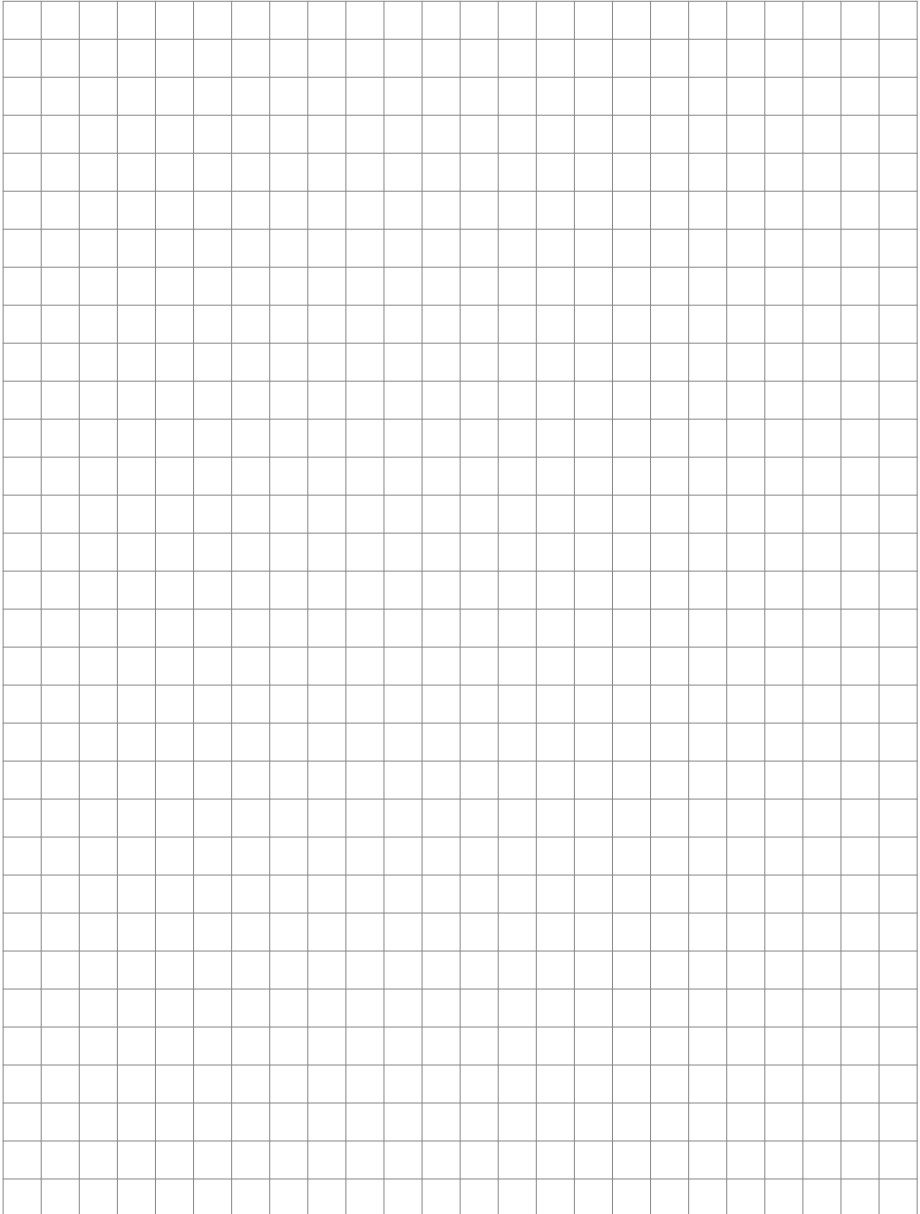
4. When handling 230 V mains voltage or products operated from the mains or with batteries, the relevant guidelines must be observed, e.g. the guidelines for maintaining electromagnetic compatibility and the Low Voltage Guideline. Any associated work should only be performed by a technician who is familiar with the work.

5. Our products comply with all technical guidelines and telecommunications regulations that apply in Germany and the EU.



Nota





TELECOM BEHNKE GMBH



Telecom Behnke GmbH
Gewerbepark „An der Autobahn“
Robert-Jungk-Straße 3
66459 Kirkel
Germany

Info-Hotline: +49 (0) 68 41 / 81 77-700
Service-Hotline: +49 (0) 68 41 / 81 77-777
Telefax: +49 (0) 68 41 / 81 77-750
info@behnke-online.de
www.behnke-online.de