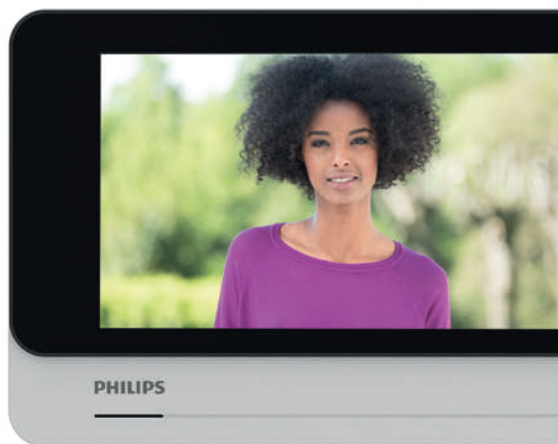


WelcomeEye Connect

DES9900VDP - 531002

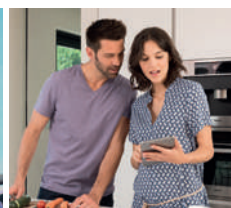
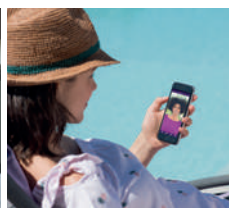
WelcomeEye Touch

DES9700VDP - 531001



FR - Notice téléchargeable sur philips.com
GB - Downloadable instructions at philips.com
D - Anleitung kann auf philips.com heruntergeladen werden
NL - De handleiding kan gedownload worden op philips.com
PL - Instrukcja do pobrania na philips.com
IT- Il manuale è disponibile anche su www.philips.com.
ES - Manual que puede descargar en philips.com
PT - Manual de instruções disponível no site philips.com

05/2020
V4



Scan me
to find out about our products

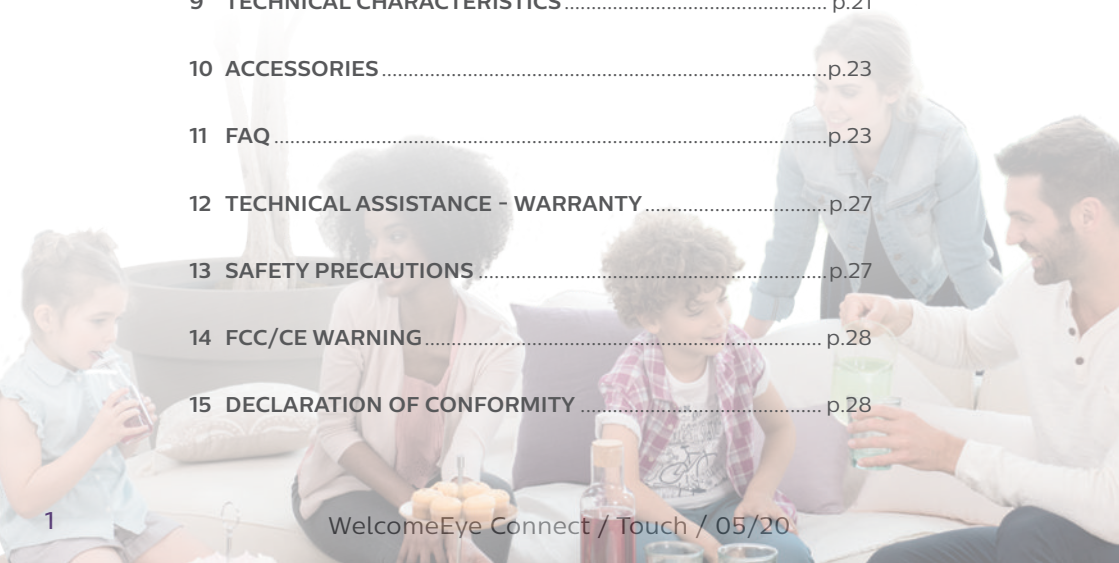
Flashez-moi
pour découvrir nos produits

PHILIPS



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1. SAFETY INSTRUCTIONS

Important!

- Please read the user manual carefully before installing or using this product.
- If you are installing this product for a third party, please remember to leave the manual or a copy of it with the end user.

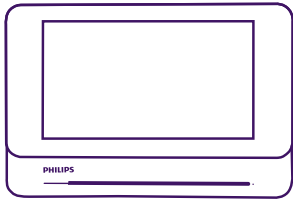
Warning:

- The various components may only be dismantled by an authorised technician.

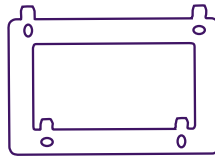
Safety precautions:

- To ensure the safe operation of the system, installers, users and technicians must follow all the safety procedures described in this manual.
- Specific warnings and warning symbols are marked on the components where necessary.

2. CONTENTS OF THE KIT



1. 7" monitor



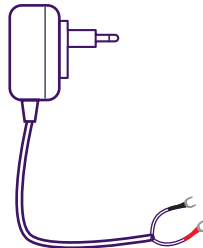
2. Wall bracket



3. Intercom panel



4. 5 RFID badges:
2 user badges (grey)
1 admin badge (yellow)
1 - (red)
1 + (blue)



5. Plug-in power supply

(depending on the production date, a plug-in power supply or DIN rail can be included in the product)

3. GENERAL

This videophone consists of an indoor answering unit with a touch screen and an outdoor panel with an intercom and camera, allowing you to see and communicate with the visitor who has pressed the bell. It is easy to install as only two wires are needed for all functions: bell, video image, intercom and strike plate and automatic opener controls.

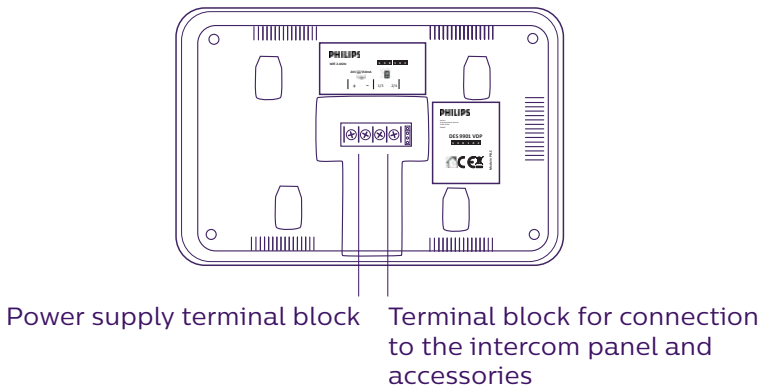
The **WelcomeEye** technology allows you to share the intercom panel between 2 families. Each family can own up to three monitors.

The system can operate up to one camera and two intercom panels per family.

