



EDS101S & EDS101B



Legal Information

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The Manual includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of this Manual at the company website Please use this Manual with the guidance and assistance of professionals trained in supporting the Product.

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Data Protection

During the use of device, personal data will be collected, stored and processed. To protect data, the development of our devices incorporates privacy by design principles. For example, for device with facial recognition features, biometrics data is stored in your device with encryption method; for fingerprint device, only fingerprint template will be saved, which is impossible to reconstruct a fingerprint image.

As data controller, you are advised to collect, store, process and transfer data in accordance with the applicable data protection laws and regulations, including without limitation, conducting security controls to safeguard personal data, such as, implementing reasonable administrative and physical security controls, conduct periodic reviews and assessments of the effectiveness of your security controls.

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 Caution	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 Note	Provides additional information to emphasize or supplement important points of the main text.

Safety Instruction

Warning

- All the electronic operation should be strictly compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.
 - Please use the power adapter, which is provided by normal company. The power consumption cannot be less than the required value.
 - Do not connect several devices to one power adapter as adapter overload may cause over-heat or fire hazard.
 - Please make sure that the power has been disconnected before you wire, install or dismantle the device.
 - When the product is installed on wall or ceiling, the device shall be firmly fixed.
 - If smoke, odors or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
 - If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)
-

Caution

- Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surface or places subject to shock (ignorance can cause equipment damage).
 - Do not place the device in extremely hot (refer to the specification of the device for the detailed operating temperature), cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
 - The device cover for indoor use shall be kept from rain and moisture.
 - Exposing the equipment to direct sun light, low ventilation or heat source such as heater or radiator is forbidden (ignorance can cause fire danger).
 - Do not aim the device at the sun or extra bright places. A blooming or smear may occur otherwise (which is not a malfunction however), and affecting the endurance of sensor at the same time.
 - Please use the provided glove when open up the device cover, avoid direct contact with the device cover, because the acidic sweat of the fingers may erode the surface coating of the device cover.
 - Please use a soft and dry cloth when clean inside and outside surfaces of the device cover, do not use alkaline detergents.
 - Please keep all wrappers after unpack them for future use. In case of any failure occurred, you need to return the device to the factory with the original wrapper. Transportation without the original wrapper may result in damage on the device and lead to additional costs.
-

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- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.
- Input voltage should meet both the SELV and the Limited Power Source according to 60950-1 standard.
- The power supply must conform to LPS. The recommended adaptor models and manufacturers are shown as below. Use the attached adapter, and do not change the adaptor randomly.

Model	Manufacturer	Standard
ADS-24S-12 1224GPCN	SHENZHEN HONOR ELECTRONIC CO.,LTD	CEE
G0549-240-050	SHENZHEN GOSPELL DIGITAL TECHNOLOGY CO.,LTD	CEE
TS-A018-120015Ec	SHENZHEN TRANSIN TECHNOLOGIES CO., LTD	CEE

Battery:

Do not ingest battery. Chemical burn hazard! This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death. Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

CAUTION: Risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions. Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types). Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion. Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas. Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas. + identifies the positive terminal(s) of equipment which is used with, or generates direct current. - identifies the negative terminal(s) of equipment which is used with, or generates direct current.

Regulatory Information

FCC Information

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC compliance: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU

RED Declaration of Conformity

Hereby, Velleman Group nv declares that the radio equipment type EDS101S & EDS101B is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.velleman.eu

Frequency power specifications

802.11b:15 dBm +/- 1.5 dBm

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802.11g:15 dBm +/- 1.5 dBm

802.11n(ht20):14 dBm +/- 1.5 dBm

802.11n(ht40):12 dBm +/- 1.5 dBm

Operating frequency range 2.4-2.4835 GHz

Network standards IEEE 802.11 b, g, n (2.4 GHz single band)



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

1. This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: this device may not cause interference, and
2. this device must accept any interference, including interference that may cause undesired operation of the device.

1. Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexempts de licence. L'exploitation est autorisée aux deux conditions suivantes : l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à

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l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

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Chapter 2 Appearance

Single-Button Villa Door Station

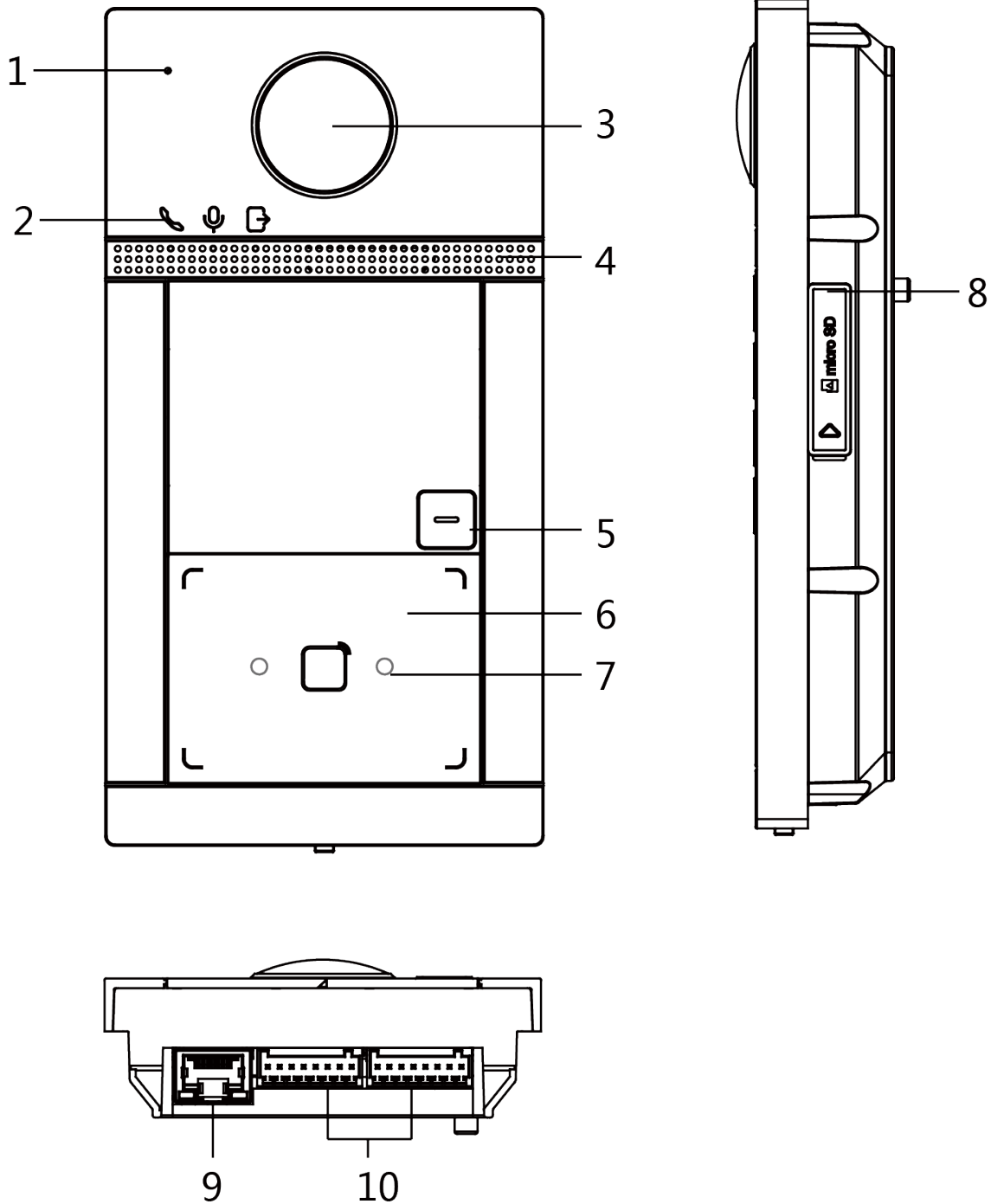


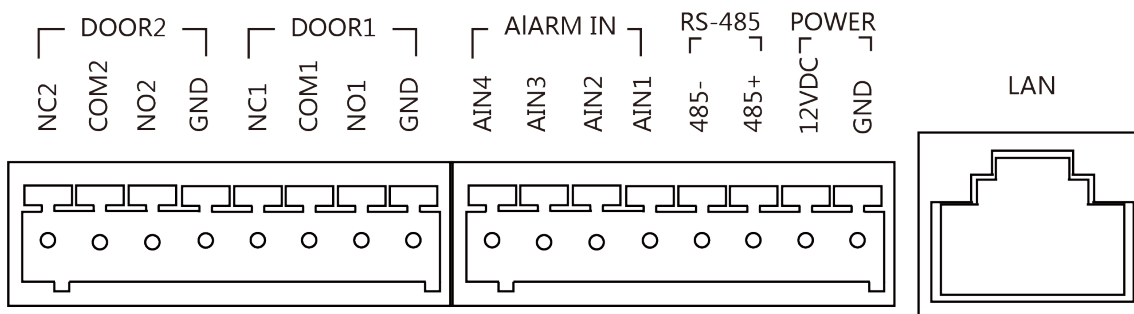
Figure 2-1 Single-Button Villa Door Station Appearance

Table 2-1 Description

No.	Description
1	Microphone
2	Indicator Unlock (Green)/ Call (Orange)/ Communicate (White)
3	Camera
4	Loudspeaker
5	Button
6	Card Reading Area
7	IR Light
8	TF Card Slot (Reserved) & Debugging Port
9	LAN
10	Terminals

