



PHONE
SUPPORT

3
YEARS

WARRANTY



Elia SMART CONNECTED VIDEOPHONE

Ref. 112292

EN



Connected



2-wire
connection



Range



Weather-
resistant



Night
vision



Screen
size



Touch-sensitive
keys



Number of
melodies

Works with



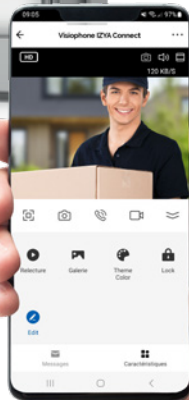
AVIDSEN
HOME

Download on the
App Store

iOS 9,0 min.

GET IT ON
Google Play

Android 4,4 min.



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A - SAFETY INSTRUCTIONS

1 - INTRODUCTION

This video intercom system pairs two modules: a receiver-monitor and an easy-to-install and use intercom panel.

Key features:

- Colour video reception: when a visitor touches the intercom panel call button, the panel immediately transmits the image to the screen and a chime indicates the visitor's presence. Smartphones with the free AvidsenHome app that are paired with the product also ring at the same time.
- Short-circuit protection.
- Reverse polarity protection.
- Automatic exposure correction: the video camera automatically adjusts its exposure to match the ambient light conditions.
- Enables control over two entrances (lock and automated entryway).
- Integrated infrared vision enables the video camera to identify visitors without needing additional light.
- Opening the door and a control system: by pressing buttons on the monitor, you can control an electric lock and a dry contact for an automated entryway (not included).
- Connected: wherever you are, your smartphone announces incoming calls from the intercom panel, allows you to view and answer visitors, as well as remotely grant access, if necessary.

IMPORTANT: These instructions should be read carefully prior to installation. In the case of any problems, our Hotline technicians are at your service to provide you with any information you may need.

WARNING: any connection error may cause damage to the device and void the warranty.

2 - MAINTENANCE AND INSTALLATION GUIDANCE

Before installing your intercom, it is important to check the following points:

- Do not install in cases of extreme humidity, temperatures, corrosion risk or dust.
- Do not expose to direct sunlight, rain or high humidity.
- Do not plug the device into a multi-socket plug adaptor or extension cord.
- Do not install near other electronic devices such as computers, televisions or video recorders.
- Do not install near acidic chemicals, ammonia or sources of toxic gases.
- Do not clean with abrasive or corrosive products. Use a damp cloth with soapy water.

- Unplug the device if it will not be used for an extended period of time.
- Do not plug the device into national telecommunications installations.
- The cable between the monitor and intercom panel must not be extended. Avoid junctions (insulating screw joints, soldered joints, etc.). Your videophone requires a WIFI connection to the Internet for the connected functions to work. We recommend that you make sure your WiFi network is accessible where the monitor of your videophone is to be positioned.

3 - RECYCLING



This symbol means that devices no longer in use should not be disposed of with household waste.

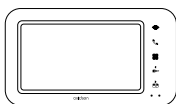
They are likely to contain hazardous substances that are dangerous to health and the environment. Return the equipment to your local distributor or use the recycling collection service provided by your local council.



B - PRODUCT DESCRIPTION

1 - CONTENTS OF THE KIT

1 x 1



2 x 1



3 x 1



4 x 7



5 x 7



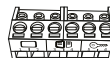
6 x 1



7 x 1



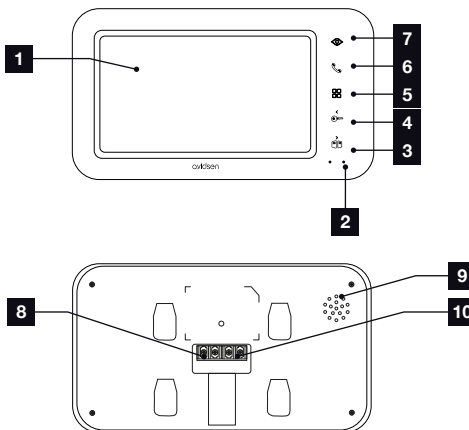
8 x 1



1	Monitor
2	Intercom panel
3	Monitor wall bracket
4	Dowels (4 for the monitor, 3 for the intercom panel)

5	Screws (4 for the monitor, 3 for the intercom panel)
6	Allen key
7	Mains adaptor
8	Intercom panel snap-on terminal blocks