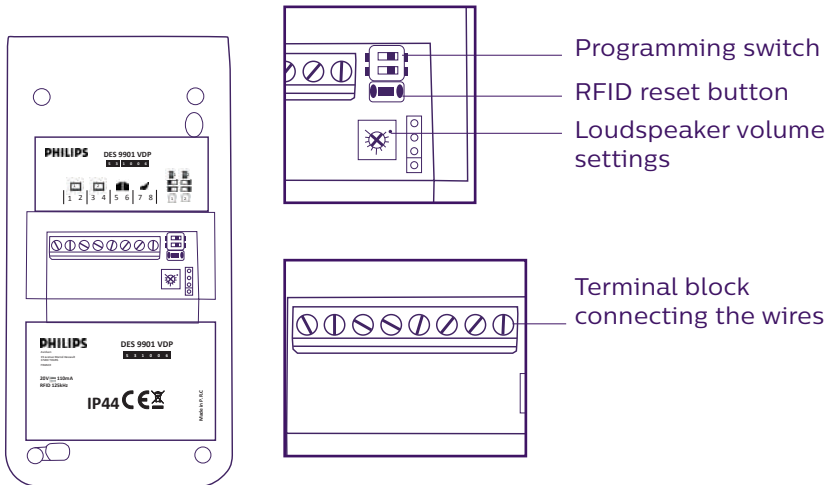
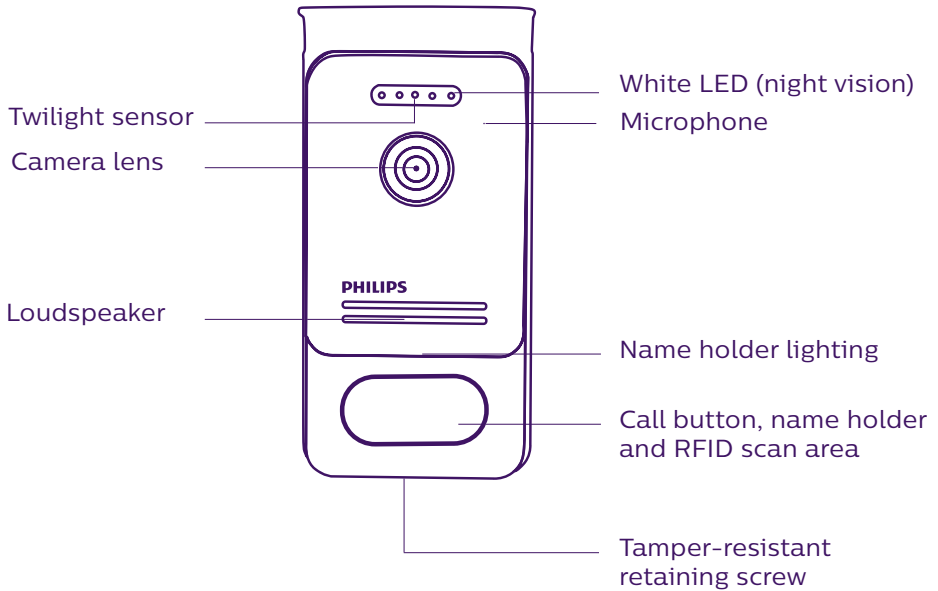
To get the most out of your intercom, please read this instruction manual carefully.

4. NOMENCLATURE

Monitor:



Intercom panel:



Notes:

- When someone presses the call button, the inside monitor rings and the video is displayed.
- To change the nameplate label, remove the front cover and unclip the plastic cap behind the label.

5. PRODUCT INSTALLATION

Important notes and advice:

- **To make the most of your intercom panel, we recommend configuring it (RFID, for 1 or 2 families, 1 or 2 intercoms, loudspeaker volume) before final installation. To do this, a table connection may be necessary to check that the settings are correct.**
- If you test your product before installing it, ensure that you do not test it with the intercom panel and the monitor in the same room to avoid the video doorphone emitting a shrill noise (feedback).
- Do not expose the camera lens to direct sunlight or a reflective surface.
- We recommend running the cables through a protective sheath to protect them against breakage and bad weather.
- For the WelcomeEye Connect version, to make the most of your monitor's Wi-Fi function, we advise you to check that your Wi-Fi network is accessible from where it is installed.

1. Wiring

To avoid the risk of interference and malfunctions, do not run the videophone cable through the same sheath as the electrical cables.

Warning: Do not double up the wires to increase their section.

a. Connecting the videophone (monitor, intercom panel and camera)

Wires to be used: two wires 0.75mm² with 80m length or two wires 1.5mm² with 120m length.

- Make sure to connect the wires in accordance with one of the wiring diagrams depending on the desired configuration.
- Refer to the label stuck to the back of the monitor and the back of the intercom panel.
- **Configure the switches on the back of the intercom panel as well as the monitor interface according to the chosen configuration (see section 2 intercom configuration).**

b. Connecting a gate motor

- The intercom provides a dry contact (without power) to be connected to the push button control of the automatic opener.
- Connect it directly to terminals 5 and 6 at the back of the intercom panel (no need to observe polarity).
- The opening function is only possible if the video of the respective intercom panel is displayed.

c. Connecting a strike plate or electric lock

Important: The strike plate or electric lock that you are ordering must have a mechanical memory. The strike plate current cannot exceed 1.1A.

- Connect it directly to terminals 7 and 8 at the back of the intercom panel (no need to observe polarity).
- The opening function is only possible if the video of the respective intercom panel is displayed.

2. Configuring the intercom (see fig. 1, fig. 2 or fig. 3)

a. Configuring the intercom number:

Place switch 2 on the left on intercom no. 1 and on the right on intercom no. 2.

b. Configuring the number of families:

Place switch 1 on the left to be in one-family mode and on the right to be in two-family mode.

c. Intercom volume settings:

Turn the volume control with a Phillips head screwdriver to adjust the intercom volume.

d. Configuring the RFID function:

The RFID function enables openings to be managed using badges.

1) Programming (or resetting) the administrator badges:

When switching on the device for the first time, the badges must be configured in the following order:

1. Press the reset button at the back of the intercom panel for five seconds, the intercom panel will emit six short beeps.
2. Swipe the yellow administrator badge, one short beep confirms the programming.
3. Swipe the blue badge, one short beep confirms the programming.
4. Swipe the red badge, one long beep confirms that the administration badges have been programmed.

2) Add one or more user badges:

1. Swipe the blue badge, four long beeps confirm the activation of the programming mode.
2. Swipe all user badges (grey) to be activated; one short beep confirms the programming of every badge presented.
3. Once all of the badges have been programmed, wait 10 seconds. One long beep confirms the end of the programming process.

3) Remove one or more user badges:

1. Swipe the badge (red); 4 long beeps confirm the activation of the programming mode.
2. Swipe all user badges (grey) to be deactivated; one short beep confirms the deactivation of every badge presented.
3. Once all badges have been deactivated, wait 10 seconds. One long beep confirms the end of the programming process.

4) Remove all user badges:

1. Swipe the administrator badge (yellow); four short beeps confirm the activation of the administration mode.
2. Swipe 1 user badge (grey) that has already been added; one short beep indicates that all user badges have been deactivated.

5) Using the badges:

To open the electric strike plate, quickly swipe your pre-programmed grey user badge on the RFID reading field. One short beep confirms the opening of the electric strike plate.