Chapter 3 Terminal and Wiring Description


3.1 Terminal Description



Terminal Description

Table 3-1 Description of Terminal and Interfaces

Name	Interface	Description
DOOR	NC2	Relay Output 2 (NC)
	COM2	Common Interface
	NO2	Relay Output 2 (NO)
	GND	Grounding
	NC1	Relay Output 1 (NO)
	COM1	Common Interface
	NO1	Relay Output 1 (NO)
	GND	Grounding
ALARM IN	AI1	Alarm Input 1 (For the access of Door Contact)
	AI2	Alarm Input 2 (For the access of Door Contact)
		<div style="border: 1px solid black; padding: 5px;"> <p>Note</p> <p>Before accessing to the Door Contact, select Input as Door Status in I/O Settings page first.</p> </div>
	AI3	Alarm Input 3 (For the access of Exit Button)
AI4	Alarm Input 4 (For the access of Exit Button)	

Name	Interface	Description
		 Note Before accessing to the Exit Button, select Input as Exit Button in I/O Settings page first.
RS-485	485+	RS-485 Communication Interface
	485-	
Power Input	12 VDC	12 VDC Input
	GND	
Network	LAN	Network Interface

3.2 Wiring Description

3.2.1 Door Lock Wiring

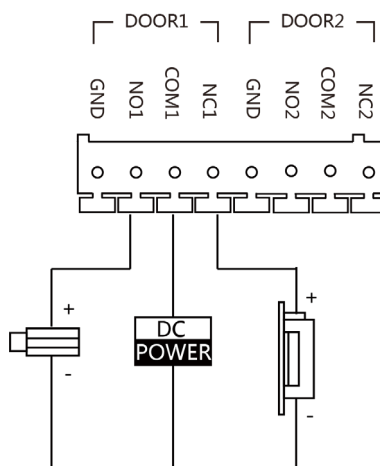


Figure 3-3 Door Lock Wiring

Note

- Terminal NC1/COM1 is set as default for accessing magnetic lock/electric bolt; terminal NO1/COM1 is set as default for accessing electric strike.
- To connect electric lock in terminal NO2/COM2/NC2, it is required to set the output of terminal

NO2/COM2/NC2 to be electric lock with Guarding Vision client software.

3.2.2 Door call connection to a classic doorbell or home automation system.

The relay output 2 will be closed for 1 second when the door button is pressed. You can connect the relays to a classic doorbell or an input of a home automation system.

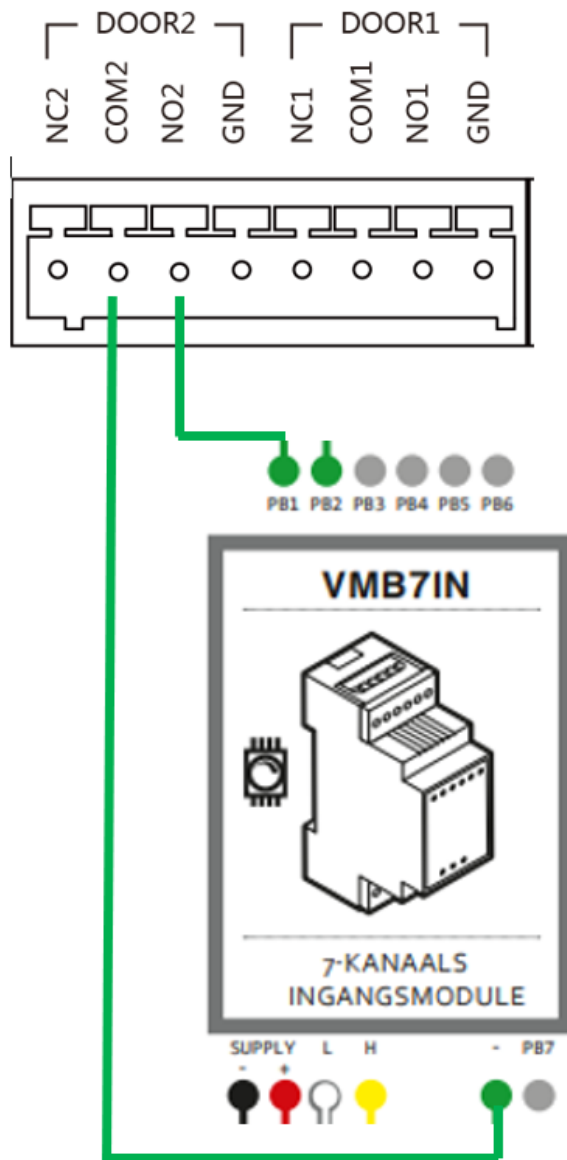
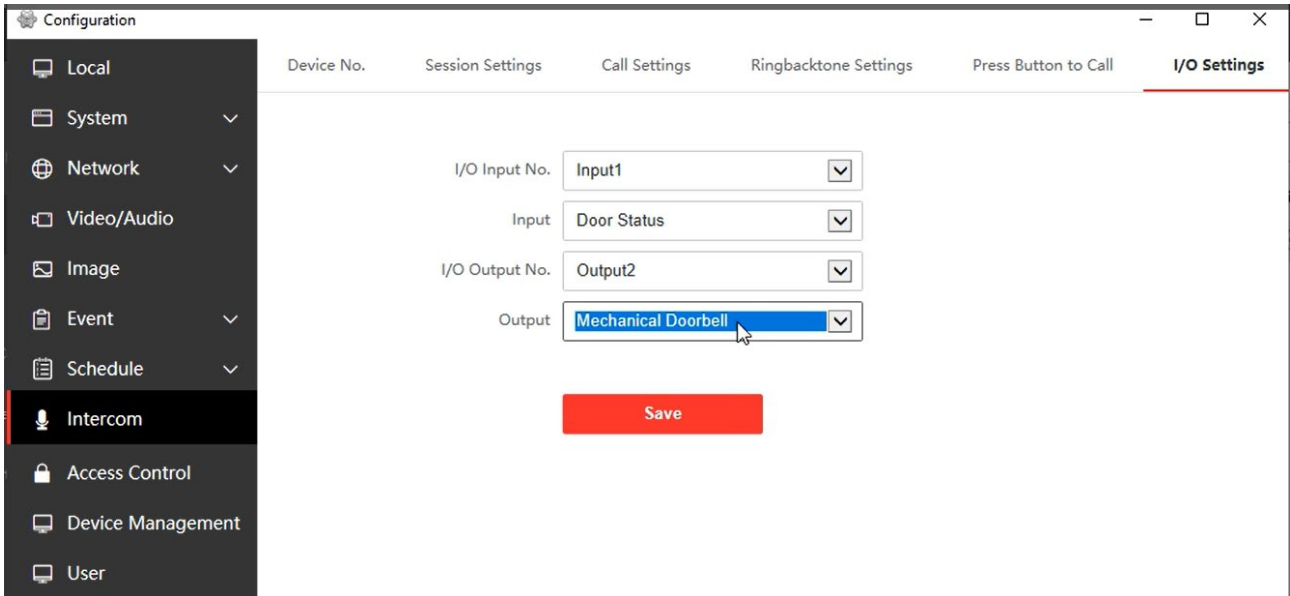


Figure 3-1 connection to home automation system

Software configuration:

This is preconfigured, but can be changed via the configuration menu, intercom, I/O settings:



3.2.3 Door Contact Wiring

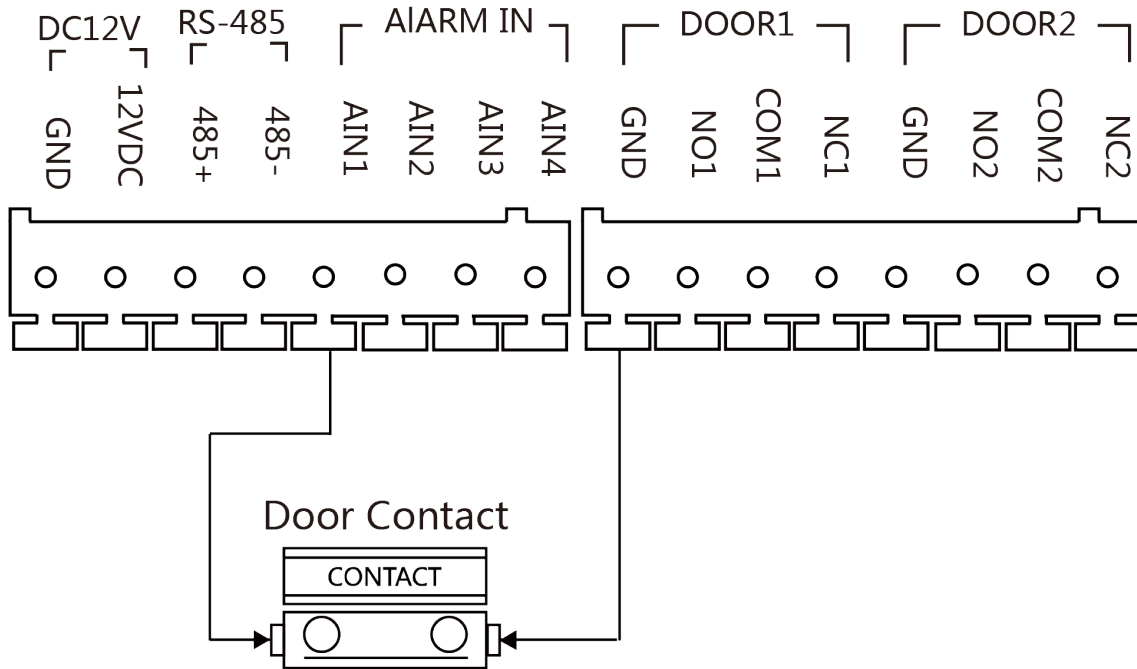


Figure 3-4 Door Contact Wiring

Note

If the door contact is not used, the corresponding input interface needs to be grounded. Otherwise the door light will stay open.