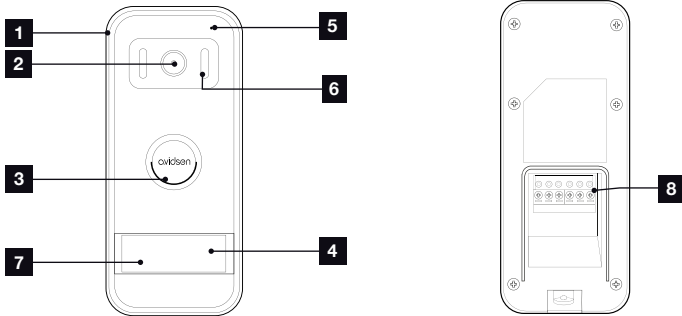
2 - MONITOR



1	7" LCD screen
2	Microphone
3	Open door button or right arrow
4	Open electric strike plate button or left arrow
5	Open menu

6	Handset button to answer calls or WiFi pairing button
7	Surveillance mode to view the intercom panel
8	Power supply terminal block
9	Loudspeaker
10	Communication terminal blocks

3 - INTERCOM PANEL



1	Protective hood
2	Lens
3	Loudspeaker
4	Name holder

5	Microphone
6	Infrared lighting
7	Call button
8	Removable connection terminal blocks

4 - WALL BRACKET

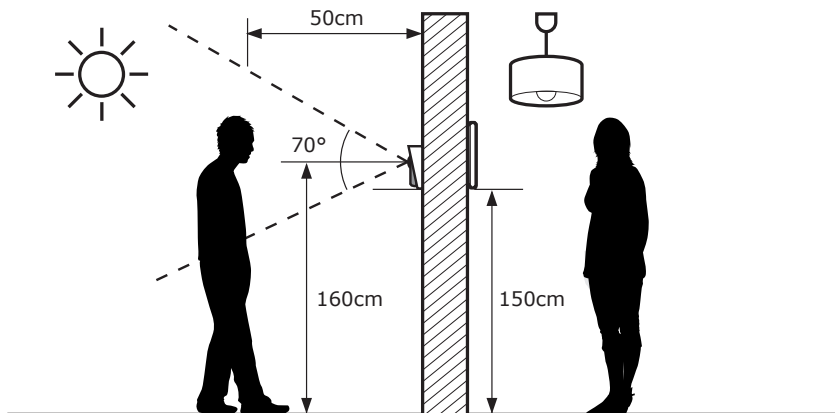
The monitor is designed to be fixed to the wall. A wall bracket and the necessary fasteners are included.

5 - MAINS ADAPTER

A 230 VAC 50 Hz/17 VDC 1.5 A mains adapter for powering the monitor is included in the kit. Do not use other power supplies as they could cause irreparable damage to the device and invalidate the warranty. Do not cut or extend the wire of the mains adapter or the warranty will be void.

C - INSTALLATION

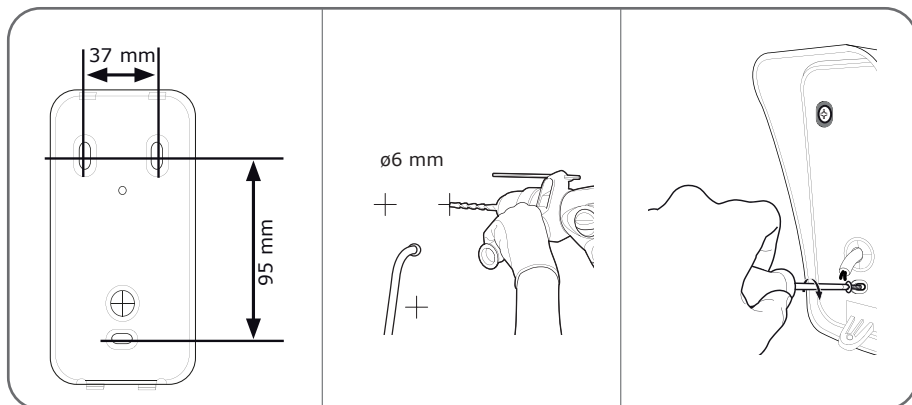
The recommended installation height for the intercom panel is about 160 cm from the ground and 150 cm from the floor for the indoor unit.



