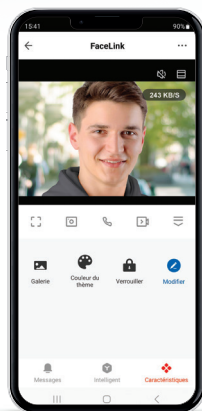




Ref. 350108

V1

FACELINK



USER MANUAL

GEBRAUCHSANWEISUNG

GEBRUIKSAANWIJZING
INSTRUKCJA OBSŁUGI
USER MANUAL

Enjoy it.

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A - SAFETY INSTRUCTIONS

1 - INTRODUCTION

This videophone pairs two modules: a video 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 the doorbell rings to indicate the visitor's presence. Smartphones with the free **BlaupunktHome** app that are paired with the product also ring at the same time.
- Short-circuit protection.
- Reverse polarity protection.
- Enables control over two entrances (lock and gate motor drive).
- Integrated infrared vision enables the video camera to identify visitors without needing additional light.
- Opening a gate or s strike plate: by pressing buttons on the monitor or via facial recognition, you can control an electric lock and a dry contact for the gate motor drive (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 videophone, it is important to check the following:

- 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 adapter 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 the 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.

The hazardous substances they may contain can be harmful 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 - KIT CONTENTS

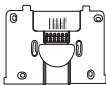
1 x1



2 x1



3 x1



4 x7



5 x7



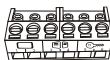
6 x1



7 x1



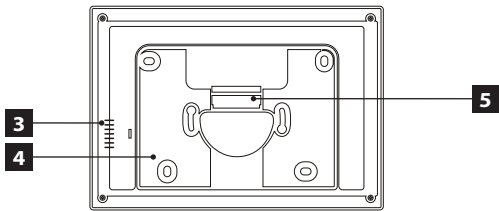
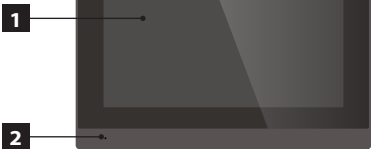
8 x1



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	Hexagon screwdriver
7	Mains adapter
8	Intercom panel snap-on terminal blocks

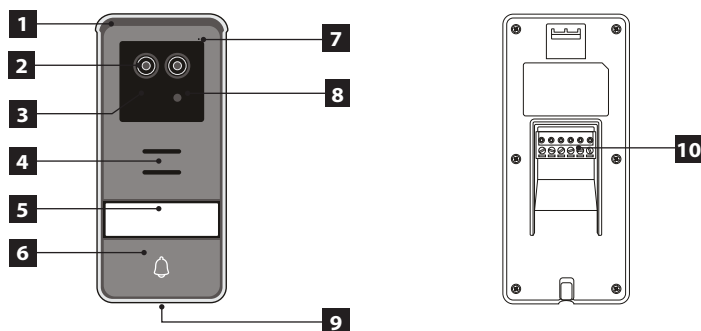
2 - MONITOR



1	7" LCD screen
2	Microphone
3	Loudspeaker
4	Monitor wall bracket
5	Power supply and communication terminals

B - PRODUCT DESCRIPTION

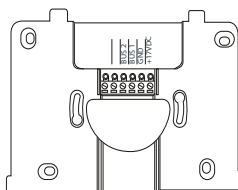
3 - INTERCOM PANEL



1	Protective hood
2	Lenses
3	Infrared lighting
4	Loudspeaker
5	Name holder

6	Call button
7	Microphone
8	Twilight sensor
9	Safety screw
10	Removable connection terminal blocks

4 - WALL BRACKET



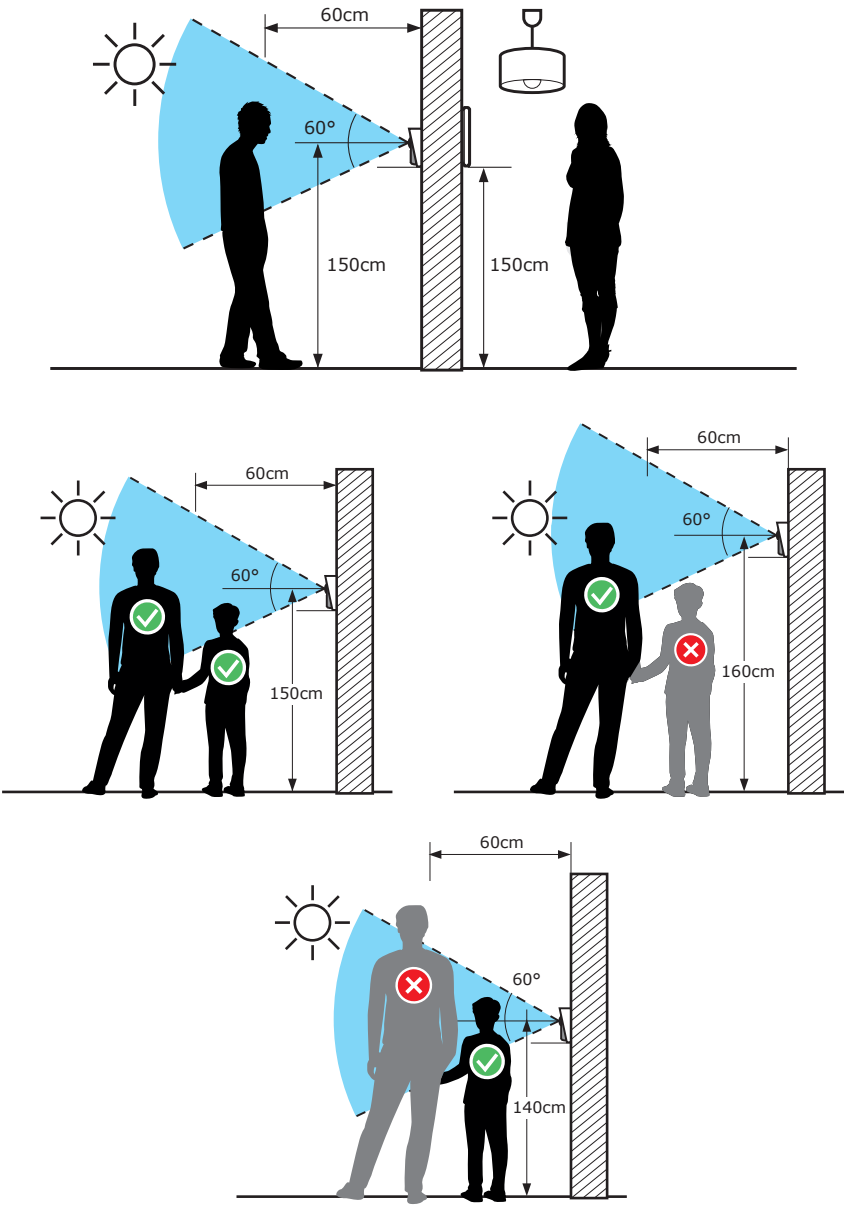
The monitor is designed to be fixed to the wall. A wall bracket and the necessary fasteners are included.

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 150 cm from the ground and 150 cm from the floor for the indoor unit.