3.2.4 Exit Button Wiring

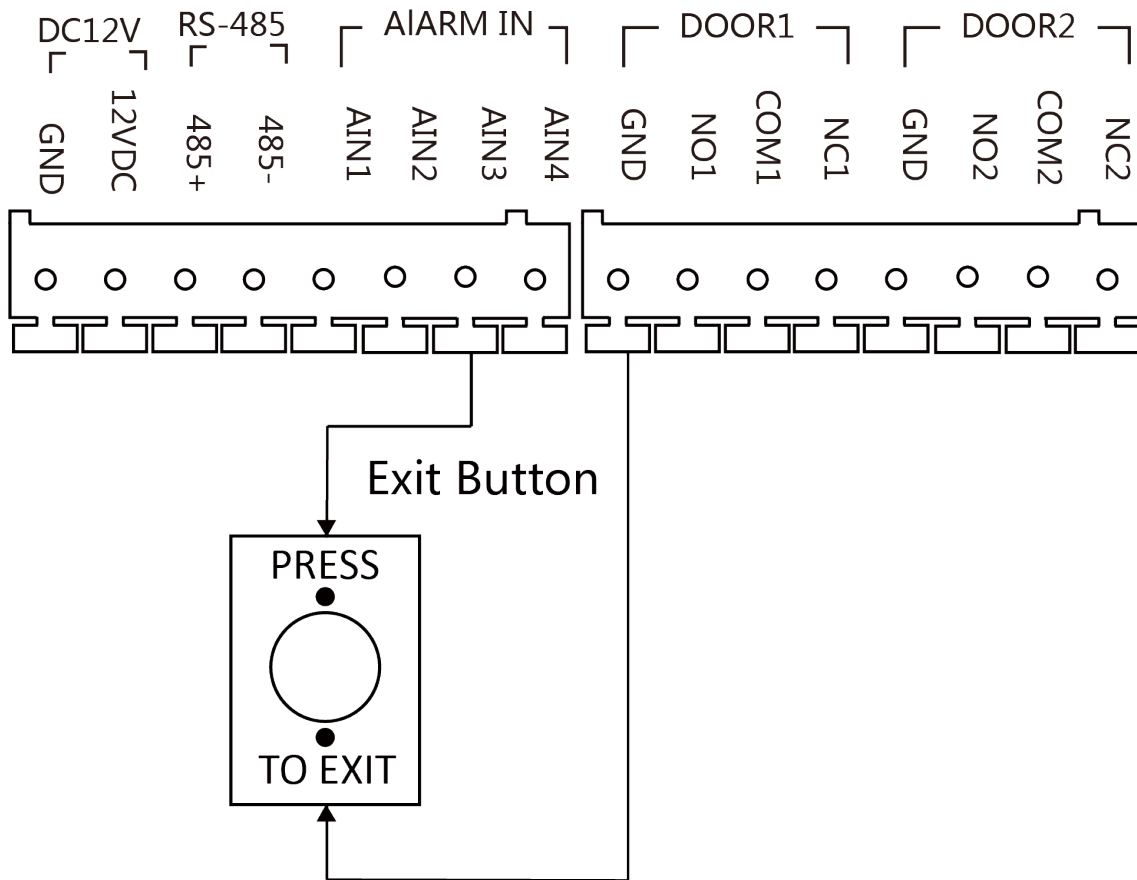


Figure 3-5 Exit Button Wiring

3.2.5 Alarm Input Device Wiring

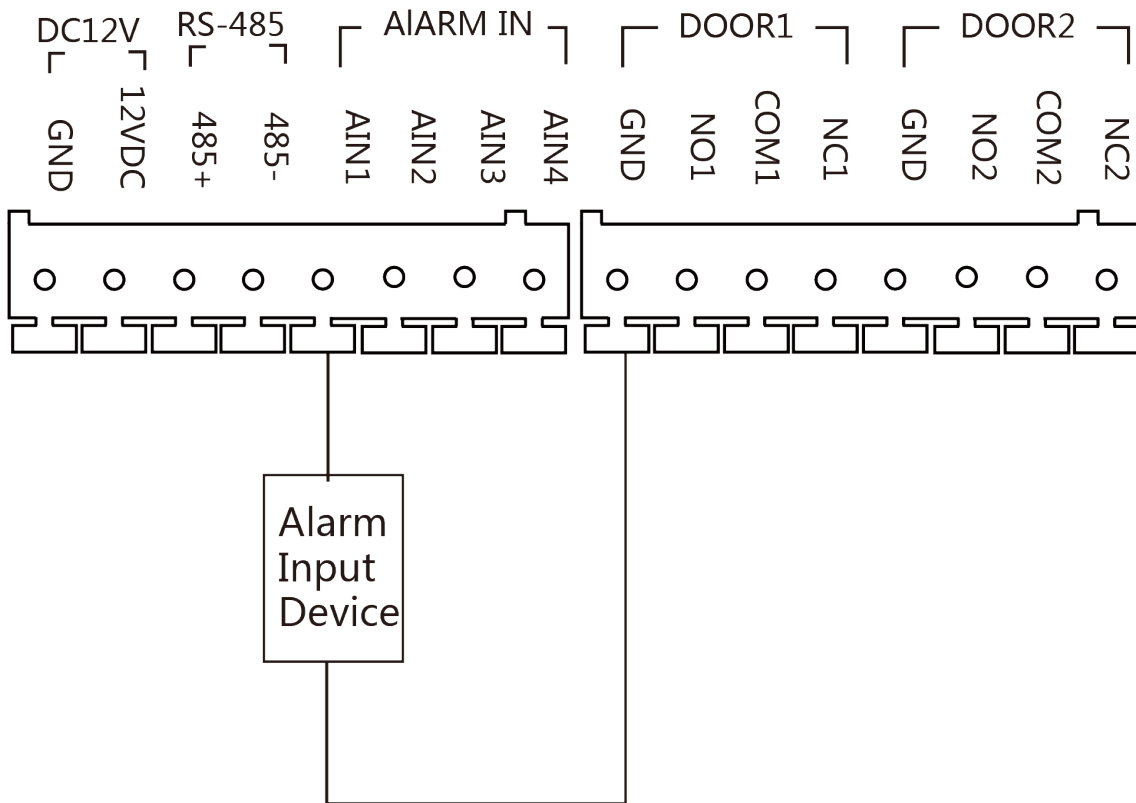


Figure 3-6 Alarm Input Device Wiring

Chapter 4 Installation

Note

- Make sure the device in the package is in good condition and all the assembly parts are included.
- Make sure your power supply matches your door station.
- Make sure all the related equipment is power-off during the installation.
- Check the product specification for the installation environment.

4.1 Accessory Introduction

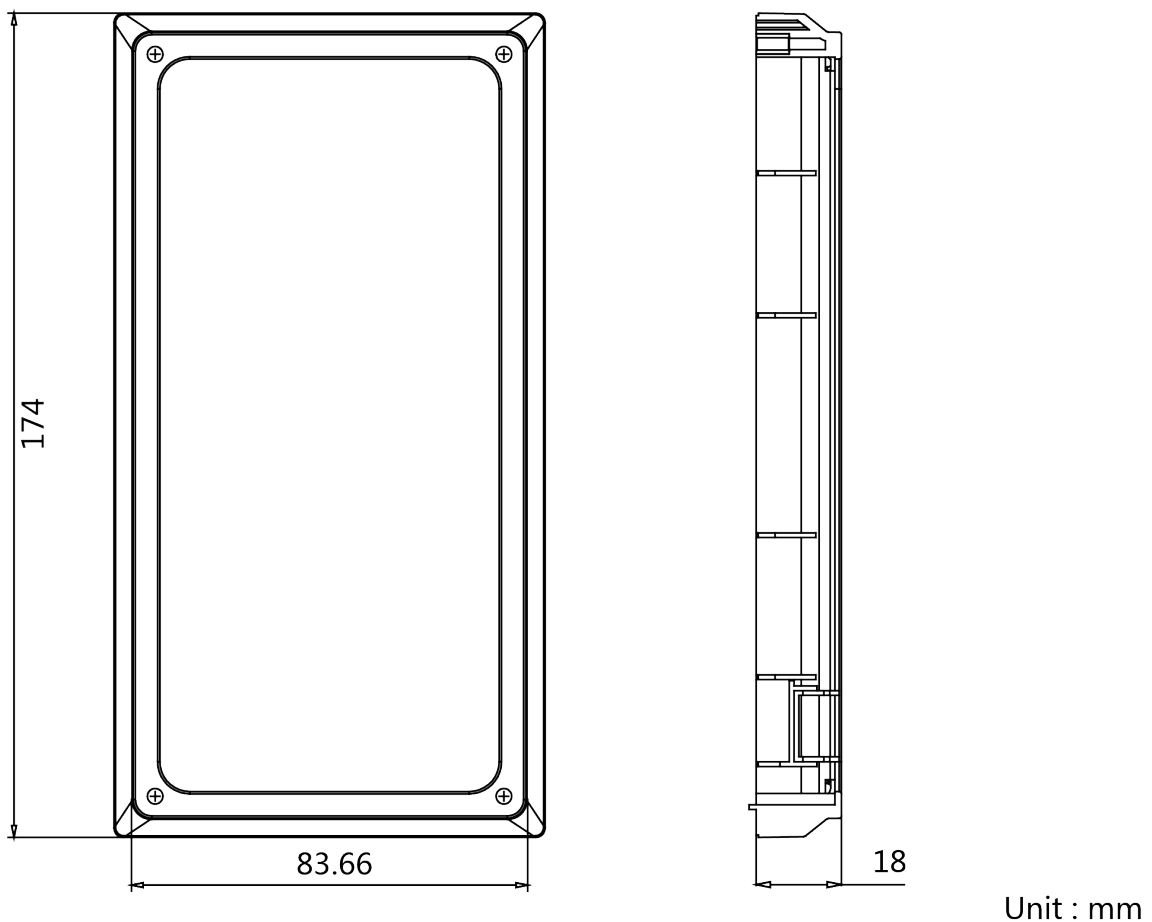


Figure 4-1 Accessory Introduction

Note

The dimension of gang box for door station is: 174 (length) × 83.66 (width) × 18 (depth) mm.