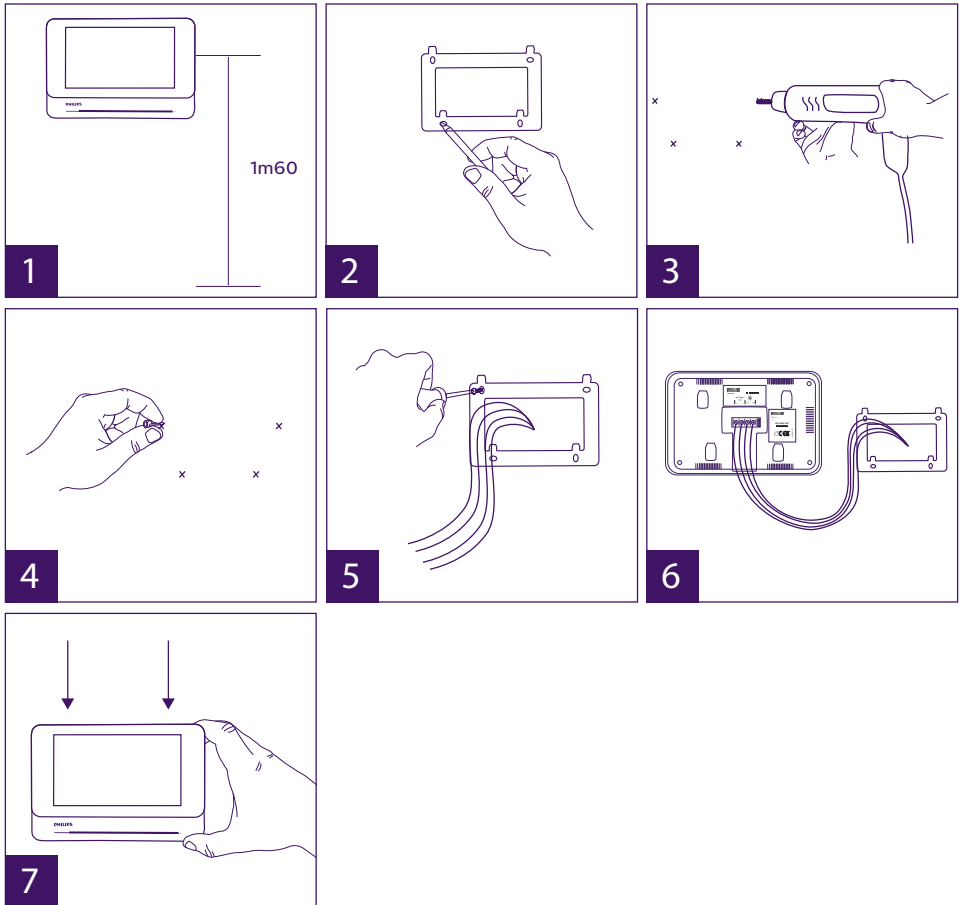
To open the gate motor, hold the badge in front of the RFID scan area for 3 seconds. Two short beeps confirm the opening of the gate.

6) Replacing a badge

RFID badges do not have predefined functions. It is the programming step that sets the

badge's function. Badge colours simply enable users to recognize their functions. If a badge is lost, it can be replaced by any other badge by repeating the programming step.

3. Installing the main or additional monitor



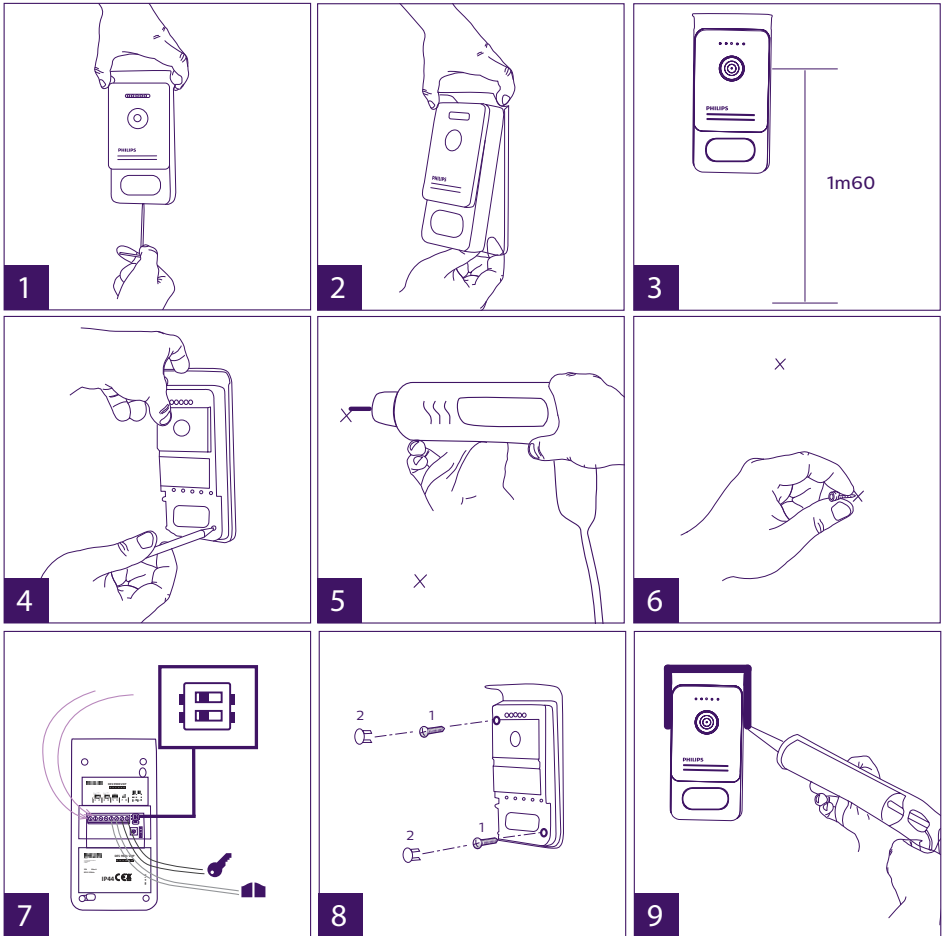
- 1 - Position the wall bracket so that the screen of the monitor is approximately 1.60m above the ground.
- 2 - Mark the location of the holes using the U bolt.
- 3 - Drill.
- 4 - Use pegs adapted to the bracket (those supplied are suitable for solid walls).
- 5 - Attach the wall bracket.
- 6 - Connect the two intercom panel wires and the two power supply wires in accordance with the wiring diagram.
- 7 - Position the monitor on the wall bracket.
- 8 - Depending on the configuration selected, and when wiring is completed, the interface may have to be configured.




Warning: during this step, do not connect the power supply to the 230V AC.

4. Installing the main or additional intercom panel


Warning: The product must not be connected to the power supply before wiring is complete.



- 1 - Remove the tamper-resistant screw from the intercom panel.
 - 2 - Tip the intercom panel cover forward.
 - 3 - The intercom's lens should be approximately 1.60m above the ground.
 - 4 - Mark the locations.
 - 5 - Drill.
 - 6 - Use pegs adapted to the nature of the support (the screws supplied are suitable for solid walls).
 - 7 - Connect the two wires from the monitor and, if necessary, connect the electric strike plate and the gate (see section 1. Wiring). Configure the switches at the back of the intercom panel (see section 2. Configuring the intercom).
 - 8 - Insert the screws and refit the two caps concealing the retaining screws.
- Note:** screw through the black covers on the back of the intercom panel – do not remove them.

- 9 – Refit the front cover of the intercom and tighten the tamper-resistant retaining screw.
- 10 – Connect the 230V AC power supply to the modular adaptor, for an installation compliant with applicable standards (NFC 15-100 in France).
 - Verify the smooth functioning (video call, RFID, etc.).
 - When there is a second intercom panel, don't forget to configure the monitor(s). 
- 11 - Attach a silicone seal* between the shield and the wall to stop flowing water.
 - *Do not use acetic acid-based silicone (vinegar odour).