NOTE: For obvious safety reasons, the connections must only be made after shutting off the power supply.

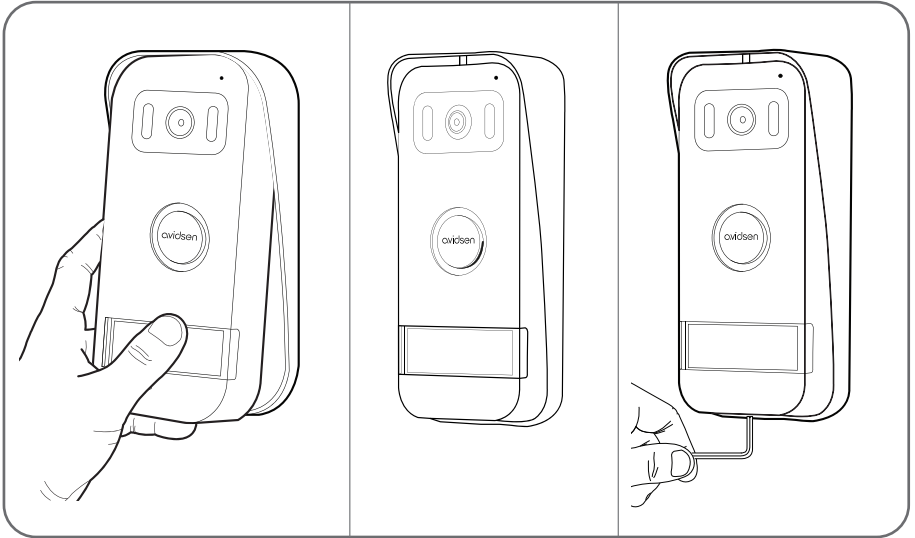
1 - INTERCOM PANEL INSTALLATION

Attach the intercom panel hood to your support using the screws and wall plugs suited to the support (the screws and plugs supplied are suitable for solid walls).

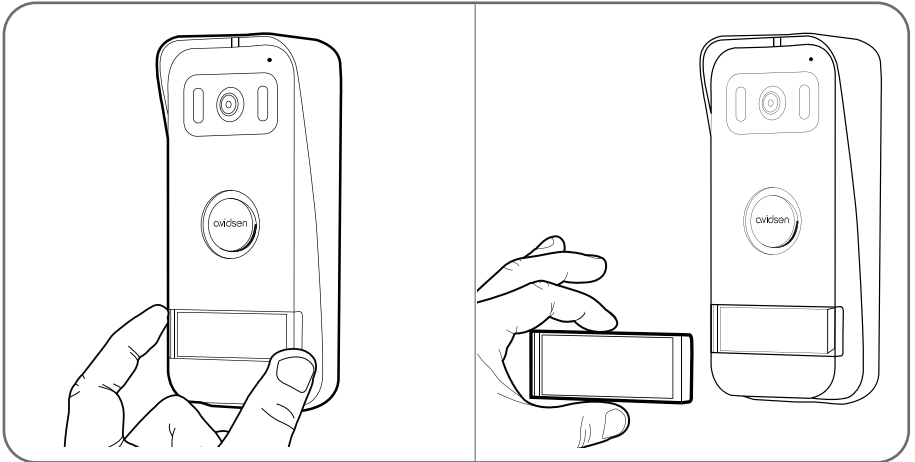


After making the connections on the intercom panel (see the connections paragraph), put the intercom panel into the hood.

Then screw the intercom panel to the hood with the screw provided.



Put on the name label.