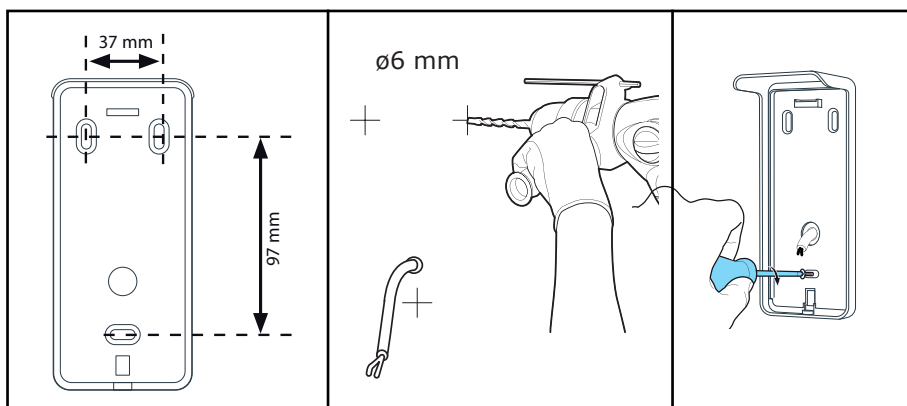
C - INSTALLATION

The facial recognition system is based on the orientation and physical position of the intercom panel. When installed at a height greater than 150 cm, its ability to effectively detect people under 1.40 m tall is impaired. Conversely, if the intercom panel is attached at a height of less than 150 cm, the system's ability to identify individuals over 1.80 m tall is considerably reduced. Installations other than those recommended can create dead zones in the detection field, making facial recognition complicated.

In short, to guarantee optimum performance, it is essential to keep to the recommended installation height of around 150 cm, to ensure reliable detection for most users, in particular those between 1.40 m and 1.80 m tall.

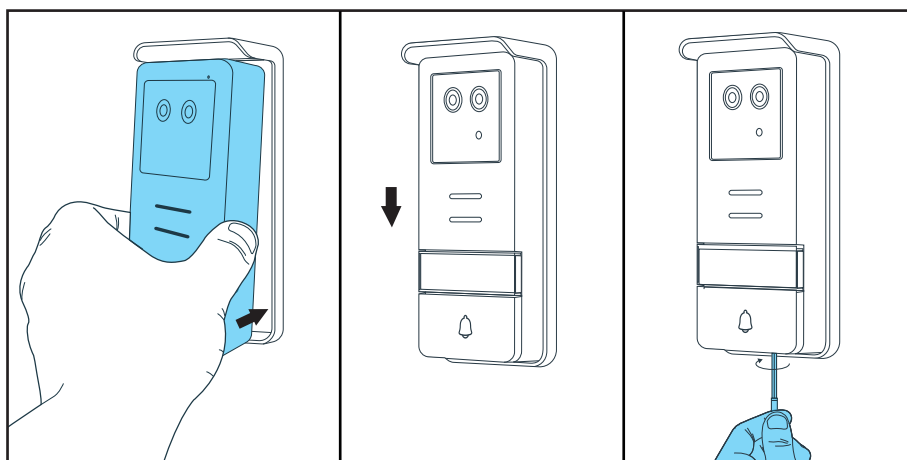
1 - INTERCOM PANEL INSTALLATION

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).

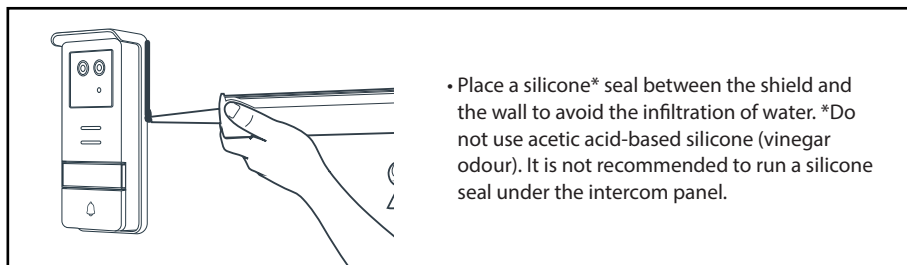


After making the connections on the intercom panel (see the connections paragraph), put the intercom panel into the hood.

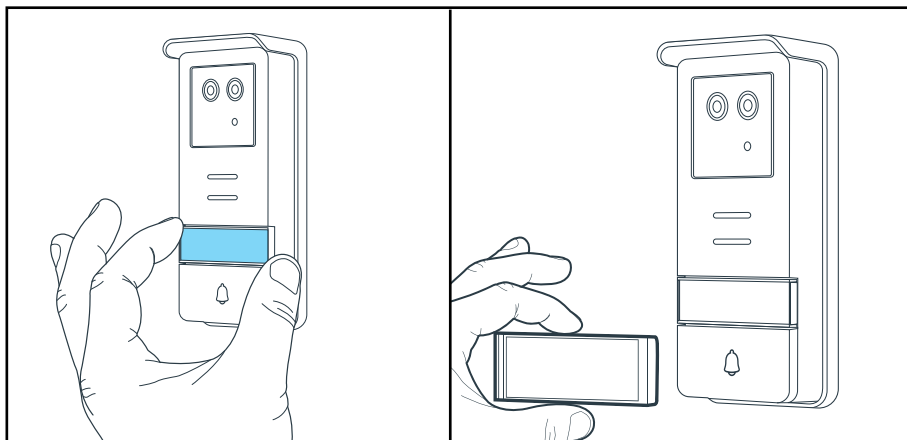
Then screw the intercom panel to the hood with the screw provided.



C - INSTALLATION



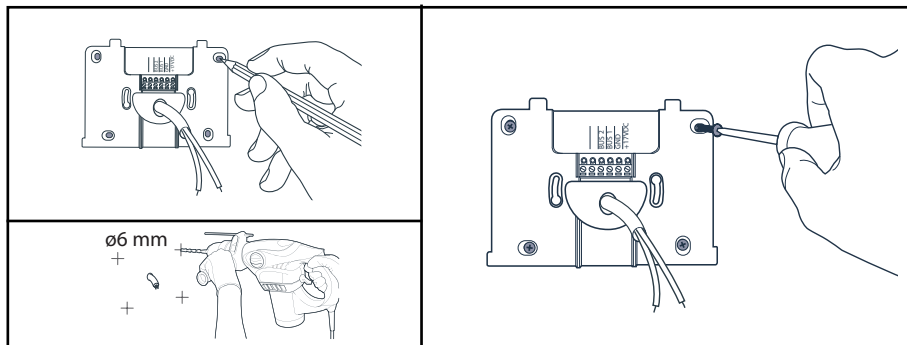
Put on the name label.



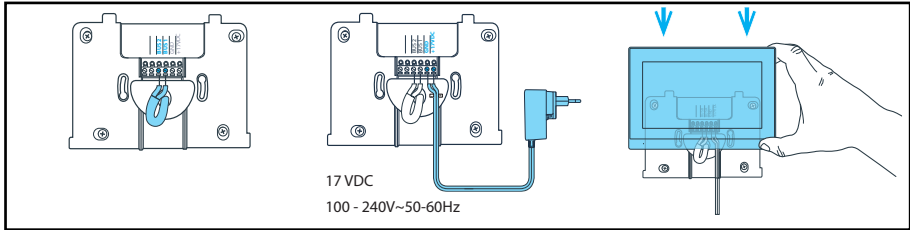
2 - MONITOR INSTALLATION

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 (see "CONNECTION BETWEEN THE MONITOR AND THE INTERCOM PANEL" paragraph), secure the monitor to its bracket.