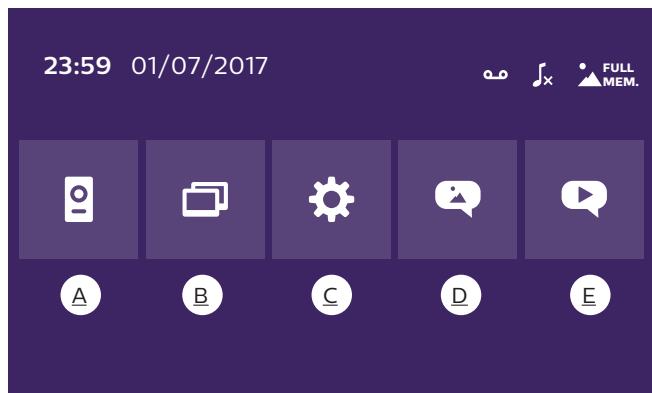
5. Installing a camera (optional)

Connect the wires in accordance with the wiring diagram.
 Choose a suitable place to install the camera.
 Ensure that nothing gets in the way of the installation.
 Screw the wall section with the screws provided (for solid walls).
 Point the camera in the desired direction and tighten the retainer screw.
 Configure the monitor(s) 

6. MONITOR INTERFACE

Main Menu

Lightly touch the screen to turn it on and access the main menu



A. Monitoring function and response to a call

B. Intercom function

C. Settings

D. Photo album

E. Video album



: indicates that silent mode is active



: indicates that the monitor ringtone is deactivated



: indicates that the memory is full. The oldest photos/videos are replaced with the new recordings.

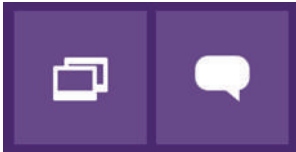
A. Monitoring function and response to a call



1 2 3 4 5

- 1: To switch to the view of the second intercom panel or camera, or return to the main menu.
- 2: To establish voice communication with the intercom panel and hang up.
- 3: To open the electric strike plate.
- 4: To open the gate.
- 5: To take a photo or video in accordance with the settings selected.

B. Intercom function




1 2

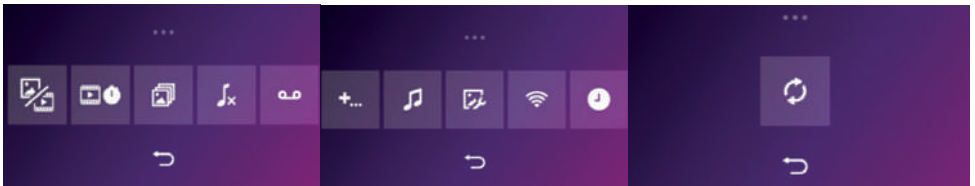
Function only valid if an additional monitor is connected and the parameters are set correctly.

- 1: To exit the function
- 2: To call the family's other monitors, to respond when receiving a call from another monitor or to hang up.

C. Settings

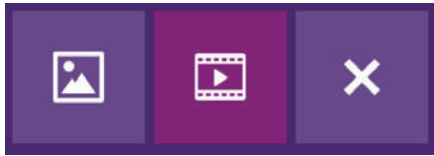
The settings menu consists of three pages for the WelcomeEye Connect and two pages for the WelcomeEye Touch. To switch from one page to the next, simply slide the screen to the right or left.

Click on  to return to the previous menu.



1 2 3 4 5 6 7 8 9 10 11

1. Visit memory function



a

b

c

a: Photo record of a visitor.

b: Video recording of a visitor (there must be a formatted micro SD card in the monitor).

c: Deactivation of the visit memory function.

2. Video recording configuration (valid if video mode has been selected)

Choose the video recording time (10, 20 or 30 sec) during a missed call or in monitoring mode (**note**: function inactive without a micro SD card).

3. Photo configuration (valid if photo mode has been selected)

Choose the number of photos taken (1, 2 or 3) during a missed call or in monitoring mode.

4. De-activation of silent mode

This function turns off the monitor ringtone for a certain period (snooze, etc.). The monitor LEDs will continue flashing to indicate a call.



a

b

c

a: activate (**On**) / deactivate (**Off**) the monitor's silent mode.

b: Time when the ringtone will be deactivated.

c: Time when the ringtone will be reactivated.

5. Answering system function (only on WelcomeEye Connect, valid if video mode has been selected)

This function allows you to record a voice message which will be played if the call is not answered. Video recording must be configured during calls to activate this function.



a

b

c

a: To activate or deactivate voice message function.

b: To play back the recorded voice message.

c: To start and stop voice message recording (maximum duration of the message: 15s.).

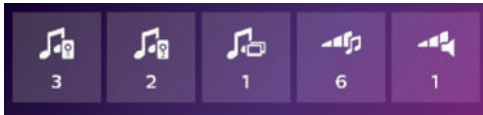
6: Configuration of the WelcomeEye system's options



a b c d

- a: Activation of a second intercom panel (choose **On** if a second intercom panel is used).
- b: Activation of the camera option (choose **On** if a camera is used).
- c: Configuration of the monitor(s). When the system has several monitors, you must configure one **Master** monitor and **Slave** monitors. If the system only features one monitor, choose **Off**.
- d: Activation of the videophone's energy saving mode. When the energy saving mode is activated (**On**), the product's consumption is reduced. The intercom panel is placed on standby, therefore the monitor no longer receives calls.

7: Audio settings



a b c d e

- a: Choice of ringtone during a call from intercom panel 1
- b: Choice of ringtone during a call from intercom panel 2 (only if an additional intercom panel has been configured)
- c: Choice of ringtone during an intercom call (only if an additional monitor has been configured)
- d: Volume settings for the monitor ringtone
- e: Volume settings for the monitor loudspeaker during communication.

8: Image settings

Image brightness, contrast and colour settings.

9: Wi-Fi network management (only on WelcomeEye Connect)



a b c

- a: Activation (**On**) or deactivation (**Off**) of the Wi-Fi network.
- b: Configuration of the time between the visitor ringing the bell and when the notification is sent to the smartphone.
- c: Access to information on the network and Wi-Fi network reset.

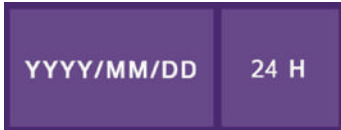
Note: The use of the Wi-Fi network and the smartphone application is detailed in chapter 8 application.

10: Time and date settings

a: time and date settings



b: date (applies to the main menu only) and time format settings.
Slide the image to access this menu.

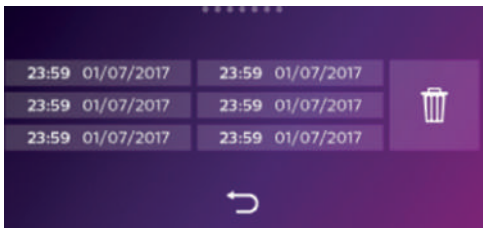


11: Reset menu


- a: Micro SD card resetting and formatting. May be necessary when using an micro SD card for the first time.
- b: Internal memory reset.
- c: Factory reset of the product and return to default values (visit memory function, configuration of video and photo recordings, ringtone deactivation, answering system function, options configuration, audio settings, image settings, Wi-Fi, time and date). The photos and videos recorded are saved.

D. Photo album

To access the album of recorded photos. The figure in the red circle indicates the number of unread photos.



 : time and date photo was taken. Click on it to view the photo.

 : To delete one or several photos. Click on the waste bin then select the photos to be deleted and click on the waste bin again to delete them.

E. Video album







Menu only accessible if a micro SD card is inserted.

To access recorded videos. The figure in the red circle indicates the number of unplayed videos.

The viewing and deletion procedure is identical to the photo album.