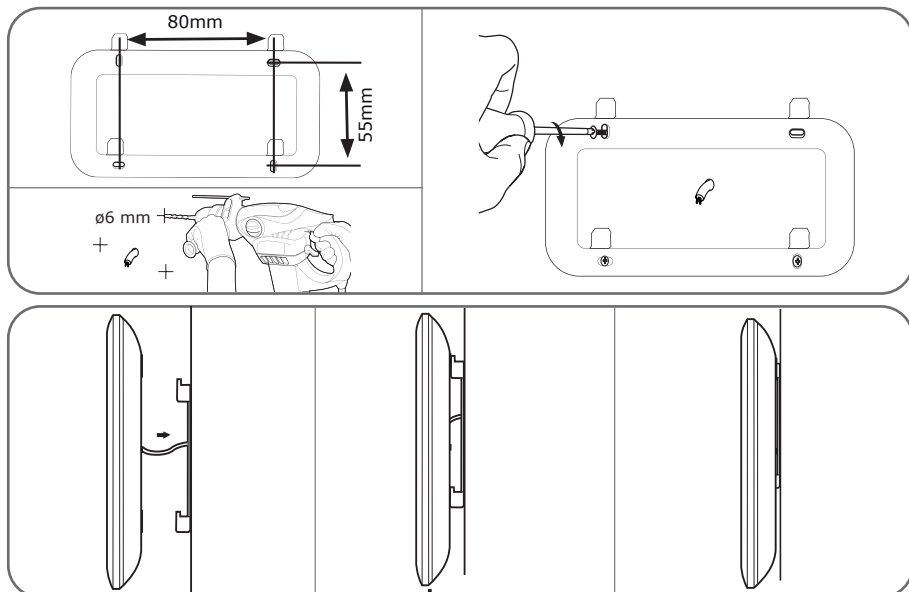


C - INSTALLATION

2 - INSTALLING THE MONITOR

Attach the wall mount to the wall using the screws and wall plugs suited to the support (the screws and plugs supplied are suitable for solid walls).

After connecting the monitor (refer to the "connections" paragraph), fit the monitor onto its support.



3 - CONNECTIONS

- Do not increase the number of insulating screw joints or connectors on the connecting wire between the intercom panel and the monitor
- Keep the connecting wire between the intercom panel and the monitor more than 50 cm away from any electromagnetic interference (230 V cable, WiFi device, microwave ovens, etc.)
- You can connect and use an electric strike plate (not provided) with your intercom panel, with mechanical memory.

Between the monitor and the intercom panel (100 m maximum)

To ensure good audio and video quality, it is recommended to not use more than 100m of cable between the intercom and the intercom panel. Connect the wires as follows (incorrect wiring can damage the intercom panel).

The cable's length determines which cable section is to be used:

Cable length	Cross-section to use
0 to 50 m	0.75 mm ²
50 m to 100 m	1.5 mm ²

Between the intercom panel and an electric strike plate (not included)

Use a 12V/1.1A maximum electric strike plate with mechanical memory.

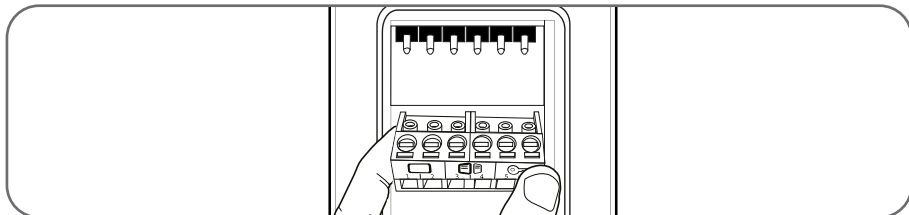
For the connection between the intercom panel and the door release, use a cable of this kind:

Cable length	Cross-section to use
0 to 50 m	0.75 mm ²

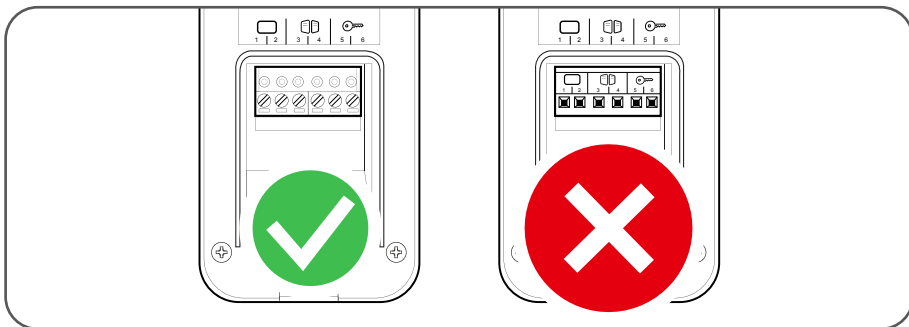
Between the intercom panel and the automated gate (not included)