C - INSTALLATION

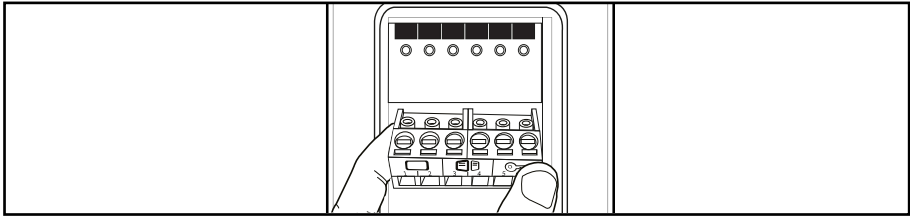


3 - CONNECTIONS

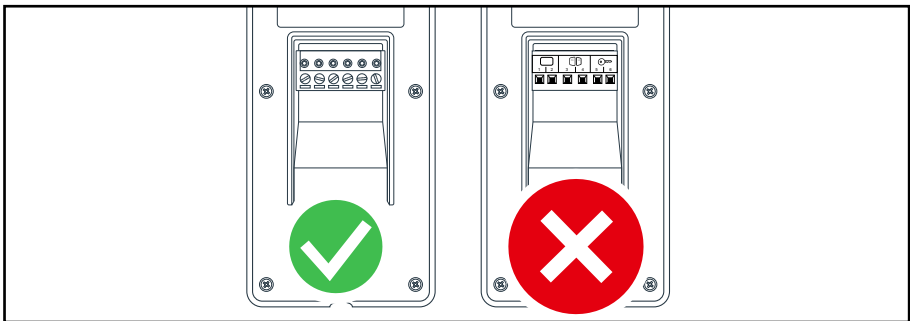
Do not increase the number of insulating screw joints or connectors on the connecting wire between the intercom panel and the monitor.

Keep the connecting wire between the intercom panel and the monitor more than 50 cm away from any electromagnetic interference (230V cable, WiFi equipment, microwave ovens, etc.).

You can connect and use an electric strike plate with mechanical memory (not included) with your intercom panel. Make sure the two connection cables between the intercom panel and the monitor are the same length. The intercom panel terminal blocks are removable for easier assembly.

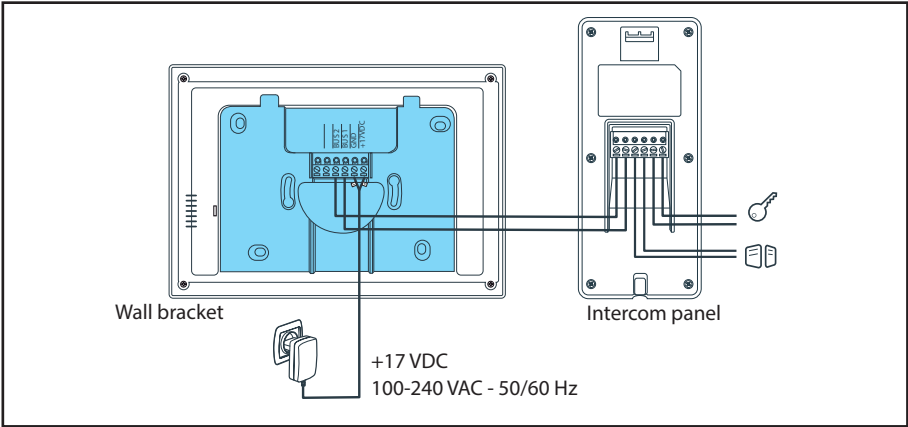


Please note: the terminal blocks must be installed in the right direction. Incorrect installation may lead to random operation and loss of certain functions.



C - INSTALLATION

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 (gate motor drive wired control system input).

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 100 m of cable between the videophone and the intercom panel. Connect the wires as follows (incorrect wiring can damage the intercom panel).

Their length determines which cable section is to be used:

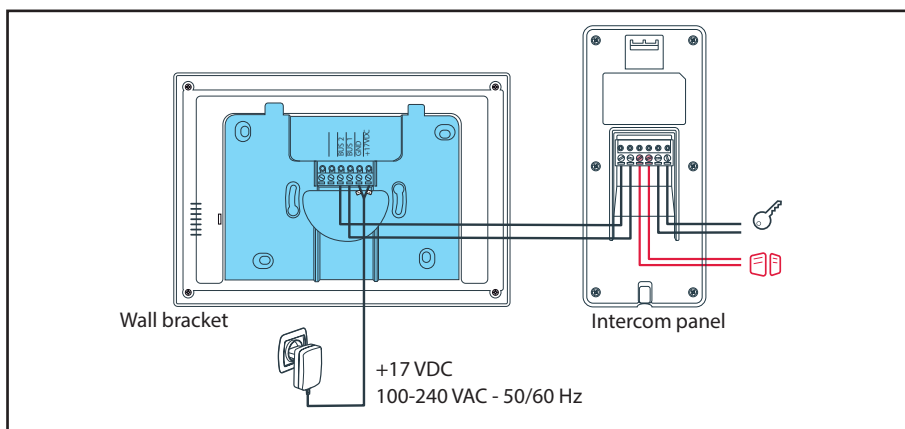
Cable length	Section to be used
0 to 50 m	0.75 mm ²
50 m to 100 m	1.5 mm ²

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

Section to be used: 0.75 mm² min

Note: If the screen is unable to recognise the intercom panel on start-up, go to the Settings > System > Firmware menu. If the version of the intercom panel software is not displayed, please disconnect the power supply from the screen and reconnect it a few seconds later.

3.2: CONNECTING A MOTOR DRIVE

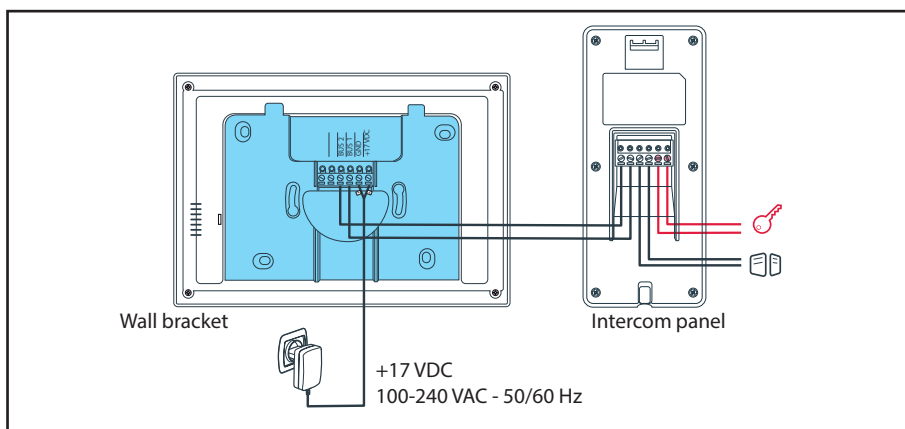


Connect your motor drive directly to terminals 3 and 4 at the back of the intercom panel (no need to observe polarity). Note that this function is only valid if the screen is on. The intercom panel provides a “dry” contact connection, without an electric current, to connect to the “push button” for your motor drive.

Important:

The maximum distance between the intercom panel and the gate motor drive is 50 m. The minimum cable section to be used is 0.75 mm².

3.3: CONNECTING AN ELECTRIC STRIKE PLATE



C - INSTALLATION

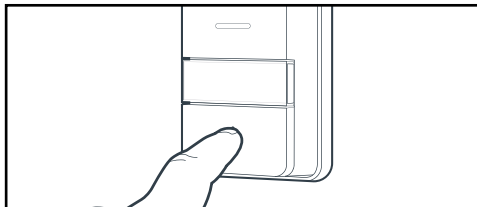
Use a 12 V/1.1 A max strike plate with mechanical memory.
Connect the strike plate directly to terminals 5 and 6 at the back of the intercom panel (no need to observe polarity). The unit may buzz at the time the command is given.
For the connection between the intercom panel and the strike plate, use a cable of this kind:

Cable length	Section to be used
0 to 50 m	0.75 mm ²

D - USING THE PRODUCT

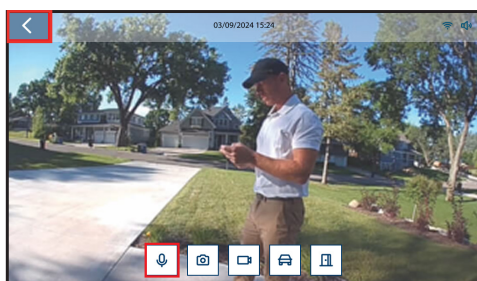
1 - IDENTIFY AND SPEAK TO THE VISITOR

The visitor presses the intercom panel's call button:



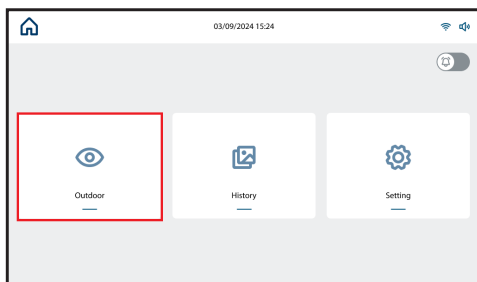
The doorbell sounds through the monitor's speaker and the intercom panel's video camera is activated. If the visitor is positioned within the camera's field of vision, their image will appear on the monitor for 60 seconds. After 60 seconds, the monitor will return to standby mode.