7. USER MANUAL

Response to a call:

- Pressing the intercom panel button triggers an audible signal and the monitor turns on. You have up to 20 seconds to respond to the call. Once the visitor has been identified, press the  key to begin talking.
- After two minutes of conversation, communication stops and the screen returns to the home page. If the conversation ends before two minutes, press the  key to stop communication. The screen returns to the home page.
- To refresh the picture, press  on the home screen. To refresh for an additional 120 seconds of conversation, press the  key
- Control an electric lock or strike plate by pressing the  key
- Control an automatic gate opening mechanism by pressing the  key

Missed call:

- Pressing the intercom panel button triggers an audible signal and the monitor turns on. If the visit memory function is activated (photo or video), a screenshot of the visitor is automatically sent to the user.
- If you choose to take photos, the number of images are captured corresponds with the number of photos you have selected (1, 3 or 5). These photos are stored in the internal memory if no micro SD card is inserted. Otherwise they are stored on the micro SD card.

Note: the photos saved in the internal memory may not be copied onto a memory card.

- You can also choose the video recording. In this case a video with sound is recorded. This function requires a micro SD card. Videos will only be recorded on your micro SD card. The recording time can be adjusted (10, 20 or 30 seconds).
- When there is a recorded message (visitor screenshot or message), a red circle with a figure indicates the number of unread messages on the home screen.
- For the WelcomeEye Connect version, an answering system function is available. If the answering system function is activated, the recorded message of the answering system is played on the intercom panel. At the end of the message, the system automatically switches to video and audio recording mode. The visitor can therefore leave a message. Note: the answering system function is only possible if the video recording is activated.

Standby

- The screen is automatically placed on standby which means the screen enters sleep mode for energy saving and screen sustainability purposes.
- If the monitor is in a menu other than the main menu, it automatically switches to the main screen after 15 seconds of inactivity.
- If the monitor is in the main menu, it automatically switches to standby mode after 15 seconds of inactivity.

- Lightly touch the screen to exit the standby mode.

8. SMARTPHONE APPLICATION

Connect a monitor to the Wi-Fi network

1. Download the Philips WelcomeEye application onto your smartphone. From the Apple store or Play store



2. From the monitor, go to



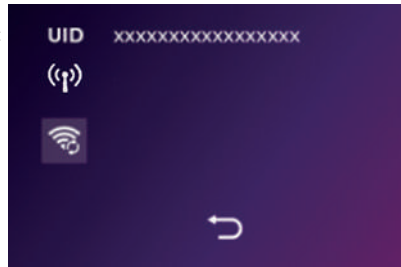
and activate Wi-Fi:






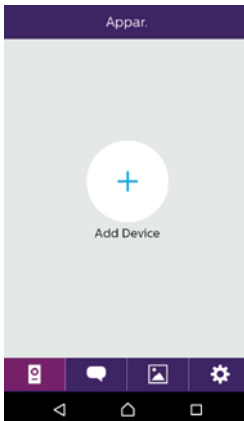
3. Go to



, and the following menu appears:



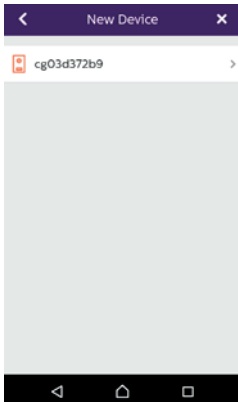
Note: If the  icon does not appear on the second line, reset Wi-Fi by clicking on  then wait until the  icon appears (approximately 30s.).



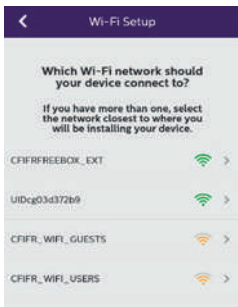
4. From the WelcomeEye application, click on + to add a device.



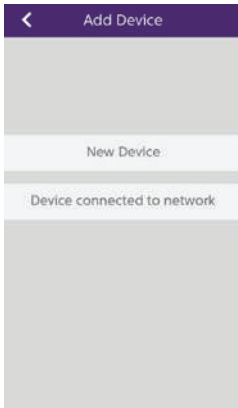
5. Android : Click on new device and then next



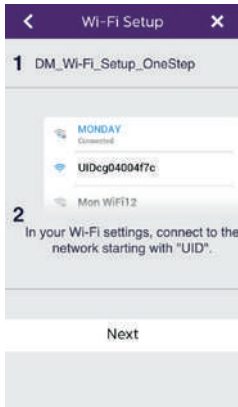
6. The UID of your monitor should appear. Click on it.



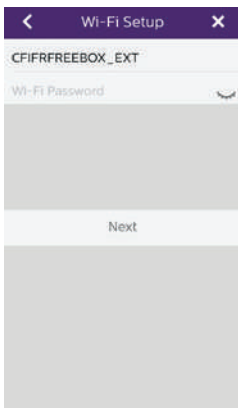
Choose the box to which you wish to connect your monitor, enter its password and click on next.



5 Bis. IOS : Click on new device and then next.



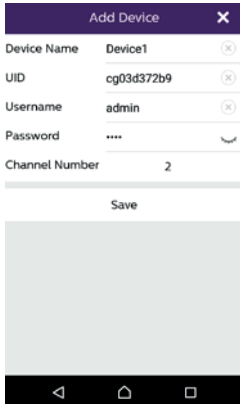
Exit the application and go to the Wi-Fi settings of the smartphone. Log in to the Wi-Fi starting with 'UIDcg.....'.



Return to the application and click on next. Enter the name of your network and its password, then click on



: Show password



6. Enter the name you wish to give your device, the user name, password and number of doors (= channel number) you wish to control. You will be asked for the password every time you wish to open your electric strike plate or gate from the application.


Warning: default password 1234.

Channel No
 1 = single strike control
 2 = gate and gate control

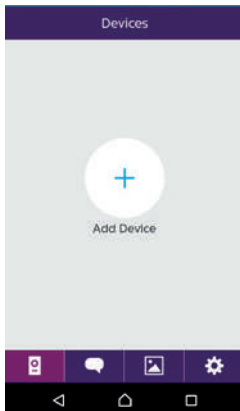
Click on Save.

Your videophone is now connected to the Wi-Fi network and your smartphone can receive calls.

Add a smartphone to a connected videophone

1. Download the Philips WelcomeEye application onto your smartphone from the Apple App Store or Google Play Store 

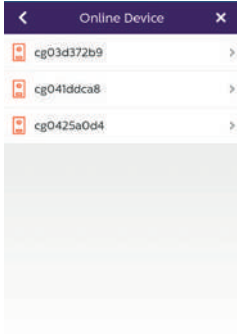
Warning: deactivate the smart Wi-Fi network mode on the smartphone if it is activated.



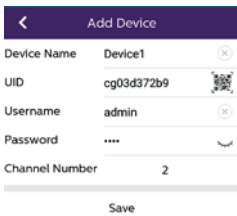
2. From the WelcomeEye application, click on + to add a device.



3. Click on device connected to the network, then conn. dev. Make sure the smartphone is connected to the same Wi-Fi network as the monitor.



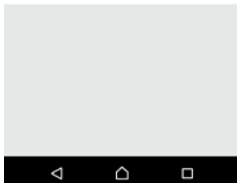
4. The UID of your monitor should appear. Click on it.



5. Enter the name you wish to give your device, the user name, password and number of doors (= channel number) you wish to control. You will be asked for the password every time you wish to open your electric strike plate or gate from the application.

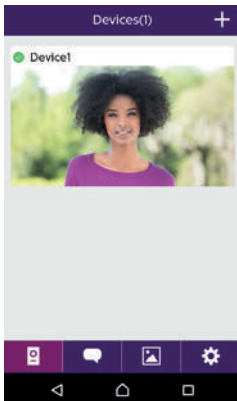
Warning: If you choose 1 for the channel number, you may only control the electric strike plate.