Section to use: Min. 0.75 mm²

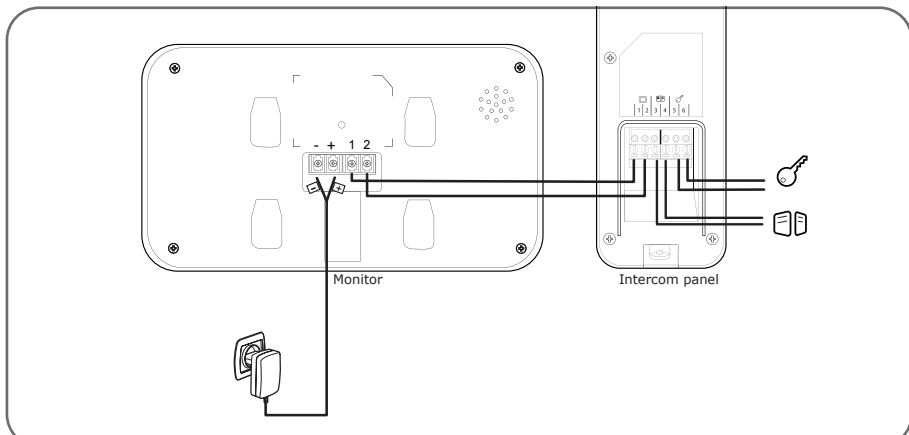
The intercom terminal blocks are removable for easier assembly.



Warning: the terminal blocks have a meaning and must be installed correctly. Incorrect installation may result in random operation and loss of certain functions.



3.1 - CONNECTION BETWEEN THE MONITOR AND THE INTERCOM PANEL

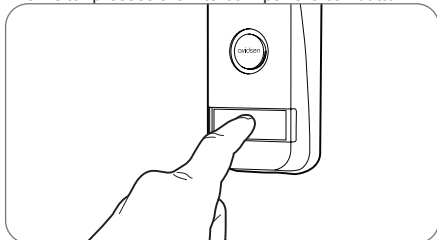


IMPORTANT: connect terminal blocks 3 and 4 directly to the opening/closing contact of the automatic control system (automated entryway wired control system input).



D - USING THE PRODUCT

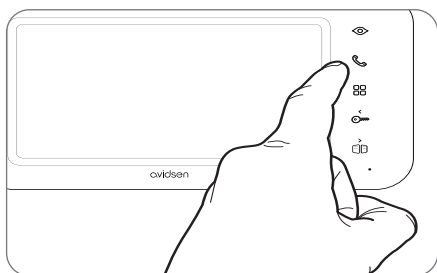
1 - IDENTIFY AND SPEAK TO THE VISITOR

The visitor presses the intercom panel's call button:





The chime sounds through the monitor's speaker and the intercom panel's video camera is activated. If the visitor is positioned within the camera's field of vision, their image will appear on the monitor for 30 seconds. After 30 seconds, the monitor will return to sleep mode.

To speak with the visitor, press the  button. To end the conversation and deactivate the intercom panel, press the  button.





2 - ACTIVATE THE INTERCOM PANEL FROM THE MONITOR

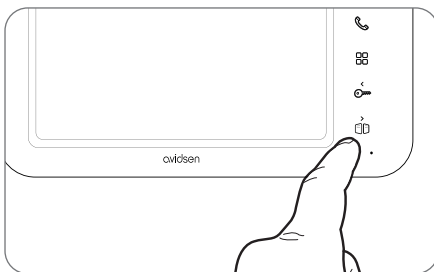
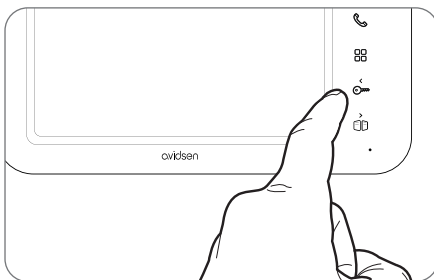
To identify a visitor without them knowing they are being observed or to simply look outside, press the  button: the view from the intercom panel will then appear on the screen for 120 seconds.



If you wish to communicate directly with the outside, press once on the  button when the external video camera is displayed.

This particularly useful feature allows you to observe the visitor, even if they haven't pressed the call button on the intercom panel.