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



2 - ACTIVATING THE INTERCOM PANEL FROM THE MONITOR

To identify a visitor discreetly or simply to look outside, press the screen to wake it and press the  button: the view from the intercom panel will appear on screen for 120 seconds.

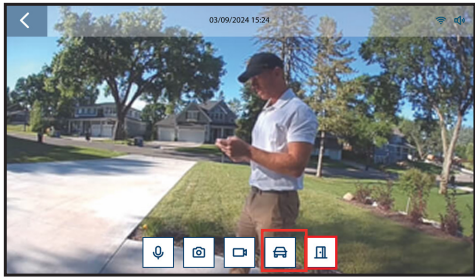
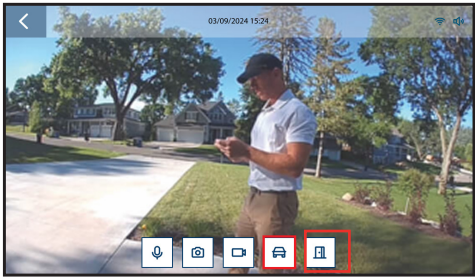


D - USING THE PRODUCT

If you wish to communicate directly with the outside, press the  button once 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 automatic control system (see “CONNECTION BETWEEN THE MONITOR AND THE INTERCOM PANEL” paragraph), press the screen to wake it and press the  button: the view from the intercom panel appears. Next, press  (for the lock) or  (for the automatic control system) to let the visitor in.

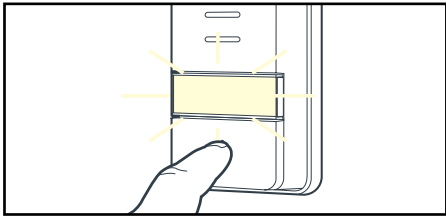
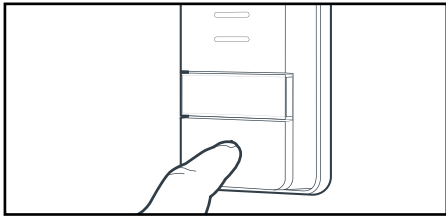


4 - OPENING AN ELECTRIC LOCK AND AN AUTOMATIC CONTROL SYSTEM WITH FACIAL RECOGNITION (OPTIONAL)

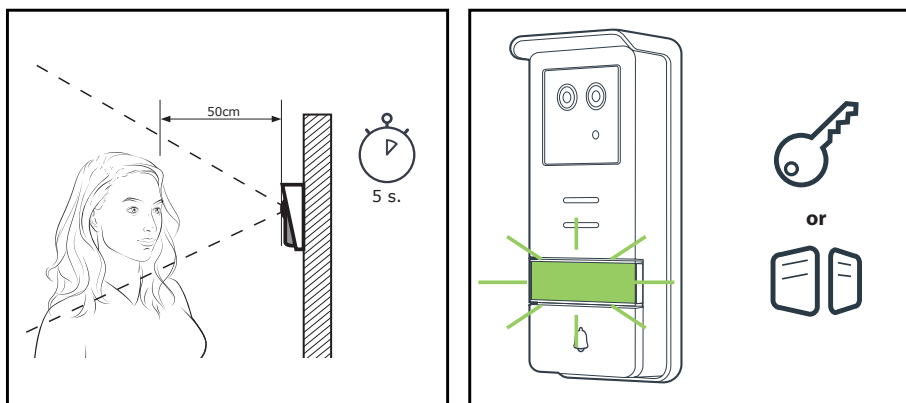
If the device is equipped with an electric lock and/or an automatic control system (see “Connections between the monitor and the intercom panel” paragraph), you will be able to open them simply with your face.

Note: Your face must first be registered in the system. To do this, go to “6-2-3 Scan Face - Facial recognition menu”.

Once your face has been registered in the system, you can proceed to the next step. To activate facial recognition, press and hold the call button on your intercom panel. When the name holder lights up, please stand in front of the lens. Make sure you adopt a neutral facial expression to optimise recognition. Wait a few seconds and the light on the name holder will turn green. This means your face has been recognised. The intercom panel will open your electric lock (side gate strike plate) or your automatic control system (gate motor drive).



D - USING THE PRODUCT



Please note: For optimum detection:

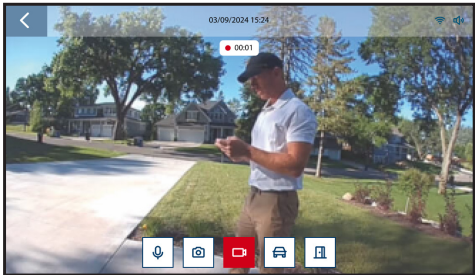
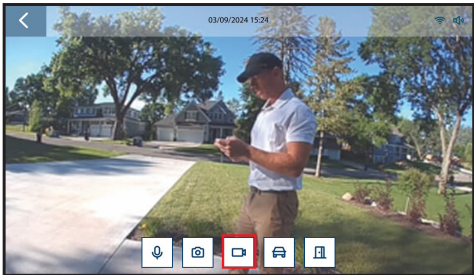
- Avoid lowering, raising or turning your head when detecting. Remain still for 5 seconds.
- Keep your face squarely in front of the intercom panel lens.
- Make sure your facial features are not exaggerated.
- Do not use a telephone at the same time,
- Avoid creating reflection with your glasses.
- Avoid having several people in front of the intercom panel.
- Avoid blocking your face (make-up, hair, etc.).
- Make sure the intercom panel is not in direct sunlight or dazzled by the sun.



D - USING THE PRODUCT

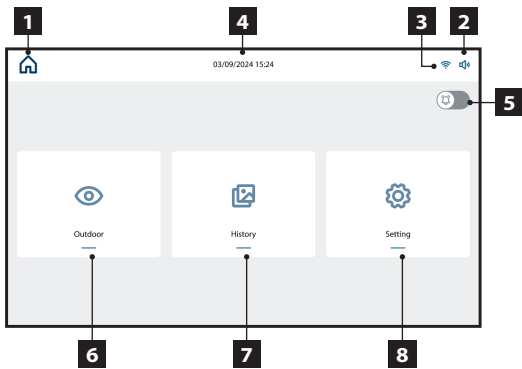
5 - PHOTOS AND VIDEOS

As well as the Automatic recording function when a person rings, the videophone is equipped with a feature that allows you to capture photos and videos manually. When you press the  button, the videophone will take a snapshot. Similarly, when pressing the  button, the videophone starts recording a video sequence (30 s max).



6 - MAIN MENU

To wake your device, press the touchscreen. Once it's awake, you'll have access to a number of menus that will allow you to find various features. You may explore available options and adjust settings to suit your preferences.