Click on Save.



6. Your smartphone can now receive calls from your videophone.

Interface function

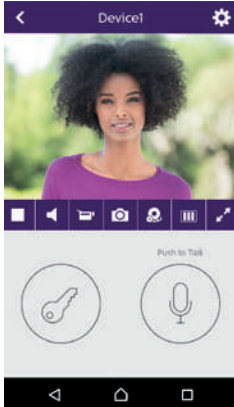







Contains the different devices and enables switching to monitoring mode.





Adding a device

Click on the picture to enter monitoring mode.



-  Managing camera settings: name, password, Wi-Fi network, Number of channels and alarm.
-  Start/stop my real-time viewing.
-  Switch the sound on/off.
-  Record a video.
-  Take a photo.

 Reduces the quality of the video (1 bar) or only records the sound (0 bar) if bandwidth is limited. For optimum performance, minimum throughput must be 40 kB/s.

 Full screen mode





Open the electric strike plate or gate (default password: 1 2 3 4).

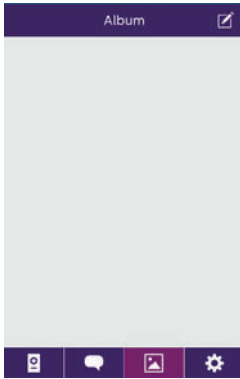
Note: the number of doors must be set to 2 to control the opening of the gate



Press and hold to talk to the visitor.



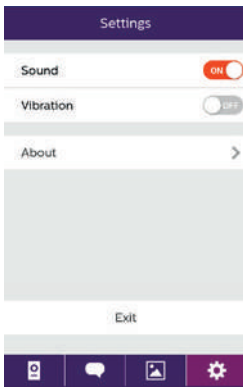
-  To delete the recordings
-  Contains the recordings.



To modify the photos (delete, sort and group)



Contains the saved photos.



Sound



Activate/deactivate audible alarms.

Vibration



Activate/deactivate vibrating mode during alarms.

About



Information on the application.

Exit

Exit the application.



Manage the settings.

9. TECHNICAL CHARACTERISTICS

Monitor:

ref.: 538102 (WelcomeEye Connect)

ref.: 538101 (WelcomeEye Touch)

- 2 wires
- 7" touch screen
- Resolution 800 x 480
- Class 10 micro SD card up to 32GB (not supplied)
- Wi-Fi 2.4 GHz IEEE 8111 b/g/n (WelcomeEye Connect only)
- Radio power emitted: 18 dB maximum
- Current consumption: 550mA (Connect), 470mA (Touch)
- Power consumption: 13.2W (Connect), 11.3W (Touch)
- 6 ringtones (85dB)
- Dimensions: 142(h) x 210(l) x 15(d) mm

Intercom panel: (WelcomeEye Outdoor)

ref.: 531006

- C-MOS colour sensor 900TVL

- Viewing angle H130°, V90°
- Night vision (white LEDs)
- Strike plate control 12V/1.1A/ 1,5 s.
- Gate control: breaking capacity 12V/2A
- RFID (125kHz)
- IP44
- Operating temperature: -20°C / +50°C
- Dimensions: 168(h) x 82(l) x 38(d) mm

WelcomeEye application (for WelcomeEye Connect only):

- Android v4.4 or above
- iOS 7 or above
- PUSH notification

WelcomeEye AddComfort: (additional monitor)

ref.: 531003

- 2 wires
- 7" screen
- Resolution 800 x 480
- Current consumption: 460mA
- Power consumption: 11.1W
- 6 ringtones (85dB)
- Dimensions: 142(h) x 210(l) x 15(d) mm

WelcomeEye AddCompact: (additional monitor)

ref.: 531005

- 2 wires
- 4.3" screen
- Resolution 480 x 272
- Current consumption: 400mA
- Power consumption: 9.6W
- 6 ringtones (85dB)
- Dimensions: 116(h) x 146(w) x 16(d) mm

WelcomeEye Outdoor: (Additional intercom panel)

ref.: 531006

- C-MOS colour sensor 900TVL
- Viewing angle H130°, V 90°
- Night vision (white LEDs)
- Strike plate control 12V/1.1A/ 1,5 s.
- Gate control: breaking capacity 12V/2A
- RFID (125kHz)
- IP44
- Operating temperature: -20°C / +50°C
- Dimensions: 168(h) x 82(w) x 38(d)

WelcomeEye Cam: (additional camera)

ref.: 531007

- C-MOS colour sensor 900TVL
- Viewing angle: H95°, V75°
- Operating temperature: -20°C / +50°C
- Protection index: IP66

10. ACCESSORIES

WelcomeEye AddCompact - DES 9300 DDE (ref.: 531005)*

WelcomeEye AddComfort - DES 9500 DDE (ref.: 531003)*

WelcomeEye Cam - DES 9900 CVC (ref.: 531007)

WelcomeEye Outdoor - DES 9900 VOS (ref.: 531006)**

WelcomeEye Lock - DES 1000 EDL (ref.: 531008)

WelcomeEye Lock - DES 1100 EDL (ref.: 531009)

WelcomeEye Power - DES 1000 DPS (ref.: 531010)**

WelcomeEye TAG - DES 1000 ACI (ref.: 531011)**

* Refer to the complete WelcomeEye Comfort/Compact instructions available on the www.philips.com website for more information.

** Refer to the complete WelcomeEye Connect/Touch instructions available on the www.philips.com website for more information.

11. FAQ

Failure	Cause	Solution
<ul style="list-style-type: none"> The monitor does not turn on 	<ul style="list-style-type: none"> The monitor is not connected to a power source 	<ul style="list-style-type: none"> Verify that the power supply is properly connected and turned on Check the polarity on the monitor or at the power supply output
	<ul style="list-style-type: none"> Poor connection or short circuit on the line 	<ul style="list-style-type: none"> Resolve the connection problem
<ul style="list-style-type: none"> Does not work when installed for the first time 	<ul style="list-style-type: none"> Connection error 	<ul style="list-style-type: none"> The device is equipped with major protections. Disconnect the power supply for at least 1mn, correct the installation error and reconnect. It should be noted that the protections will not be of any help if the product is directly connected to 230VAC, and that this error is not covered by warranty.
	<ul style="list-style-type: none"> Reversed polarity of the supply voltage 	
	<ul style="list-style-type: none"> Short-circuit on the line 	

<ul style="list-style-type: none"> • The intercom panel is on but the monitor does not ring 	<ul style="list-style-type: none"> • Switch configuration of the intercom panel 	<ul style="list-style-type: none"> • Verify that the intercom panel is not programmed in dual-family mode. Reminder: single-family = switch 2 set to ON, dual-family = switch 2 set to OFF. Don't forget to turn the power off for 5 seconds to activate the new settings (page 6)
	<ul style="list-style-type: none"> • Configuration menu of the monitor 	<ul style="list-style-type: none"> • Verify that the monitor is valid
	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • Verify that the monitor is connected to 1 and 2 of the intercom panel (for single-family use)
	<ul style="list-style-type: none"> • Energy saving mode activated 	<ul style="list-style-type: none"> • (page 12)
<ul style="list-style-type: none"> • Poor picture and/or sound 	<ul style="list-style-type: none"> • Environment 	<ul style="list-style-type: none"> • Check that the wires used are the correct size and that the videophone's connection wires are not in the same sheath as the 230VAC wires
<ul style="list-style-type: none"> • Purple picture 	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • The connection cable must not be tangled
<ul style="list-style-type: none"> • Image is too bright 	<ul style="list-style-type: none"> • Camera position 	<ul style="list-style-type: none"> • Do not expose the lens of the camera directly to sunlight or to a reflective surface.
		<ul style="list-style-type: none"> • Check the settings of the monitor (page 12)
<ul style="list-style-type: none"> • The volume of the intercom panel is too low 	<ul style="list-style-type: none"> • Settings 	<ul style="list-style-type: none"> • Re-enter the settings on the back of the intercom panel
<ul style="list-style-type: none"> • The volume from the intercom panel is too low 	<ul style="list-style-type: none"> • The microphone hole of the intercom panel is blocked 	<ul style="list-style-type: none"> • Verify and rectify