3 - OPENING AN ELECTRIC LOCK AND AN AUTOMATIC CONTROL SYSTEM (OPTIONAL)

If the device is equipped with an electric lock and/or an automatic control system (see "Connection" paragraph), press the  button (for the lock) or the  button (for the automatic control system) to let a visitor enter.

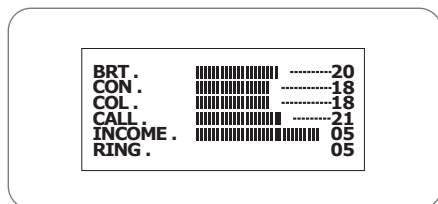


Warning: the screen must be switched on and audio enabled before the dry contact and powered output controls can function. If the screen is off, it must be switched on with the  button, then press the  button.



4 - MONITOR SETTINGS

With the screen on, press the  button to display the following screen:

Browse the sub-menus by pressing the  buttons





• BRT:

Brightness: press the  and  buttons to decrease or increase the brightness level of the video.



• CON:

Contrast: press the  and  buttons to decrease or increase the contrast level of the video.


• COL:

Colour: press the  and  buttons to decrease or increase the saturation level of the video.



• CALL:

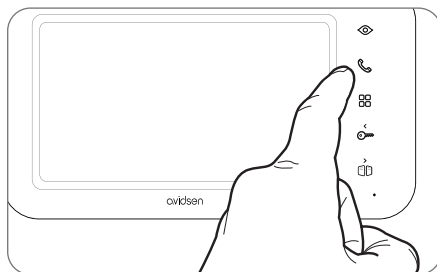
Microphone volume: press the  and  buttons to increase or decrease the microphone volume.


• INCOME:

Chime volume: press the  and  buttons to decrease or increase the ring volume.

• RING:

Choose the ring tone: press the  and  buttons to select the desired tone.



Once in the RING sub-menu, press the  button to exit.

E. CONNECTED OPERATION

Your videophone has Internet connectivity and uses the free AvidsenHome app for Android and iOS, which allows you to receive incoming calls from the intercom panel, view visitors who show up, answer them and unlock the electric strike plate or gate if you want to grant them access.

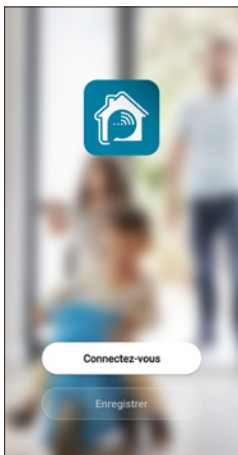
1 - INSTALLING THE MOBILE APP AND CREATING AN ACCOUNT

Once the videophone is connected to power, follow the instructions below to pair it.

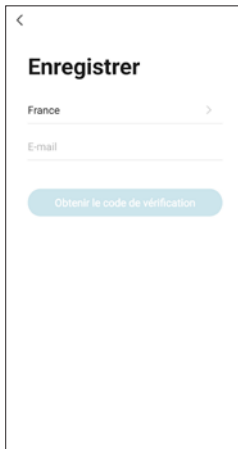
Download the AvidsenHome app from the Play Store or App store.



Launch the app and log in if you already have an account. If not, press **CREER UN NOUVEAU COMPTE (CREATE A NEW ACCOUNT)** and let the application guide you.



After accepting the privacy policy, you can create an account.



Choose your country and enter your email address, then select **Obtenir le code de vérification (Get confirmation code)**.



In a few seconds, you will receive a confirmation code in your email inbox. Enter this code to finalise registration.

Note that this email may go into your spam folder. If you do not receive a code before the countdown has

E. CONNECTED OPERATION

ended, press **renvoyer** (resend) and check the email address entered.



To complete your registration, set a password between 6 and 20 characters long with letters and numbers only, then press **Terminé (Finish)**.

2 - CONNECTING THE VIDEOPHONE

The following information may vary depending on app updates.

IMPORTANT: This device is compatible with 2.4 GHz – WPA/WPA2 networks. Not compatible with 5 GHz WiFi or with WEP encryption. Please check the WiFi settings of your router or contact your Internet service provider if you experience connection difficulties.

To start the installation, press **AJOUTER (ADD)**. Make sure your phone is connected to your router's 2.4 GHz WiFi network.




Select the product you wish to pair, select the **Elia Smart** videophone.