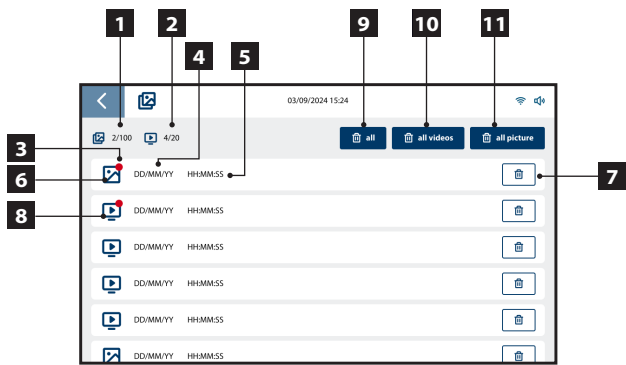


1	Monitor returns to sleep mode
2	This symbol indicates that Silent Mode is not activated
3	This symbol indicates WiFi status (searching for WiFi, connected to WiFi)

4	Date Note: The date is updated automatically when first connecting to WiFi
5	Force Silent Mode (ON/OFF). When activated, the product will be in Silent mode at all times and will no longer ring.
6	Exterior view
7	Event log
8	Settings Menu

6-1 Event log menu

This menu allows you to manage the various photos and videos recorded by the videophone.



1	Number of photos recorded (100 photos max)
2	Number of videos recorded (20 videos max)
3	Red dot: New photo, new video
4	Date of recording
5	Time of recording

6	Photo
7	Deleting one item
8	Video
9	Deleting all videos and photos
10	Deleting all videos
11	Deleting all photos

Viewing a Photo: To view a photo, touch the event and it will appear on screen.

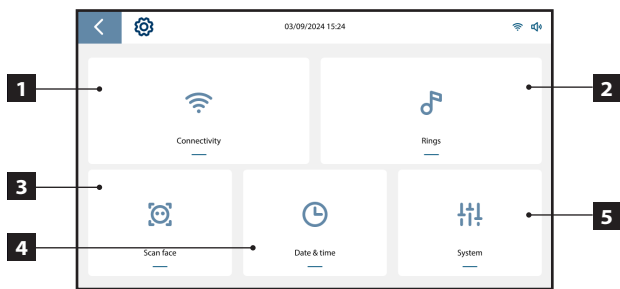
Watching a Video: To watch a video, touch the event and it will appear on screen. What's more, when you watch the video, a playback option will appear. Press the  button to pause the video.

Deleting Events: If you want to free up memory storage space, you can delete events.

- **7** - Deleting one item: Press [8] next to the photo or video, then confirm your choice when prompted.
- **9** - Deleting all videos and photos: Press [9]. Confirm your choice when prompted.
- **10** - Deleting all videos: Press [10]. Confirm your choice when prompted.
- **11** - Deleting all photos: Press [11]. Confirm your choice when prompted.

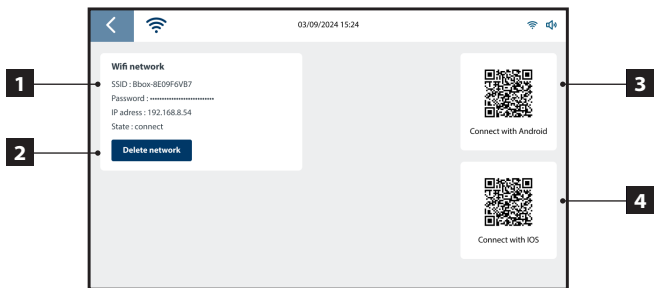
D - USING THE PRODUCT

6-2 SETTINGS Menu



1	Connectivity menu: manages WiFi connectivity
2	Melody menu: manages melody settings
3	Scan Face menu: manages the facial recognition function
4	Date and Time menu: manages the product's date and time
5	System menu: manages system settings

6-2-1 Connectivity menu



- 1** – WiFi network information
SSID: WiFi network to which the product is connected.
IP Address: IP address of your connected product
Status: Product status on the WiFi network: connected or not connected.

Important: The monitor must be connected using the BlaupunktHome application.

D - USING THE PRODUCT

2 – WiFi disconnection/Restart

By pressing the **2** button, your product will automatically disconnect from your WiFi network. Your device will then begin the restart process. This process may take a few moments. During this time, the screen may switch off temporarily.

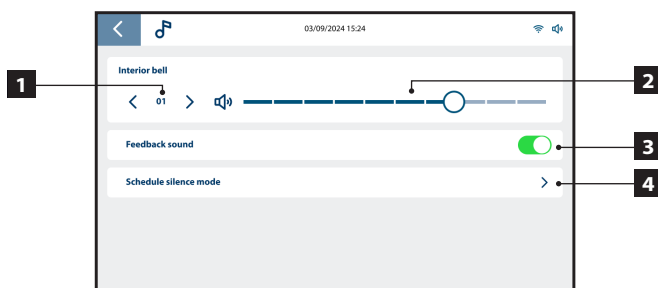
3 – QR Code – BlaupunktHome application on Android

To scan the QR code, use your smartphone's camera or a QR code scanning application. You will automatically be redirected to the BlaupunktHome application download page. Follow the on-screen instructions to download and install the application on your device. Once you've installed the application, open it and log into your account, or create one if you're new.

4 – QR Code – BlaupunktHome application on iOS

To scan the QR code, use your smartphone's camera or a QR code scanning application. You will automatically be redirected to the BlaupunktHome application download page. Follow the on-screen instructions to download and install the application on your device. Once you've installed the application, open it and log into your account, or create one if you're new.

6-2-2 Melody menu



1 – Choice of melody

You can choose any of the 6 melodies included with your videophone. To navigate between melodies, use the left and right arrows. Press on one of the arrows to switch to the previous or next melody.

2 – Melody volume

The volume slider is on the right-hand side of the melody selection. It is identified by the loudspeaker icon. To increase the volume, drag the slider to the right. To decrease the volume, drag the slider to the left.

3 – Audio Feedback

When this option is selected, a distinct sound will be triggered each time you press the screen. This will allow you to confirm your actions audibly.

If you prefer silent operation, you can deactivate the audio feedback. In this mode, the device will not emit any sound when interacting with the touchscreen.

D - USING THE PRODUCT

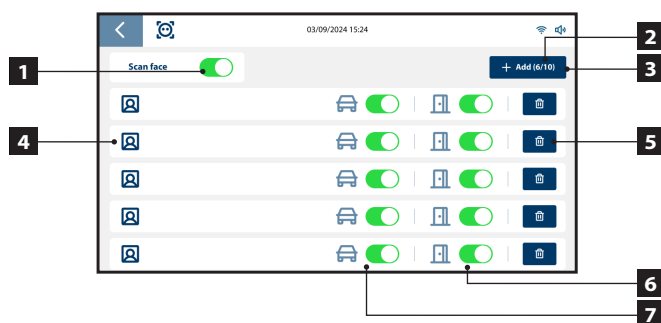
4 – Silent mode

This option allows you to deactivate the melody of your videophone for a specified period of time, to give you a calm environment. For example, you can choose to activate silent mode from 10pm to 7am. The product will not emit any sound during this period.

To deactivate silent mode, set 00:00 for the start time and 00:00 for the finish time.

6-2-3 Scan face – facial recognition menu

To enhance your secure access experience, you can activate the facial recognition function to open your motorised gate or the electric strike plate of your side gate.



1 – Activating facial recognition

When this option is activated, you may access your home simply by identifying yourself by your face. If you prefer not to use this feature, you can deactivate it at any time.