4.2 Surface Mounting with Protective Shield

Before You Start

- Tools that you need to prepare for installation: Drill ($\varnothing 2.846$) and gradienter.
- Purchase the protective shield before installation.

Steps

1. Stick the mounting template on the wall. Drill screw holes according to the mounting template. Remove the template from the wall.

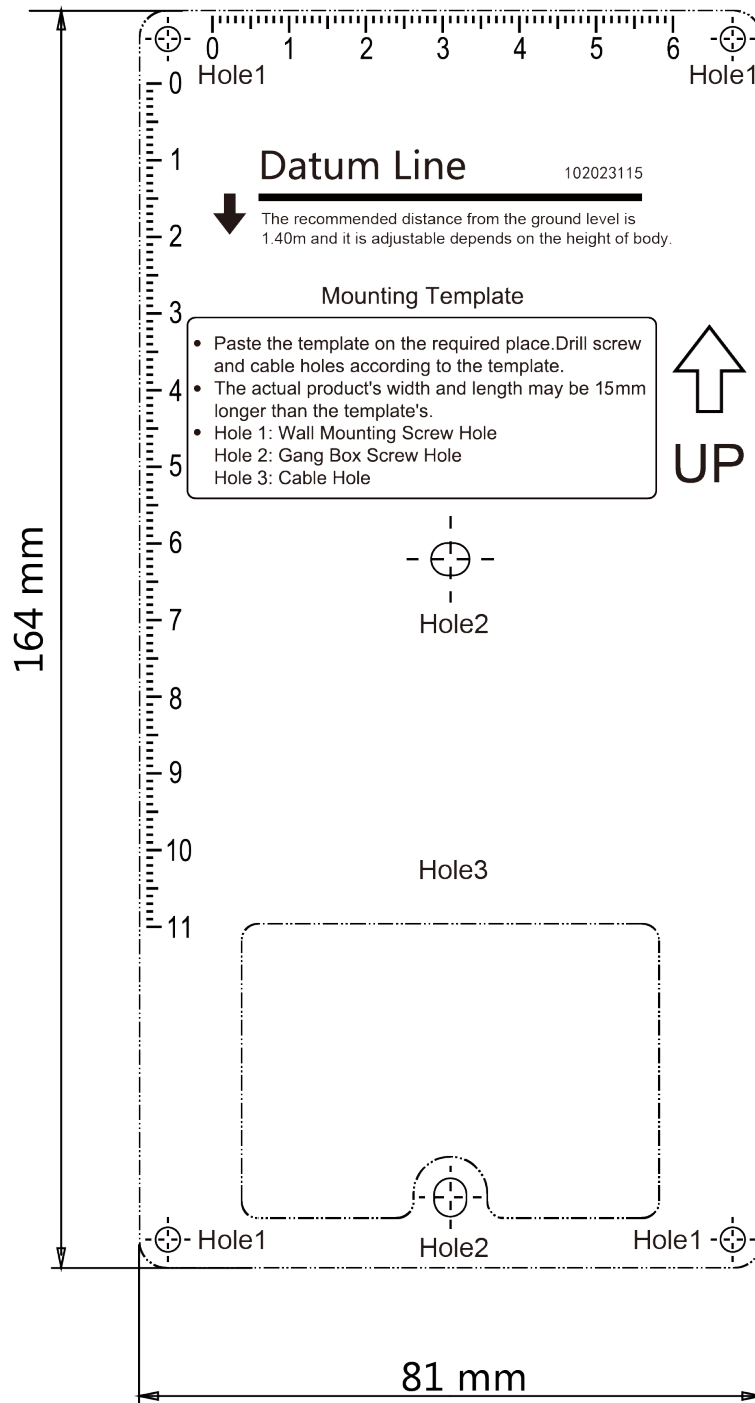


Figure 4-2 Mounting Template

2. Align the protective shield with mounting template.
3. Secure the mounting plate on the wall with 4 supplied screws according to the screw holes.
4. Secure the device on the mounting plate with 4 supplied set screws.
5. Fix the cover onto the device with the screw.

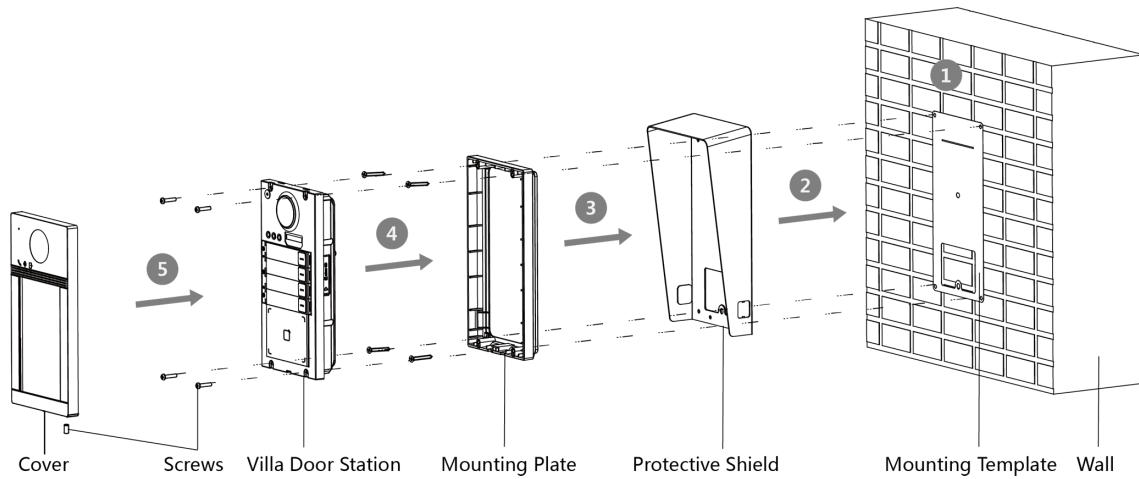


Figure 4-3 Surface Mounting with Protective Shield

4.3 Surface Mounting without Protective Shield

Before You Start

Tools that you need to prepare for installation: Drill ($\varnothing 2.846$) and gradienter.

Steps

1. Stick the mounting template on the wall. Drill screw holes according to the mounting template. Remove the template from the wall.

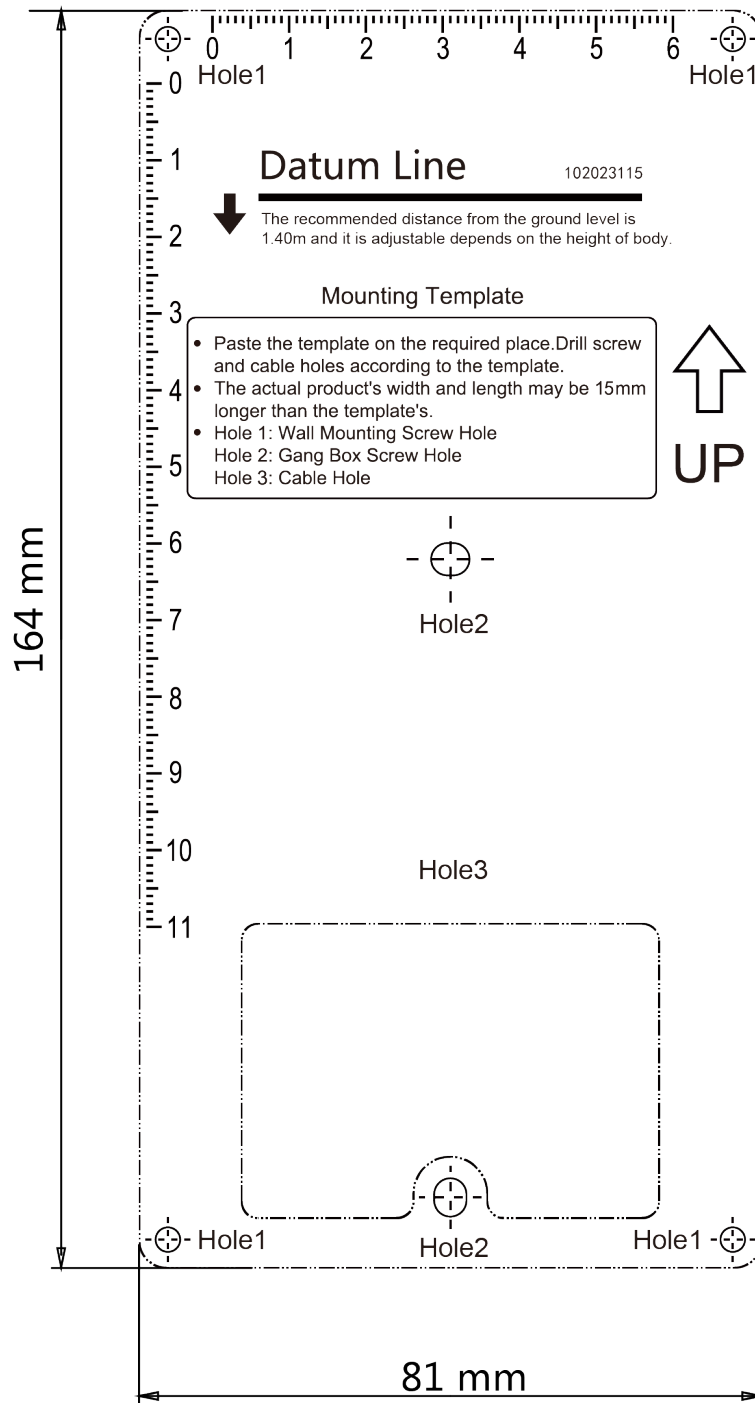


Figure 4-4 Mounting Template

2. Secure the mounting plate on the wall with 4 supplied screws according to the screw holes.
3. Secure the device on the mounting plate with 4 supplied set screws.
4. Fix the cover onto the device with the screw.