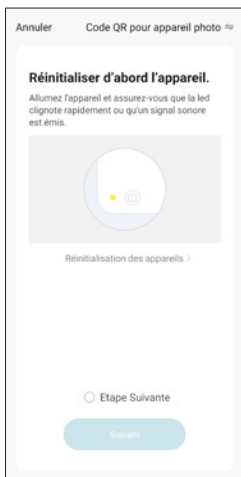


E. CONNECTED OPERATION

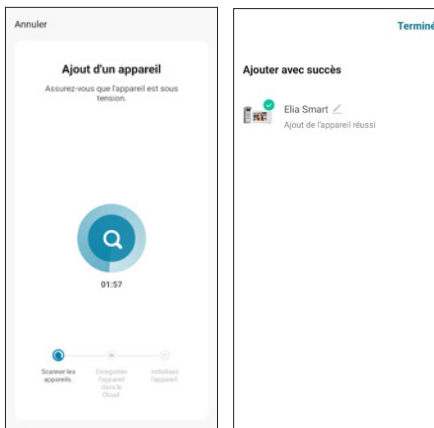
Select your 2.4 GHz WiFi network (**note:** your smartphone must be connected to the same WiFi network to which the videophone will be connected), enter your network password and press **SUIVANT** (**NEXT**).



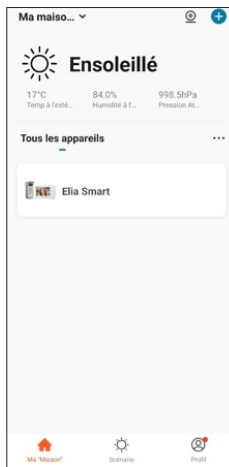
On the monitor of your videophone, press and hold  until you hear a beep. The indicator light should blink blue and red quickly, indicating that the videophone is ready to be paired with your account. On your smartphone, tick "étape suivante" (next step) and tap "Suivant" (Next).



Please wait while the connection procedure takes place. This step can take several minutes.



Tap **Terminé** (**Done**) to return to the main page.



F. USING THE AVIDSENHOME APP WITH THE ELIA SMART VIDEOPHONE

The AvidsenHome app allows you to remotely control your videophone and the one or more entries connected to it. From the list of devices in the app, tap the line for your videophone to bring up the live video:

During a call, you are notified on all smartphones connected to the account to which your videophone is paired, and the monitor also rings at the same time. The first device to answer starts the call and stops the ringing on the other devices.

It is not possible to answer from several smartphones simultaneously or to use the monitor and a smartphone simultaneously.



1	Videophone properties, firmware version, options for sharing with another account
2	Switch to full height video (cuts off the left and right sides of the image to display it over the entire available height of the screen)
3	Mute/unmute the intercom panel microphone
4	Current transfer rate
5	Live video from the intercom panel
6	Switch to landscape mode
7	Instantly take a screenshot of the video and save it to smartphone memory
8	Mute/unmute the smartphone microphone (allows you to call or answer)
9	Access all options
10	Start/stop video and save it on the smartphone
11	Rearrange the buttons
12	Display the electric strike plate and gate opening controls
13	Switch to dark theme
14	Access photos and videos saved to the smartphone
15	Call history with date, time and photo

Symptoms	Possible causes	Solutions
I can't install the AvidsenHome app on my Android device	You have an out-of-date or incompatible version of Android on your device	Please contact the technical support of your device's manufacturer in order to obtain a recent Android version
	Google Play checks all the key components needed to run the application properly. If your equipment does not meet the necessary criteria, the installation will not complete	Try the installation on a different Android device
I can't install the AvidsenHome app on my Apple device	The version of iOS on your device is not up to date	Update the operating system on your device
	Your device is not supported	AvidsenHome is iOS compatible from version 10
The app crashes or is buggy	There is a problem with the app's configuration or access to your videophone	Uninstall the app and re-pair your videophone
Failure to configure your videophone using WiFi from your smartphone	The monitor connection is too slow or the device is too far from your Internet access point	Move the monitor and smartphone closer to the gateway/modem/router
	Smartphone connected to an incompatible WiFi network	Ensure that your smartphone is connected to a 2.4 GHz network
Cannot connect to the videophone over a 3G/4G/5G Internet connection but it works when connected to a local network	Network configuration problem	Check your device settings (gateway, router, firewall)
	Monitor already in use	During calls, answering calls using the monitor or one of the associated smartphones cuts off access to other devices
	Your home Internet speed is insufficient to support the connection from your smartphone	Make sure you have more than 1 Mbps of bandwidth (sending and receiving)
I do not receive push notifications during calls	The application is not authorised to send push notifications	Please check your AvidsenHome permissions within your iOS application Security and Privacy settings or Android application settings
	Receipt of push notifications is disabled when the smartphone is in standby	Check the standby modes of your smartphone and add the AvidsenHome app to the list of applications authorized to wake the smartphone when receiving a notification
Push notifications only work when the app is open on the Android screen	AvidsenHome does not have permission to run in the background or has been completely closed	Restart AvidsenHome. Make sure that no other management or power-saving app is automatically closing the app in the background
	Your Android device has reached the maximum limit of applications that can be launched simultaneously	Close the apps or increase the limit of simultaneous apps in your device settings