2 – Number of faces registered

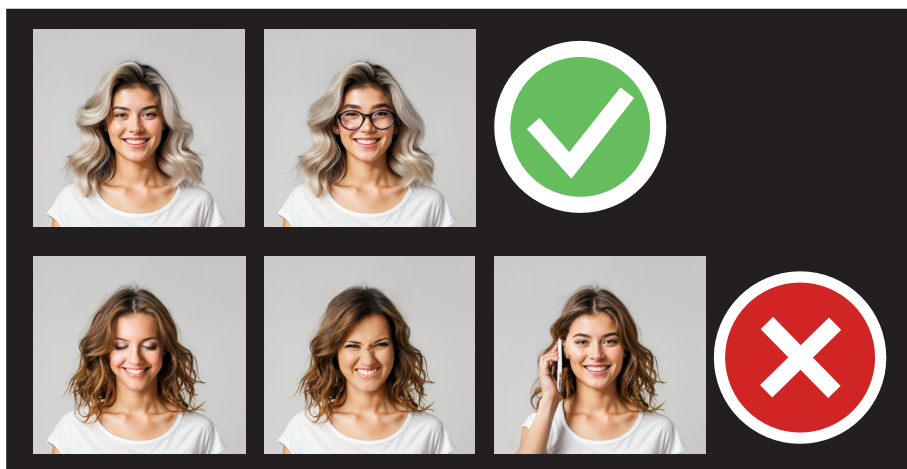
Your device is designed to recognise and store up to 10 different faces.

3 – Add a new face

Blaupunkt Facelink's facial recognition uses comparative algorithms to ensure that the face registered in the videophone is the same as the person in front of the intercom panel. Therefore, when registering a new face in your product, you should pay particular attention to the following:

- Avoid lowering, raising or turning your head when detecting.
- Keep your face squarely in front of the intercom panel lens.
- Make sure your facial features are not exaggerated.
- Do not use a telephone at the same time.
- Avoid creating reflection with your glasses.
- Avoid having several people in front of the intercom panel.
- Avoid blocking your face (make-up, hair, etc.).
- Make sure the intercom panel is not in direct sunlight or dazzled by the sun.

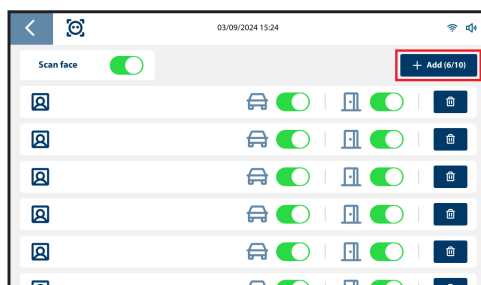
D - USING THE PRODUCT



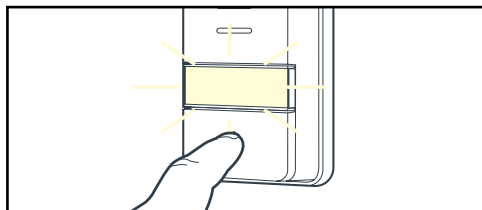
All of the above may result in a facial recognition registration failure.

Once you have read the section above. Please complete all the next steps to add a new face.

- First press button [3] on the right of your screen and start the registration procedure.

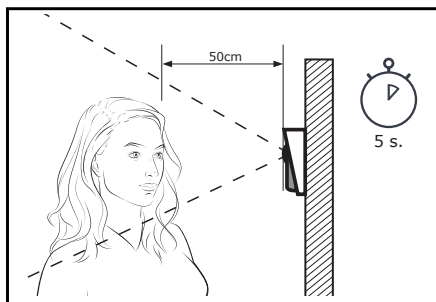


- Go to the front of your home where the intercom panel is.
- Briefly press the intercom panel call button. The light on the name holder should come on.

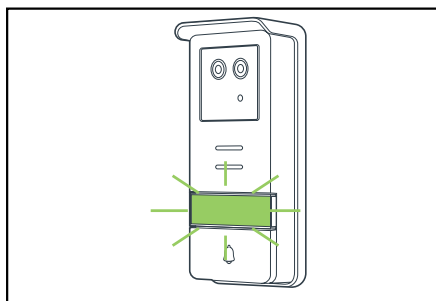


D - USING THE PRODUCT

- Face the intercom panel with your face uncovered and wait a few seconds.



- The light on the name holder should turn green. This means your face has been recognised.



- Lastly, go to the screen of your videophone and validate your photo. If it is unsuccessful, request an addition again and perform the previous steps.

Note: You have 5 minutes to complete this last step. After this time, you will have to repeat all the steps mentioned above.

Note: For best results, make sure the lighting is adequate when capturing the face and the face is well centred and between 30-60 cm.

4 – Viewing photos

When you press [4], the registered face will appear on screen.

5 – Deleting a face

Press [5] next to the face you wish to delete and confirm your choice when prompted.

6 **7** – Opening the gate/side gate

You can choose between opening the gate or the side gate. However, it should be pointed out that these two accesses cannot be activated simultaneously.

When you select setting [7] and carry out facial recognition successfully, the intercom panel will give an opening command to your gate motor drive (not included).

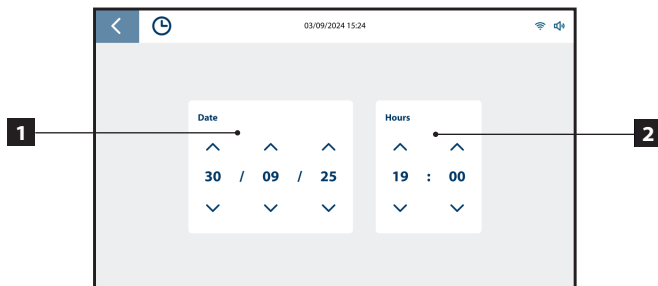
When you select setting [6] and carry out facial recognition successfully, the intercom panel will open the electric strike plate on your side gate (not included).

D - USING THE PRODUCT

6-2-4 date and time menu 🕒

In the Date and Time menu, you can set the product's date and time.

Note: On first installation, the time and date are automatically updated when you connect your product to WiFi. When your product is connected to WiFi, you can no longer change the settings below.



1 – Set Date:

To set the date, use the DD/MM/YY format:

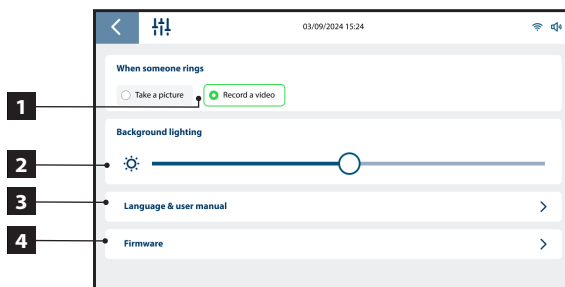
- DD: Day (01 to 31)
- MM: Month (01 to 12)
- YY: Year (2 digits, e.g. 24 for 2024)

2 – Set Time:

To set the time, use the HH:MM format:

- HH: Hour (00 to 23 for 24-hour format)
- MM: Minutes (00 to 59)

6-2-5 System menu ⚙️



1 – Choice between Photo/video when a visitor presses the call button on the intercom panel

This function allows you to capture a photo or video of a visitor who presses the call button on the intercom panel. You cannot disable photo or video capture.

D - USING THE PRODUCT

Photo: The camera is activated as soon as a visitor presses the button and takes a photo. You can view the photo in the event log.

Video recording: The camera is activated as soon as a visitor presses the button and takes a video (30 s max). You can view the video in the event log.

2 – Screen backlighting

The backlight slider lets you customise the brightness level of your screen to suit your preferences and the ambient lighting conditions. Drag the slider to the right to increase the brightness level or to the left to decrease it. After releasing the slider, observe the screen as you change the slider to find the backlight level that suits you best, whether for use in daylight or in a dark environment. Once you are happy with the setting, exit the settings menu. The changes will be saved automatically.