<ul style="list-style-type: none"> • The Dual-family mode is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify that the intercom panel is not programmed in dual-family mode. Reminder: single-family = switch 2 set to ON, dual-family = switch 2 set to OFF. Don't forget to turn the power off for five seconds to activate the new settings (page 6)
	<ul style="list-style-type: none"> • Configuration menu of the monitors 	<ul style="list-style-type: none"> • Verify that the monitors are valid (BOTH of them)
	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • The monitors of family 1 must be connected to 1 and 2 of the intercom panel, those of family 2 to 3 and 4
<ul style="list-style-type: none"> • The additional monitor is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify that you have correctly configured the menus of your monitors with 1 SINGLE master terminal, the others MUST be configured as slaves
	<ul style="list-style-type: none"> • Connection 	<ul style="list-style-type: none"> • Verify that the additional monitor is connected to 1 and 2 of the intercom panel for single-family operation
<ul style="list-style-type: none"> • The additional intercom panel is not working 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • Verify the position of switch 1 on the panels (page 6); it must be different. Don't forget to turn the power off for five seconds to activate the new settings
	<ul style="list-style-type: none"> • Configuration menu of the monitors 	<ul style="list-style-type: none"> • Verify that the monitors are valid (BOTH of them)
<ul style="list-style-type: none"> • The micro SD card is not recognised "Message SD card error" 	<ul style="list-style-type: none"> • Folders not created 	<ul style="list-style-type: none"> • When inserted for the first time, it must be formatted by the monitor (page 13)
	<ul style="list-style-type: none"> • Quality of the micro SD card 	<ul style="list-style-type: none"> • Use at least one class 10 card
<ul style="list-style-type: none"> • After inserting the micro SD card, cannot access the photos on the internal memory • Cannot retrieve the photos from the internal memory on the micro SD card 	<ul style="list-style-type: none"> • The micro SD card has priority, and the internal memory can no longer be accessed 	<ul style="list-style-type: none"> • Remove the micro SD card to access the internal memory
		<ul style="list-style-type: none"> • Normal operation

<ul style="list-style-type: none"> • No video recording 	<ul style="list-style-type: none"> • Absence of micro SD card 	<ul style="list-style-type: none"> • Videos can only be recorded when there is a micro SD card in the monitor
	<ul style="list-style-type: none"> • Card format unsuitable 	<ul style="list-style-type: none"> • Type of micro SD card or SDHC mic, no SDXC mic
	<ul style="list-style-type: none"> • Unsuitable card size 	<ul style="list-style-type: none"> • 64MB min, 32GB max class 10
		<ul style="list-style-type: none"> • Check recording mode (page 11)
<ul style="list-style-type: none"> • The strike plate and gate motor are controlled via the monitor, not the RFID 	<ul style="list-style-type: none"> • Programming error 	<ul style="list-style-type: none"> • Reset and resume the badge programming procedure. • Reminder: short swipe of the badge = electrical control, long swipe = dry contact control
<ul style="list-style-type: none"> • Poor image and/or sound from the smartphone* 	<ul style="list-style-type: none"> • Stream problem 	<ul style="list-style-type: none"> • The stream must be at least 40Kb/s
		<ul style="list-style-type: none"> • Modify the stream from the app settings (change the no. of frames/second)
<ul style="list-style-type: none"> • The opening of the electric strike plate is controlled by the application, but the opening of the gate is not* 	<ul style="list-style-type: none"> • Configuration 	<ul style="list-style-type: none"> • In application settings, verify that "code verr" = 2 • Reminder: the command can only be sent if a conversation via the intercom is ongoing
<ul style="list-style-type: none"> • The strike plate is not controlled via the monitor 		<ul style="list-style-type: none"> • The strike plate or electric lock that you are ordering must have a mechanical memory. The strike plate current cannot exceed 1.1A. • Connect it directly to terminals 7 and 8 at the back of the intercom panel (no need to observe polarity). • The opening function is only possible if the video of the respective intercom panel is displayed.

* WelcomeEye Connect only

Reminder: Videos can only be recorded when there is an micro SD card in the monitor.

The photos and videos launched by the application are recorded on the smartphone.

The application only allows access to intercom panel views, not the additional cameras.


Notes: To check whether or not the product is faulty, we recommend connecting it over a short distance (3m of wiring). If the symptoms persist, the product is faulty. If not, check the installation and cable used.

12. TECHNICAL ASSISTANCE - WARRANTY

This product is guaranteed for parts and labour in our workshops.

The warranty does not cover: consumables (batteries, etc.) and damage caused by misuse, improper use, improper installation, external intervention, damage due to physical or electrical shocks, dropping, or atmospheric phenomena.

- Do not open the device, as this will void the warranty.
- If the unit is returned for After Sales Service, protect the unit to prevent scratches.
- Clean with a soft cloth only, no solvents. The guarantee is void if parts have been dismantled. Before cleaning it, disconnect the equipment or switch it off at the mains.

 **Warning:** Do not use any gasoline or carboxylic acid, alcohol or similar treatment. In addition to damaging your device, the fumes are also hazardous to your health and are explosive.

Do not use any tool that can conduct voltage (wire brush or other sharp tool, etc.) for cleaning.

The till receipt or invoice is your proof of purchase date.

If necessary, the contacts and opening hours of our technical assistance centres are available on the www.philips.com website.

WARRANTY CARD		
Mr / Mrs :	_____	
Phone number :	_____	
Address :	_____ _____	
E-mail :	_____	
Date of purchase :	____/____/____ (DD/MM/YYYY)	
Dealer :	_____	
Dealer Phone :	_____	
Dealer address :	_____	
Serial number	<table border="1"><tr><td>PHI/1031/ _____</td></tr></table>	PHI/1031/ _____
PHI/1031/ _____		
Important: Please keep this warranty card with your proof of purchase.		

Philips and Philips' shield emblem are registered trademarks of Koninklijke Philips N.V. and are used under licence. This product has been manufactured by and is sold under the responsibility of CFI Extel SAS, and CFI Extel SAS is the sole guarantor of this product.

13. SAFETY PRECAUTIONS

Any damage caused by a failure to adhere to the manual shall void the warranty. We assume no liability for damages resulting therefrom!

We cannot be held responsible for any damage to property or persons caused by incorrect use or a failure to adhere to the safety instructions.

This product has been manufactured in full compliance with safety instructions. In order to

maintain this status and get the most out of the product, users must adhere to the safety instructions and warnings contained in this manual.