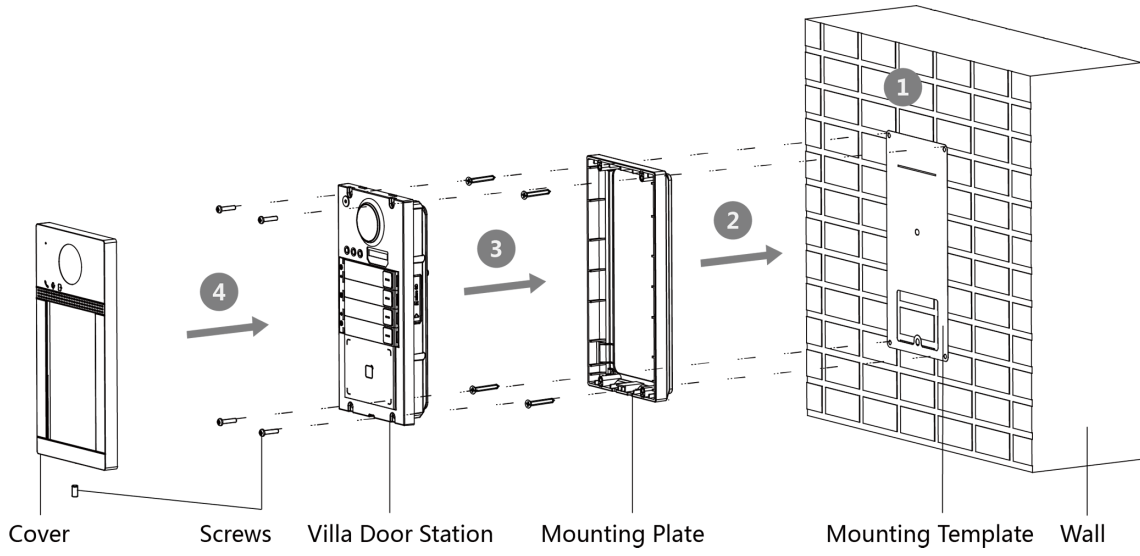


Figure 4-5 Surface Mounting without Protective Shield

Chapter 5 Activation

ONLY NECESSARY AFTER A FULL RESET!

5.1 Activate Device via Web

You are required to activate the device first by setting a strong password for it before you can use the device.

Default parameters of the door station are as follows:

- Default IP Address: 192.0.0.65.
- Default Port No.: 8000.
- Default User Name: admin

Steps

1. Power on the device, and connect the device to the network.
2. Enter the IP address into the address bar of the web browser, and click **Enter** to enter the activation page.

Note

The computer and the device should belong to the same subnet.

3. Create and enter a password into the password field.
4. Confirm the password.
5. Click **OK** to activate the device.

5.2 Activate Device via Client Software

You can only configure and operate the door station after creating a password for the device activation.

Default parameters of door station are as follows:

- Default IP Address: 192.0.0.65.
- Default Port No.: 8000.
- Default User Name: admin.

Steps

1. Run the client software, click **Maintenance and Management** → **Device Management** → **Device** to enter the page.
2. Click **Online Device**.
3. Select an inactivated device and click **Activate**.

4. Create a password, and confirm the password.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

5. Click **OK** to activate the device.

Note

- When the device is not activated, the basic operation and remote operation of device cannot be performed.
 - You can hold the **Ctrl** or **Shift** key to select multiple devices in the online devices, and click the **Activate** button to activate devices in batch.
-

5.3 Edit Network Parameters

To operate and configure the device via LAN (Local Area Network), you need connect the device in the same subnet with your PC. You can edit network parameters via **Guarding Vision** client software.

Steps

1. Select an online activated device and click the **Modify Netinfo**.
 2. Edit the device IP address and gateway address to the same subnet with your computer.
 3. Enter the password and click **OK** to save the network parameters modification.
-

Note

- The default port No. is 8000.
 - The default IP address of the door station is 192.0.0.65.
 - After editing the network parameters of device, you should add the devices to the device list again.
-

Chapter 6 Remote Configuration via Web

6.1 Live View

In the browser address bar, enter the IP address of the device, and press the Enter key to enter the login page.

Enter the user name and password and click **Login** to enter the Live View page. Or you can click **Live View** to enter the page.

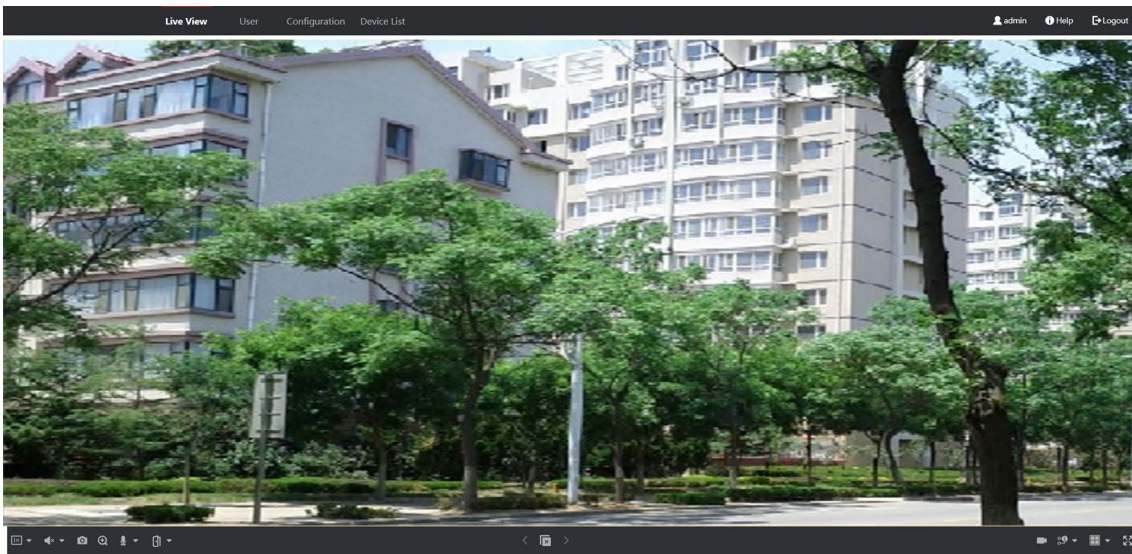


Figure 6-1 Live View

- You can start/stop live view, capture, record, audio on/off, two-way audio, etc.
- The stream type can be set as main stream or sub stream.
- For IE (Internet Explorer) or Google users, the device support two-way audio communication.

Note

Live View function may vary with different models. Please refer to the actual product.

6.2 User Management

You can add, delete or search the information of the user.

Click **User** to enter the settings page.

Person ID	User Type	Name	Floor No.	Room No.	Card Number	Start Time	End Time	Operation
-----------	-----------	------	-----------	----------	-------------	------------	----------	-----------

Figure 6-2 User Management

- Click **Add** to add users. Enter the **Employee ID, Name, Floor No.** and **Room No.**, Set the **Start Time** and **End Time**. You can set the user as **Administrator**.
- Click **Add Card**. Manually enter the card No. or click **Read** and put your card on the card reading area for the device to identify the card No. automatically. Select card **Property**. Click **OK** to save the card information.
- Click to modify the information of the user.
- Check the box of the user and click **Delete** to delete the selected user.
- Enter the keyword and click search icon. The information will display in the list.

Note

User management function may vary with different models. Please refer to the actual product.

6.3 Device Management

You can manage the linked device on the page.
Click **Device Management** to enter the settings page.

No.	Device Type	IP Address	Serial No.	Model	Current Version	Floor No.	Room No.	No.	User Name	Network Status	Operation
1	Indoor Station					1	1	--	admin	Offline	

Figure 6-3 Device Management

Add Device

- Click **Add** to add the indoor station or sub door station. Enter the parameters and click **OK** to add.
- Click **Import**. Enter the information of the device in the template to import devices in batch.

Export

Click **Export** to export the information to the PC.

Delete

Select the device and click **Delete** to remove the selected device from the list.

Synchronize

Click **Synchronize** and enable **Synchronize** for device synchronization.



Note

When enabling the function, the activated devices will synchronize parameters. Inactivated devices synchronize parameters whether the function is enabled or not.

Refresh

Click **Refresh** to get the device information.

Optional: Set Device Information.

- Click  to edit device information.
- Click  to delete device information from the list.
- Select **Status** and **Device Type** to search devices.

6.4 Parameters Settings

Click **Configuration** to set the parameters of the device.

Remote configuration in Guarding Vision and Batch Configuration Tool is the same as that in Web. Here takes the configuration in web for example.

Note

Run the browser, click  → **Internet Options** → **Security** to disable the Protected Mode.

6.4.1 Local Parameters Settings

You can configure the parameters of the live view, record files and captured pictures. The record files and captured pictures are the ones you record and capture by using the web browser. You can also set and view the saving paths of the captured pictures and recorded videos on the PC that

running the web browser.