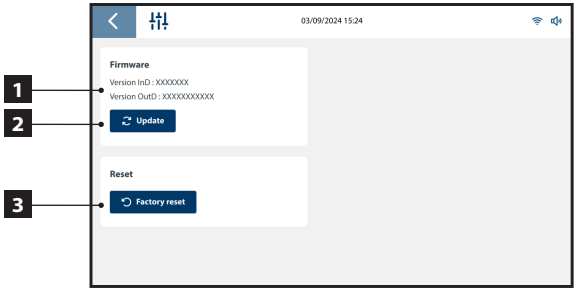
3 – Language and instructions

Language: Scroll through the list and select the language of your choice. Confirm your selection by pressing the central button.

Instructions: For further assistance, you can access these instructions online. Simply scan the QR code on the page.

4 – Software

This section enables you to carry out essential operations to ensure that your product works properly.



1 – Software version

InD version: Screen software version

OutD version: Software version for the intercom panel

2 – Updating the intercom panel

After updating the product via the mobile application, the intercom panel may no longer respond. In this case, you can restart the intercom panel update using button [2].

1. Make sure your product is up to date on the BlaupunktHome mobile application.
2. If the product is up to date and the intercom panel does not respond, press button [2] on the display to restart the update.

Note: If no update is available, button [2] will remain inactive when you press it.
For further assistance, please contact our helpdesk.

3 – Factory Reset

Please note: This operation is irreversible. This operation will delete all the data stored in your videophone. Make sure you really want to reset your device before starting the procedure.

To initiate the factory reset process, press the reset button [3] on the display. Then confirm your choice when prompted.

Following this action, all photos and videos stored on the device will be permanently deleted. All faces registered in the system will also be deleted. Lastly, all device settings will be reset to their default values. This includes the audio settings, language, WiFi connection and any other customised settings you have made.

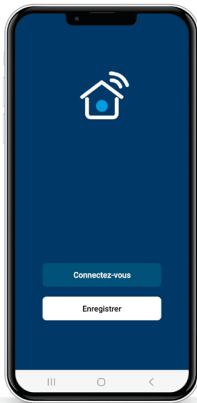
Please note: During the factory reset, the product will be automatically deleted from the BlaupunktHome application.

E. CONNECTED OPERATION

Your videophone has Internet connectivity and uses the free **BlaupunktHome** 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.

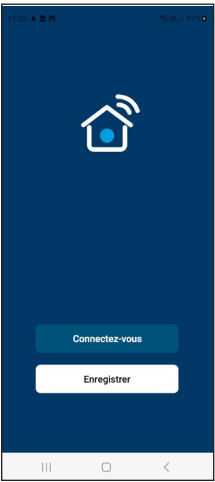
1 - INSTALLING THE MOBILE APP AND CREATING AN ACCOUNT

Once the videophone is connected to power, follow the instructions below to pair it.
Download the **BlaupunktHome** app from Play Store or App Store.



Launch the app and log in if you already have an account. If not, press **Enregistrer (Sign up)** and let the application guide you.

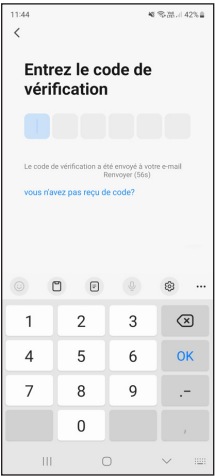
Select your country, enter your email address, accept the privacy policy and user agreement.



Once you have entered all the information, click on the Get verification code button.

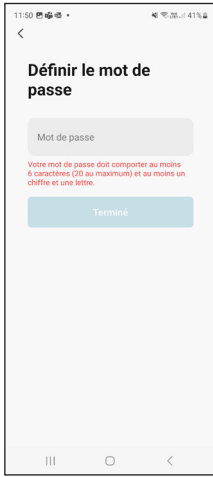
In a few seconds, you will receive a confirmation code in your email inbox. Enter this code to finalise registration.

Note that this email may go into your spam folder. If you do not receive a code before the countdown ends, press Renvoyer (Resend) and check that your email address was entered correctly.

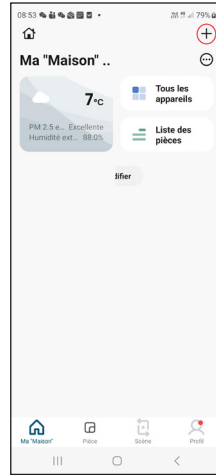


E. CONNECTED OPERATION

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



The videophone is equipped with Bluetooth for faster pairing; plug in the videophone and press "+".



2 - CONNECTING THE VIDEOPHONE

If you have more than one item to pair (plugs, cameras, thermostat, others), switch on only one item at a time. The following information may vary depending on app updates.

Please check the WiFi settings of your router or contact your Internet service provider if you experience connection difficulties.

A message may also appear during installation indicating that the WiFi password and SSID are too long. Make sure that your router SSID and password are fewer than 20 characters long.

Check that the monitor is not already connected to another router by accessing the monitor's WiFi menu. The SSID line must be empty. If it isn't, reset your WiFi settings. Please note that the videophone cannot be connected to WiFi if it is already connected to another WiFi access point.

2.1 - Connection via bluetooth

To complete this stage, your smartphone's Bluetooth must be activated.

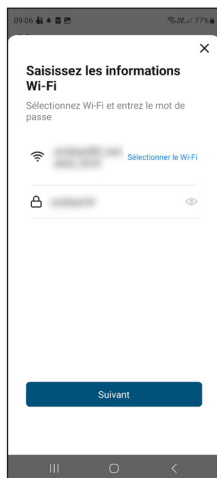
The application automatically detects new products.



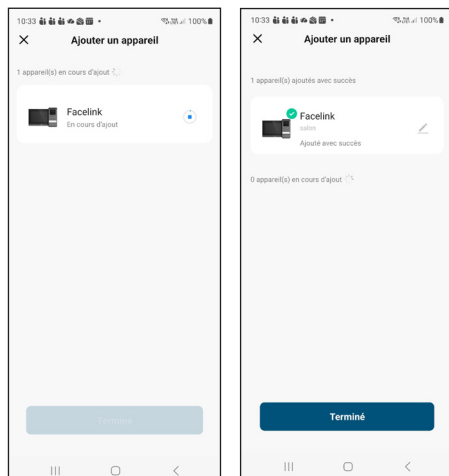
Select your 2.4 GHz or 5 GHz WiFi network (note: your smartphone must be connected to the same WiFi network to which the videophone will be connected), enter your network password and press **Suivant (Next)**.

E. CONNECTED OPERATION

Note: If you still can't see the WiFi network, remember to activate the location function on your smartphone.



Please wait while the pairing procedure takes place.
This can take a few minutes.

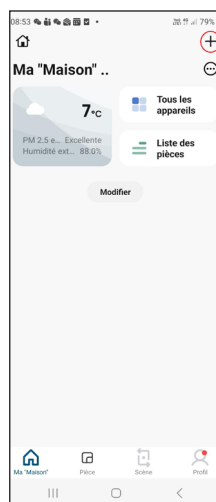


Once pairing is complete, click on the **Terminé (Finished)** button.

2.2 - connection via the menu

The following information may vary depending on app updates. To start the installation, press +. Make sure your phone is connected to your router's 2.4 GHz or 5 GHz WiFi network.

The application will repeatedly request the authorisations it needs to function properly. Please accept them all. If you don't, it could affect the smooth running of the application.