<p>Pairing issues</p>	<p>The videophone is already paired with another user account</p>	<p>Re-pair your videophone. This will automatically delete it from your old account. If you want to share the videophone with another smartphone, create a new AvidsenHome account on the smartphone and use the "partage" (share) function in your monitor settings in the app</p>
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1 - TECHNICAL CHARACTERISTICS

MONITOR	
Screen	Ultra-flat 7" colour LCD
Video standard	PAL/NTSC
Resolution	800 x 480
Power supply	Via included 230 VAC 50 Hz/17 VDC 1.5 A mains adapter
Protection	Short circuit and reverse polarity protection
Connections	Full 2-wire connection
Connectivity	2.4 GHz b/g/n WiFi 802.11
Operating range	Temperature -20°C to +50°C, humidity up to 85%, non-condensing
Number of doorbell melodies	6
Dimensions	217 x 124 x 19 mm

INTERCOM PANEL	
Optical sensor	CMOS 420TVL
Lens	100° horizontal viewing angle
Power supply	13 VDC delivered by the monitor
Max. consumption	200 mA
Brightness	Min. 0 lux
Night vision	Infrared, range of 50 cm to 1 m
Protection rating	IP44
Dimensions	155 x 70 x 39 mm

2 - WARRANTY

- This product is guaranteed for parts and labour for 3 years from the date of purchase. Proof of purchase must be retained for the duration of the warranty period.
- The warranty does not cover damage caused by negligence, knocks or accidents.
- The parts of this product must not be opened or repaired by any persons not employed by Avidsen.
- The warranty will be void if the device is tampered with.
- Do not cut or extend the wire of the mains adapter or the warranty will be void.

3 - HELP AND SUGGESTIONS

- If, in spite of the care we have taken in designing our products and preparing these instructions, you encounter difficulties when installing your product or you have any questions, we recommend you contact one of our specialists who will be glad to help.
- If you have any operating problems during or shortly after the installation, please ensure you are next to your installation when contacting us, so that one of our technicians can diagnose the source of the problem, as this is often caused by an incorrect setting or an installation that is not to specification.

Please contact our after-sales service team technicians:

0 892 701 369 Service 0,35 €/ min
+ prix appel

Monday to Friday, 9am to 12pm and 2pm to 6pm.

4 - PRODUCT RETURNS - AFTER SALES SERVICE

If, despite the care we have taken in designing and manufacturing your product, it needs to be returned to our customer service centre, you can check the progress of the work on our website at the following address:

<http://sav.avidsen.com>

Avidsen undertakes to keep a stock of spare parts for this product throughout the contractual warranty period.

5. EU DECLARATION OF CONFORMITY

Avidsen hereby declares that the equipment designated below:

Elia Smart 2-wire connected videophone, reference 112292, complies with the RED 2014/53/EU directive and that its conformity has been assessed pursuant to applicable standards:

- EN 62368-1:2020+A11:2020
- EN 55032:2015+A1:2020+A11:2020
- EN 55035:2017+A11:2020
- EN 61000-3-2:2019+A1:2021
- EN 61000-3-3:2013+A1:2019+A2:2021
- EN 301489-1 V2.2.3(2019-11)
- EN 301489-17 V3.25(2022-08)
- EN 300328 V2.2.2(2019-07)
- EN 62311:2020

Tours, 02/08/2023
Alexandre Chaverot, CEO





avidsen

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