Live View Parameters

Stream Type Main Stream Sub-stream

Play Performance Shortest Delay Balanced Fluent

Auto Start Live View Yes No

Image Format JPEG BMP

Record File Settings

Record File Size 256M 512M 1G

Save record files to

Picture and Clip Settings

Save snapshots in live view to

Figure 6-4 Local Parameters

Live View Parameters

Stream Type

Set the stream type as **Main Stream** or **Sub-stream**.

Play Performance

Set the live view performance to **Shortest Delay**, **Balanced** or **Fluent**.

Auto Start Live View

Check **Yes** to enable the function.

Image Format

Select the image format for picture capture.
Click **Save** to enable the settings.

Record File Parameters

Record File Size

Select the packed size of the manually recorded and downloaded video files to **256M**, **512M** or **1G**. After the selection, the maximum record file size is the value you selected.

Save record files to

Set the saving path for the manually recorded video files.

Click **Save** to enable the settings.

Picture and Clip Settings

Save snapshots in live view to

Set the saving path of the manually captured pictures in live view mode.



You can click **Browse** to change the directory for saving the clips and pictures, and click **Open** to open the set folder of clips and picture saving.

Click **Save** to enable the settings.

6.4.2 System Settings

Follow the instructions below to configure the system settings, include System Settings, Maintenance, Security, and User Management, etc.

Click **System** to enter the settings page.

Basic Information

Click **System Settings** → **Basic Information** to enter the settings page. On the page, you can edit **Device Name** and **Device No.** Set the **Language** according to your needs.

You can view the quantities of added users and cards in **Capacity**.

Click **Save** to enable the settings.

Time Settings

Click **System Settings** → **Time Settings** to enter the settings page. Select the **Time Zone** of your location from the drop-down list.

- Enable **NTP**, set the **Server Address**, **NTP Port** and **Interval**.
- Enable **Manual Time Sync.**, set the time manually or check the **Sync. with computer time**.

Click **Save** to enable the settings.

DST

Click **System Settings** → **DST** to check **Enable DST**. Set the parameters according to your needs and click **Save** to enable the settings.

About

Click **System Settings** → **About** and click **Open Source Software Licenses** to view the details.

Maintenance

Click **Maintenance** → **Upgrade & Maintenance** to enter the settings page.

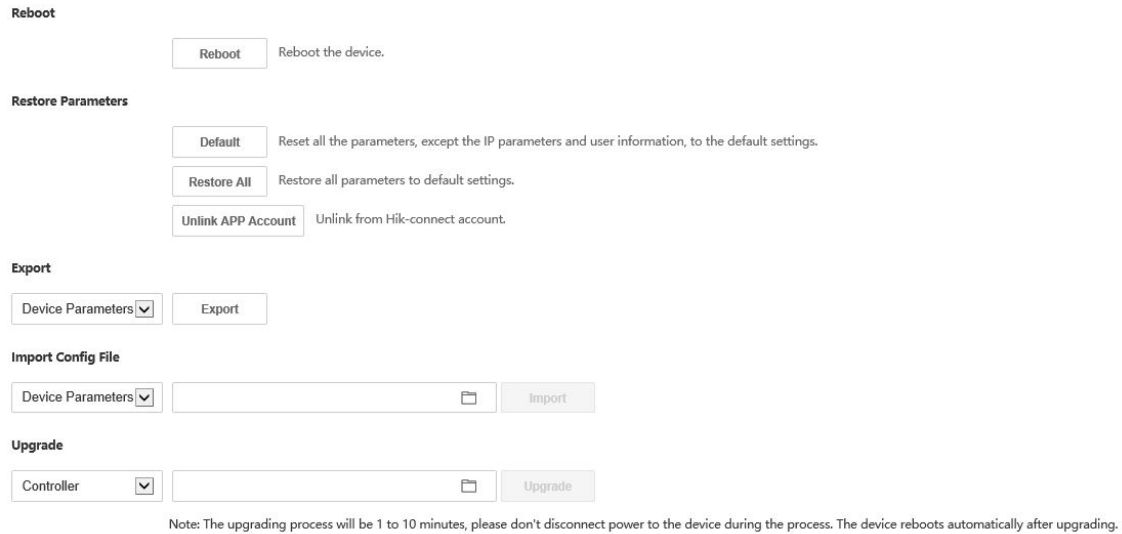


Figure 6-5 Maintenance

- Reboot: Click **Reboot** to reboot the device.

Default

Click **Default** to reset all the parameters, except the IP parameters and user information, to the default settings.

Restore All

Click **Restore All** to restore all parameters to default settings.

- Export parameters:
 1. Select **Device Parameters**, and click **Export** to pop up the dialog box.
 2. Set and confirm the encryption password.
 3. Click **OK** to export parameters.
- Import Config. File:
 1. Click browse icon to select the configuration file.
 2. Click **Import** and enter the encryption password to import.
- Upgrade: Click browse icon to select the upgrade file.

Note

The upgrading process will last 1 to 10 minutes, do not power off during the upgrading. The device reboots automatically after upgrading.

Security Service

Click **Security** → **Security Service** to enter the settings page. On the page, you can enable SSH according to your actual needs.

Click **Save** to enable the settings.

User Management

Click **User Management** to enter the settings page.

Administrator can edit the permission for the users.

Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you change your password regularly, especially in the high security system, changing the password monthly or weekly can better protect your product.

Online Users

Click **User Management** → **Online Users** to enter the page.

Click **Refresh** to get the present information.

Arming/Disarming Information

Click **User Management** → **Arming/Disarming Information** to view the information. Click **Refresh** to get the present information.

6.4.3 Network Settings

TCP/IP Settings

TCP/IP settings must be properly configured before you operate the device over network. The device supports IPv4.

Steps

1. Click **Network** → **Basic Settings** → **TCP/IP** to enter the settings page.

DHCP

IPv4 Address

IPv4 Subnet Mask

IPv4 Default Gateway

Mac Address

MTU

DNS Server

Preferred DNS Server

Alternate DNS Server

Save

Figure 6-6 TCP/IP Settings

2. Configure the network parameters.
 - Check **DHCP**, the device will get the parameters automatically.
 - Set the **IPv4 Address**, **IPv4 Subnet Mask** and **IPv4 Default Gateway** manually.
3. Configure the corresponding DNS server parameters.
4. Click **Save** to enable the settings.

Port Settings

Steps

1. Click **Network** → **Basic Settings** → **Port** to enter the settings page.

HTTP Port	<input type="text" value="80"/>
RTSP Port	<input type="text" value="554"/>
HTTPS Port	<input type="text" value="443"/>
Server Port	<input type="text" value="8000"/>

Save

Figure 6-7 Port Settings

2. Set the ports of the device.

HTTP Port

The default port number is 80, and it can be changed to any port No. which is not occupied.

HTTPS Port

The default port number is 443, and it can be changed to any port No. which is not occupied.

RTSP Port

The default port number is 554.

Server Port

The default server port number is 8000, and it can be changed to any port No. ranges from 2000 to 65535.

3. Click **Save** to enable the settings.

Wi-Fi Settings


The device support connecting to wireless network.

Steps

1. Click **Network** → **Basic Settings** → **Wi-Fi** to enter the settings page.



Figure 6-8 Wi-Fi Settings

2. Select a Wi-Fi and click  to pop-up the dialog box.
3. Enter the password of the wireless network to connect.
4. Optional: Click **Network Settings** to set the parameters of WLAN.

SIP Setting

Steps

1. Click **Network** → **Basic Settings** → **SIP** to enter the settings page.

Enable VOIP Gateway

Register User Name

Registration Password

Server Address

Server Port

Expiry Time minute(s)

Register Status

Number

Display User Name

Figure 6-9 SIP Settings

2. Check **Enable VOIP Gateway**.
3. Configure the SIP parameters.

4. Click **Save** to enable the settings.

FTP Settings

Steps

1. Click **Network** → **Advanced** → **FTP** to enter the settings page.

Enable FTP

Server Type

Server IP Address

Port

Enable Anonymous

User Name

Password

Directory Structure

Parent Directory

Child Directory

Picture Naming Rules

Delimiter

Named Item

Named Element

Save

Figure 6-10 FTP Settings

2. Check **Enable FTP**.
3. Select **Server Type**.

4. Input the **Server IP Address** and **Port**.
5. Configure the FTP Settings, and the user name and password are required for the server login.
6. Set the **Directory Structure**, **Parent Directory** and **Child Directory**.
7. Set the picture naming rules.
8. Click **Save** to enable the settings.

Platform Access

Platform access provides you an option to manage the devices via platform.

Steps

1. Click **Network** → **Advanced Settings** → **Platform Access** to enter the settings page.
2. Check the checkbox of **Enable** to enable the function.
3. Select the **Platform Access Mode**.

Note

Guarding Vision is an application for mobile devices. With the App, you can view live image of the device, receive alarm notification and so on.

4. Create a **Stream Encryption/Encryption** for the device.

Note

6 to 12 letters (a to z, A to Z) or numbers (0 to 9), case sensitive. You are recommended to use a combination of no less than 8 letters or numbers.

5. Click **Save** to enable the settings.

6.4.4 Video & Audio Settings

Video Parameters

Steps

1. Click **Video/Audio** → **Video** to enter the settings page.

Stream Type	Main Stream	▼
Video Type	Video&Audio	▼
Resolution	1280*720P	▼
Bitrate Type	Variable	▼
Video Quality	Medium	▼
Frame Rate	25	▼
Max. Bitrate	2048	Kbps
Video Encoding	H.264	▼
I Frame Interval	50	

Save

Figure 6-11 Video Parameters

2. Select the **Stream Type**.
3. Configure the video parameters.

Stream Type

Select the stream type to main stream or sub stream.