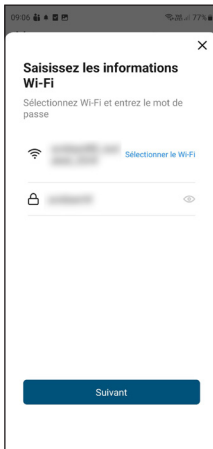


Select the product you wish to pair and select the **Facelink videophone**.

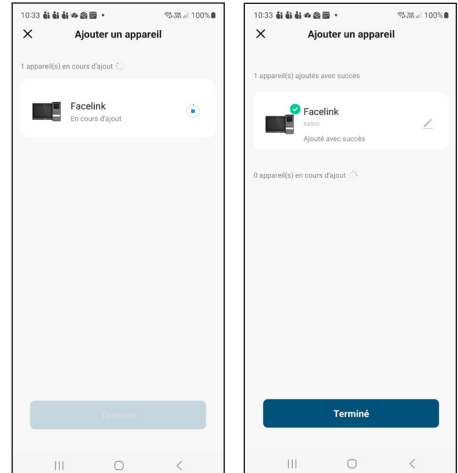
E. CONNECTED OPERATION



Select your 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)**.



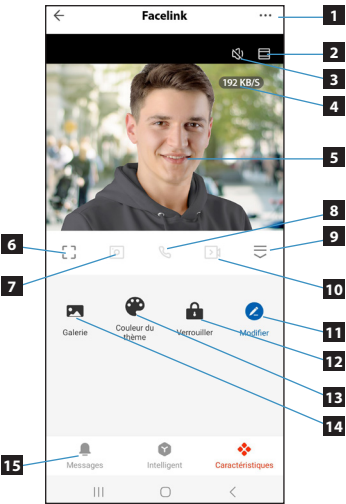
Please wait while the connection procedure takes place. This can take a few minutes.



Once pairing is complete, click on the Terminé (Finished) button.

F. USING THE BLAUPUNKTHOME APPLICATION WITH THE FACELINK VIDEOPHONE

The **BlaupunktHome** 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. It is not possible to use the monitor and a smartphone simultaneously. It is not possible to view missed calls from the **BlaupunktHome** app.

updating the videophone

Go to the video videophone properties (three dots in the top right-hand corner). Look for the “Mise à jour de l'appareil” (Device update) option. If an update is available, follow the on-screen instructions to install it. Do not disconnect the device during the update. Once the update is complete, check that everything is working correctly.

If you have any problems, please contact Technical Support.

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 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 BlaupunktHome 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 BlaupunktHome 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.	BlaupunktHome is iOS compatible from version 13.0 and Android compatible from version 6.0.
The app crashes/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	Make sure your smartphone is connected to a 2.4 GHz or 5 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 BlaupunktHome 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 BlaupunktHome app to the list of applications authorised to wake the smartphone when receiving a notification

G. FAQ

Push notifications only work when the app is open on the Android screen	BlaupunktHome does not have permission to run in the background or has been completely closed	Restart BlaupunktHome. 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
Pairing issues	The videophone is already paired with another user account	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 BlaupunktHome account on the smartphone and use the "partage" (share) function in your monitor settings in the app.

H - TECHNICAL AND LEGAL INFORMATION

1 - TECHNICAL CHARACTERISTICS

MONITOR	
Screen	Ultra-flat 7" colour LCD
Video standard	PAL/NTSC
Resolution	1024 x 600
Power supply	Via 230 VAC 50 Hz/17 VDC 1.5 A mains adapter (included)
Protection	Short circuit and reverse polarity protection
Connections	Full 2-wire connection
Connectivity	WiFi IEEE 802.11 b/g/n/ax - Max EIRP 20 dBm Bluetooth: 2402 MHz - 2480 MHz 2.4 GHz WiFi: 2412 MHz - 2472 MHz 5 GHz WiFi: 5745 MHz - 5825 MHz
Number of melodies	6
Dimensions	133 x 191 x 31 mm
Weight	350 g
Kit standby consumption	< 4 W

INTERCOM PANEL	
Optical sensor	3 Megapixel CMOS
Lens	105° horizontal, 60°V vertical viewing angle
Power supply	17 VDC delivered by the monitor
Max. consumption	1 A
Brightness	Min. 0 lux
Night vision	Infrared, range of 50 cm to 1 m
Protection rating	IP44
Dimensions	155 x 70 x 41 mm
Strike plate trigger time	1.5 A; 1.1 seconds
Operating range	Temperature -20°C to +60°C; humidity up to 85%, non-condensing
Weight	250 g

Details to be provided relating to data in accordance with REGULATION (EU) 2023/2854

Type	Audio/video, images, motion detection events, connection status, device configuration	
Format	Collected in JSON format; stored in MySQL tables; exported in XLS format	
Volume	~50MB (depends on bit rate and reporting frequency)	
Is data generated	continuously (with latency time)	/
	in real time	Only during a user operation or automatic triggers
Where is the data stored	Europe	
Data retention period	1 Real-time activity logs: pseudonymised after 7 days, stored for a maximum of 12 months. 2. Account-level data: stored until the user deletes the account	
How to	access data	1.in the application: review the app's privacy policy 2. Web: submit a request to https://www.avidsen.com
	extract data	1.in the application: review the app's privacy policy 2. Web: submit a request to https://www.avidsen.com
	delete data	1.in the application: review the app's privacy policy 2. Web: submit a request to https://www.avidsen.com
	share data	We do not sell, rent or disclose personal data to third parties. Any sharing only takes place with the explicit consent of the user. To find out more: read the privacy policy.
	stop sharing	1.in the application: review the app's privacy policy 2. Web: submit a request to https://www.avidsen.com
data subject's identity (contact details)	https://www.avidsen.com Address: 19 avenue Marcel Dassault-37200 Tours-FRANCE Contact: sav@avidsen.com	

H - TECHNICAL AND LEGAL INFORMATION

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, impacts 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 ADVICE

- If, in spite of the care we have taken in designing our products and drafting these instructions, you encounter difficulties when installing your product or you have any questions, we urge you to contact one of our specialists who will be glad to help.
- If you encounter operating problems during the installation or a few days afterwards, it is essential that you are in front of your installation when contacting us, so that one of our technicians can diagnose the source of the problem, as it will probably be the result of a setting that is incorrect or an installation that is not to specification.

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 - TUTORIALS AND VIDEOS



If you have any problems, check out our tutorials and videos at:

www.avidsen.com/fr/assistance/tutoriel-sav

6 - EU DECLARATION OF CONFORMITY

Avidsen hereby declares that the equipment designated below:

Facelink 2-wire connected videophone reference 350108, complies with the RED 2014/53/EU directive and that its conformity has been assessed pursuant to applicable standards:

H - TECHNICAL AND LEGAL INFORMATION

EN 55032:2015 + A1:2020 + A11:2020
EN IEC 61000-3-2:2019 + A1:2021 + A2:2024
EN 61000-3-3:2013 + A1:2019 + A2:2021
EN 55035:2017 + A11:2020
EN IEC 62368-1:2024 + A11:2024
EN IEC 62368-1:2024 + A11:2024
EN IEC 62311:2020
ETSI EN 301 489-1 V2.2.3 (2019-11)
ETSI EN 301 489-3 V2.3.2 (2023-01)
ETSI EN 301 489-17 V3.3.1 (2024-09)
ETSI EN 300 328 V2.2.2 (2019-07)
ETSI EN 300 328 V2.2.2 (2019-07)
ETSI EN 300 440 V2.2.1 (2018-07)

Drafted in Tours on 27/02/26
Alexandre Chaverot, CEO



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All other products, services, companies, trademarks, trade or product names and logos referenced herein are the property of their respective owners."

Avidsen France

19 avenue Marcel Dassault - ZAC des Deux Lions - 37200 Tours - France
www.avidsen.com