- This symbol indicates that there is a risk of electric shock or short-circuit.
- You should only use this product with a voltage between: 100-240 Volts and 50-60 hertz. Never attempt to use this device with a different voltage.
 - Ensure that all the system's electrical connections conform to the instructions for use.
 - In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.
 - In schools, training facilities, workshops, etc. qualified personnel must be on hand to monitor electronic equipment operation.
 - You must follow the instructions for use of any other devices connected to the system.
 - Please contact an experienced person if you have any doubts regarding equipment operation or safety.
 - Never plug in or unplug electrical equipment with wet hands.
 - When installing this product, check that the power supply cables are not at risk of being damaged.
 - Never replace damaged electrical cables yourself! In this case, remove them and call an expert.
 - The mains supply should be located close to the device and must be easily accessible.
 - An easily accessible cut-off system (switch disconnecter, circuit breaker, equivalent system) must be integrated into the building's wiring installation for the equipment connected to the power grid.
 - Keep a minimum distance around the device to guarantee sufficient ventilation.
 - Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc.).
 - No open flame source such as a burning candle must be placed on the device.
 - Respect the product's operating temperature.
 - The device must not be exposed to liquid flow or splashing. Do not place any objects filled with liquid such as vases on the device.

14. FCC/CE WARNING

Note: This equipment has been tested and found to comply with the limits for the Class B, in compliance with current European safety standards. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment uses and emits a radio frequency energy and may cause interference with radio communications if not installed and used according to the instructions.

However, there is no guarantee that there will be zero interference in any given installation. If this equipment causes interference with radio or TV reception, which can be determined by starting and stopping the equipment, we recommend resolving this interference by using at least one of the following measures:

- Reorient or move the receiving antenna
- Increase the distance between the equipment and the receiver
- Use a plug on a different circuit to that being used by the receiver

15. DECLARATION OF CONFORMITY

The undersigned, CFI-Extel, declares that the WelcomeEye radioelectric equipment complies with the 2014/53/EU directive. The full text of the EU declaration of conformity is available at the following address: www.cfi-extel.com.



FR - Ne jetez pas les piles et les appareils hors d'usage avec les ordures ménagères. Les substances dangereuses qu'ils sont susceptibles de contenir peuvent nuire à la santé et à l'environnement. Faites reprendre ces appareils par votre distributeur ou utilisez les moyens de collecte sélective mise à votre disposition par votre commune. Directive WEEE 2012/19/EU

GB - Don't throw batteries or out of order products with the household waste (garbage). The dangerous substances that they are likely to include may harm health or the environment. Make your retailer take back these products or use the selective collect of garbage proposed by your city. Directive WEEE 2012/19/EU

D - Verbrauchte Batterien und nicht mehr benützte Geräte sind Sondermüll. Sie enthalten möglicherweise gesundheits- und umweltschädliche Substanzen. Geben Sie alte Geräte zur fachgerechten Entsorgung beim Gerätehändler ab bzw. benutzen Sie die örtlichen Recyclinghöfe.

Directive WEEE 2012/19/EU

NL - De lege batterijen en oude apparaten niet met het huisvuil meegeven; deze kunnen gevaarlijke stoffen bevatten die de gezondheid en het milieu schaden. De oude apparaten door uw distributeur laten innemen of de gescheiden vuilinzameling van uw gemeente gebruiken. Directive WEEE 2012/19/EU

PL - Nie wyrzucać zużytych baterii i zepsutych urządzeń do śmieci. Substancje niebezpieczne, które mogą zawierać są szkodliwe dla zdrowia i środowiska. Urządzenia należy zwrócić do dystrybutora lub wykorzystać system zbiórki selektywnej dostępny na terenie gminy. Dyrektywa WEEE 2012/19/EU

IT - Non gettare le pile e le apparecchiature fuori uso insieme ai rifiuti domestici. Le sostanze dannose contenute in esse possono nuocere alla salute dell'ambiente. Restituire questo materiale al distributore o utilizzare la raccolta differenziata organizzata dal comune. Directive WEEE 2012/19/EU

ES - No tire las pilas ni los aparatos inservibles con los residuos domésticos, ya que las sustancias peligrosas que puedan contener pueden perjudicar la salud y al medio ambiente.

Pídale a su distribuidor que los recupere o utilice los medios de recogida selectiva puestos a su disposición por el ayuntamiento. Directive WEEE 2012/19/EU

PT - Não junte as pilhas nem os aparelhos que já não se usam com o lixo caseiro. As substâncias perigosas que ambos podem conter podem ser prejudiciais para a saúde e para o ambiente. Entregue esses aparelhos ao seu lixeiro ou recorra aos meios de recolha selectiva ao seu dispor. Directive WEEE 2012/19/EU



Pour en savoir plus : www.quefairedemesdechets.fr



FR - Ce symbole indique que l'appareil s'installe et s'utilise uniquement à l'intérieur

GB - This symbol indicates that the device must only be installed and used indoors

D - Dieses Symbol zeigt an, dass das Gerät nur innen installiert und verwendet wird

NL - Dit symbool betekent dat het apparaat alleen binnen mag worden geïnstalleerd en gebruikt

PL - Ten symbol wskazuje, iż urządzenie przeznaczone jest wyłącznie do montażu i użytku wewnętrznego

IT - Questo simbolo indica che l'apparecchio si installa e si utilizza unicamente all'interno

ES - Este símbolo indica que el aparato se instala y utiliza únicamente en el interior

PT - Este símbolo indica que o aparelho só pode ser instalado e usado em interiores



FR - La protection des appareils qui portent ce symbole est assurée par une double isolation et ne requiert pas de branchement de sécurité à la terre/masse électrique.

GB - The protection of devices bearing this symbol is guaranteed by double insulation, they do not require a safety connection to electrical earth.

D - Der Schutz der dieses Symbol tragenden Geräte wird durch eine zweifache Isolation gewährleistet und erfordert keinen elektrischen Schutzanschluss an Erde/Masse.

NL - Apparatuur die voorzien is van dit symbool, wordt beschermd door een dubbele isolatie en vereist geen beveiligde elektriciteitsaansluiting op de aarde/massa.

PL - Urządzenia oznaczone takim symbolem są chronione podwójną izolacją i nie wymagają one bezpiecznego podłączenia do uziemienia/masy.

IT - La protezione delle apparecchiature che riportano questo simbolo è garantita da un doppio isolamento e non necessita di messa a terra/collegamento a massa.

ES - La protección de los aparatos que llevan este símbolo está garantizada por un doble aislamiento y no requiere una conexión de seguridad a tierra/masa eléctrica.

PT - A proteção dos aparelhos que contêm este símbolo é assegurada através de isolamento dupla e não necessita de ligações de segurança à terra/massa elétrica.



FR - Courant continu

GB - Direct Current

D - Gleichstrom

NL - Directstroom

PL - Prąd stały

IT - Corrente continua

ES - Corriente continua

PT - Corrente continua



FR - Courant alternatif

GB - Alternating Current

D - Wechselstrom

NL - Gelijkstroom

PL - Prąd zmienny

IT - Corrente alternata

ES - Corriente alterna

PT - Corrente alterna

F. La marque commerciale Philips est une marque déposée par Koninklijke Philips N.V.

GB. The Philips trademarks are registered trademarks of Koninklijke Philips N.V.

D. Die Philips Warenzeichen sind eingetragene Warenzeichen der Koninklijke Philips N.V.

NL. De handelsmerken van Philips zijn gedeponeerde handelsmerken van Koninklijke Philips N.V.

PL. Znaki handlowe Philips są zarejestrowanymi znakami handlowymi Koninklijke Philips N.V.

IT. I marchi Philips sono marchi registrati di proprietà di Koninklijke Philips N.V.

ES. Las marcas registradas de Philips son marcas registradas de Koninklijke Philips N.V.

PT. As marcas registadas da Philips são marcas registadas da Koninklijke Philips N.V.

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