Video Type

Select the stream type to video stream, or video & audio composite stream. The audio signal will be recorded only when the **Video Type** is **Video & Audio**.

Resolution

Select the resolution of the video output.

Bitrate Type

Select the bitrate type to constant or variable.

Video Quality

When bitrate type is selected as Variable, 6 levels of video quality are selectable.

Frame Rate

Set the frame rate. The frame rate is to describe the frequency at which the video stream is updated and it is measured by frames per second (fps). A higher frame rate is advantageous when there is movement in the video stream, as it maintains image quality throughout.

Max. Bitrate

Set the max. bitrate from 32 to 16384 Kbps. The higher value corresponds to the higher video quality, but the better bandwidth is required.

Video Encoding

The device supports H.264.

I Frame Interval

Set I Frame Interval from 1 to 400.

4. Click **Save** to save the settings.

Audio Parameters

Steps

1. Click **Video/Audio** → **Audio** to enter the settings page.

The screenshot displays the 'Audio Settings' interface. At the top, there are two dropdown menus: 'Stream Type' is set to 'Main Stream' and 'Audio Encoding' is set to 'G.711ulaw'. Below these are three volume sliders: 'Input Volume', 'Output Volume', and 'Speak Volume'. Each slider has a red indicator bar and a numerical value of '7' displayed in a box to its right. At the bottom center of the settings area is a prominent red button labeled 'Save'.

Figure 6-12 Audio Settings

2. Configure the stream type and the audio encoding type.

Stream Type

Select the stream type to main stream or sub stream.

Audio Encoding

The device support G.711ulaw and G.711 alaw.

3. Adjust the **Input Volume**, **Output Volume** and **Speak Volume**.

Note

Available range of volume: 0 to 10.

4. Click **Save** to save the settings.

6.4.5 Image Settings

Display Settings

Configure the image adjustment, backlight settings and other parameters in display settings.

Steps

1. Click **Image** → **Display Settings** to enter the display settings page.

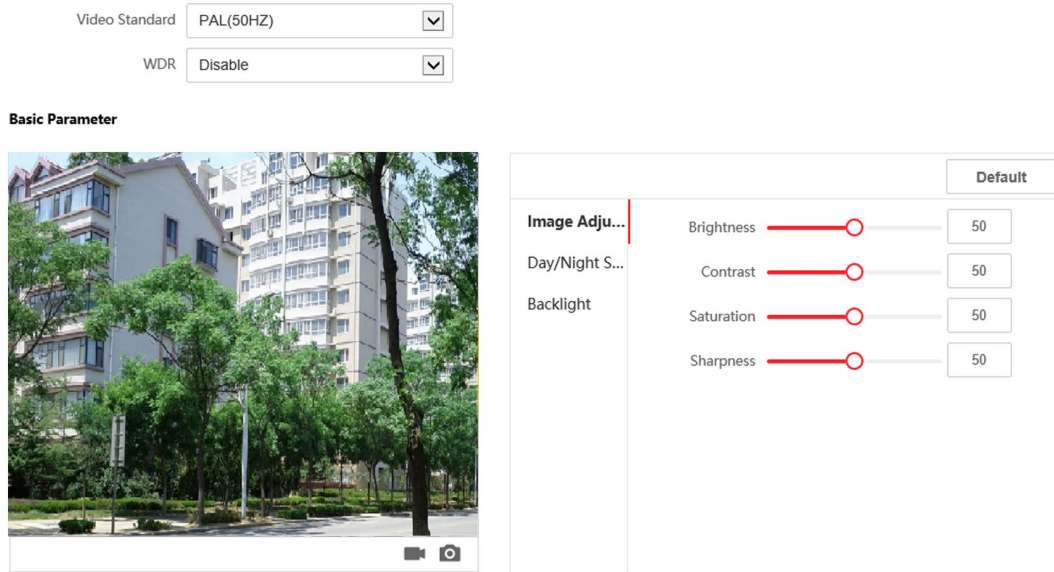


Figure 6-13 Display Settings

2. Select the **Format**.
3. Set the display parameters.

WDR

Wide Dynamic Range can be used when there is a high contrast of the bright area and the dark area of the scene.

Brightness

Brightness describes bright of the image, which ranges from 1 to 100.

Contrast

Contrast describes the contrast of the image, which ranges from 1 to 100.

Saturation

Saturation describes the colorfulness of the image color, which ranges from 1 to 100.

Sharpness

Sharpness describes the edge contrast of the image, which ranges from 1 to 100.

4. Set the **Day/Night Mode**.

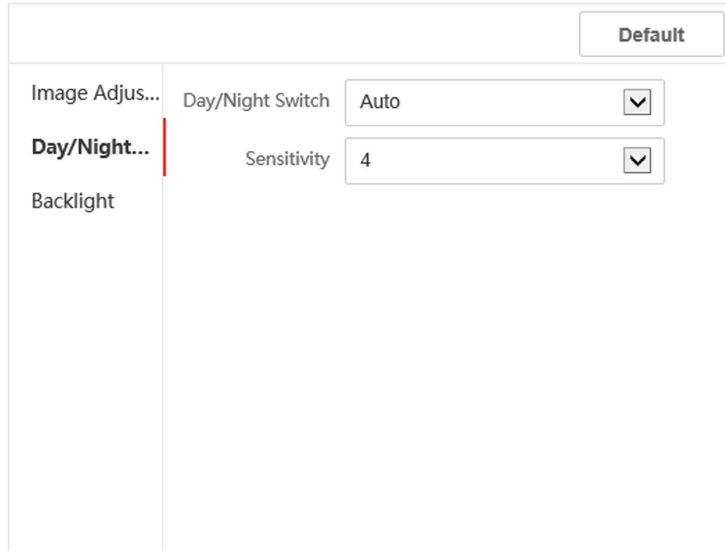


Figure 6-14 Day/Night Mode

Set **Day Mode** or **Night Mode** manually. Set the mode as **Auto** and edit the sensitivity according to your needs. Set the mode as **Scheduled-Switch**. Set the start time and end time.

 **Note**

Daytime is from configured start time to configured time. The rest of the time is set as night by default.

5. Set the backlight parameters.

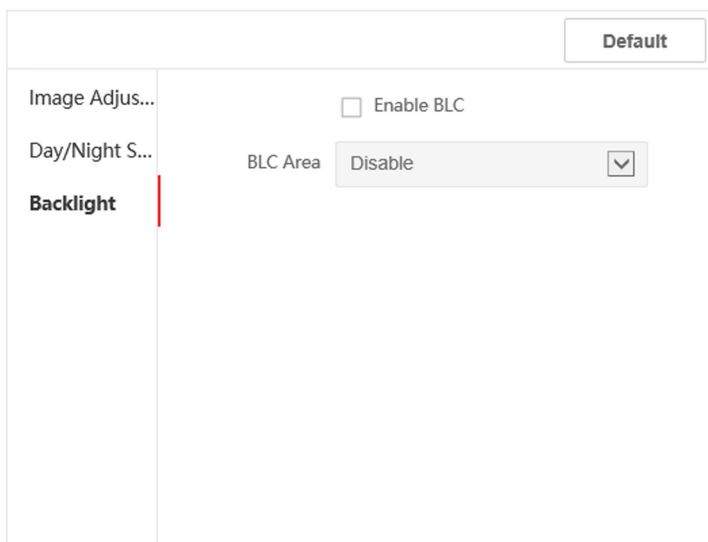


Figure 6-15 Backlight

- 1) Check the checkbox to enable BLC.
- 2) Select **BLC Area**.

6. Click **Save** to enable the settings.

OSD Settings



You can customize the camera name, time/date format, display mode, and OSD size displayed on the live view.

Steps

1. Click **Image** → **OSD Settings** to enter the settings page.
2. Check the corresponding checkbox to select the display of camera name, date or week if required.
3. Edit the **Camera Name**.
4. Select from the drop-down list to set the **Time Format** and **Date Format**.
5. Adjust the OSD position.
6. Click **Save** to enable the settings.

Target Cropping

Steps

1. Click **Image** → **Crop** to enter the page.
2. Check **Enable Target Cropping** to enable the function.
3. Click  to capture photo.
4. Click  to start recording.
5. Select **Cropping Resolution**.
6. Click **Save**.

Note

- You can select **Cropping Resolution** as **704*576**, **1280*720**, or **1920*1080**.
 - You can zoom in or zoom out the image by selecting **Cropping Resolution** after clicking **Save**.
-

6.4.6 Event Settings

Motion Detection

Motion detection detects the moving objects in the configured security area, and a series of actions can be taken when the alarm is triggered.

Steps

1. Click **Event** → **Motion** to enter the settings page.

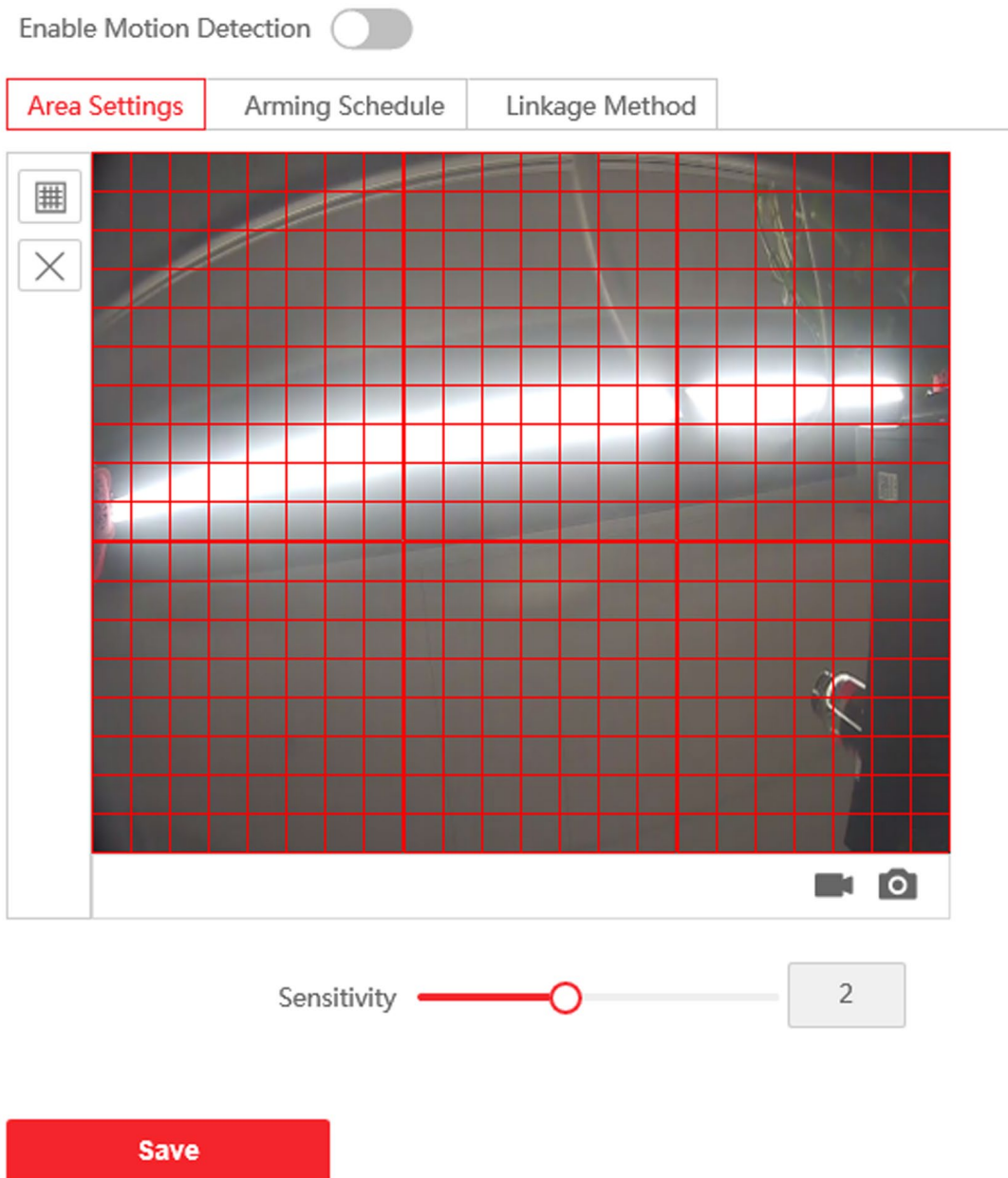


Figure 6-16 Motion Detection

- Slide **Enable Motion Detection** to enable the function.
- Click **Draw Area**. Click and drag the mouse on the live video to draw a motion detection area. Click **Save** to save the settings.

Clear Area Click **X** to clear all of the areas.

Adjust Sensitivity Move the slider to set the sensitivity of the detection.

- Click **Arming Schedule** to edit the arming schedule.

5. Click on the time bar and drag the mouse to select the time period. Click **Save** to save the settings.

Delete Schedule Click **Delete** to delete the current arming schedule.

6. Click **Linkage Method** to enable the linkages.

Notify Security Center

Send an exception or alarm signal to the remote management software when an event occurs.

7. Click **Save** to enable the settings.

Event Linkage

Steps

1. Click **Event** → **Basic Event** → **Event Linkage** to enter the settings page.

Major Type

Minor Type

Normal Linkage

Notify Surveillance Center

Figure 6-17 Event Linkage

2. Select the **Major Type** as **Device Event** or **Door Event**.
3. Select the type of the **Normal Linkage** for the event.
4. Click **Save** to enable the settings.

6.4.7 Schedule Settings

You can create call schedule, or else the device will call indoor station all day by default.

Steps


1. Click **Schedule** → **Video Intercom** → **Call Schedule**.

2. Click the next row below **Enable Indoor Station All Day by Default.**
3. Enter **Schedule Name.**
4. Select **Call Type.**
5. Set **Weekly Schedule.**
 - 1) Click **Weekly Schedule.**

Schedule Name

Call Type Indoor Station Center

Time Settings **Weekly Schedule** Holiday Schedule

✕ Delete  Delete All

	0	2	4	6	8	10	12	14	16	18	20	22	24
Mond...	[Schedule bar]												
Tuesd...	[Schedule bar]												
Wedn...	[Schedule bar]												
Thurs...	[Schedule bar]												
Friday	[Schedule bar]												
Satur...	[Schedule bar]												
Sunday	[Schedule bar]												

Figure 6-18 Weekly Schedule

- 2) Drag mouse to set the schedule according to the actual needs.
- 3) Optional: Click the copy icon to copy the schedule to other days according to the actual needs.
- 4) Click **Save.**
6. Set **Holiday Schedule.**
 - 1) Click **Holiday Schedule.**

Schedule Name

Call Type Indoor Station Center

Time Settings Weekly Schedule **Holiday Schedule**

+ Add Clear

No.	Start Time	End Time	Time Period	Operation
-----	------------	----------	-------------	-----------

Figure 6-19 Holiday Schedule

- 2) Click **Add**.
- 3) Set **Start Time** and **End Time**.
- 4) Select **Call Type**.
- 5) Drag mouse to set the schedule according to the actual needs.
- 6) Click **OK**.
- 7) You can edit or delete the schedule according to the actual needs.
- 8) Click **Save**.

Note

The holiday schedule have higher priority than weekly schedule when you set the two schedule at the same time.

6.4.8 Intercom Settings

Device No. Configuration

Set the No. of the device, and linked devices can build a communication.

Steps

1. Click **Intercom** → **Device No.** to enter the settings page.

Device Type	<input type="text" value="Door Station"/>
Floor No.	<input type="text" value="1"/>
Door Station No.	<input type="text" value="0"/>
Advanced Settings ⌵	
Community No.	<input type="text" value="1"/>
Building No.	<input type="text" value="1"/>
Unit No.	<input type="text" value="1"/>

Save

Figure 6-20 Device No. Settings

2. Select the device type from the drop-down list, and set the corresponding information.
3. Click **Save** to enable the device number configuration.

Note

- For main door station (D series or V series), the serial No. is 0.
 - For sub door station (D series or V series), the serial No. cannot be 0. Serial No. ranges from 1 to 99.
 - For each villa or building, at least one main door station (D series or V series) should be configured, and one sub door stations (D series or V series) can be customized.
 - For one main door station (D series or V series), up to 8 sub door stations can be configured.
-

Linked Network Settings

Steps

1. Go to **Intercom** → **Session Settings** to enter the settings page.
2. Set **Register Number** and **Registration Password**.
3. Set **Main Station IP** and **VideoIntercom Server IP**.
4. Enable Protocol 1.0.
5. Click **Save** to enable the settings.

Time Parameters

Go to **Intercom** → **Time Parameters** to enter the page.

Configure **Max. Call Duration**, **Max. Message Duration**, **Max. Ring Duration**, and click **Save**.

Note

- Max. call duration between the module indoor station and client ranges from 90 s to 120 s. The call will end automatically when the actual calling duration is longer than the configured one.
 - Max. message duration ranges from 30 s to 60 s. The message will end automatically when the actual message duration is longer than the configured one.
 - Max. ring duration refers to the maximum duration of the module indoor station when it is called without being accepted. Max. ring duration ranges from 65 s to 255 s.
-

Ring-Back Tone Settings

Click **Intercom** → **Ringbacktone Settings** to enter the settings page.

Click **Add** to select the ring tone from PC.

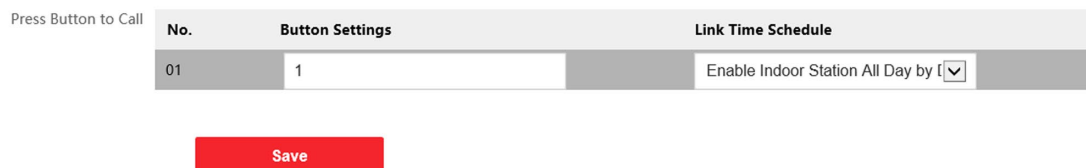
Note

Available Audio Format: WAV、AAC, Size: Less than 600 KB, Sample Rate: 8000Hz, Mono.

Press Button to Call

Steps

1. Go to **Intercom** → **Press Button to Call** to enter the settings page.



No.	Button Settings	Link Time Schedule
01	1	Enable Indoor Station All Day by [v]

Save

Figure 6-21 Press Button to Call

2. Edit room No. in the button settings and select **Link Time Schedule**.
-

Note

- The number of buttons may vary with different models. Please refer to the actual product.
 - The schedule settings refers to **Schedule Settings** for details.
-

3. Click **Save** to enable the settings.

I/O Settings

Steps

1. Click **Intercom** → **I/O Settings** to enter the I/O input and output settings page.
-

2. Select **I/O input No.**, **input mode**, **output No.**, and **output mode**.
3. Click **Save** to enable the settings.

Note

- For door station, there are 4 I/O input terminals. By default, Terminal 1 and 2 correspond to Door Status. Terminal 3 and 4 correspond to interfaces of Door Switch.
 - For door station, there are 2 I/O Output Terminals. Terminal 1 and 2 correspond to Door interfaces (NO1/COM/NC1; NO2/COM/NC2) of door station. Door 1 is enabled by default. You can enable/disable IO Out according to needs.
-

Number Settings

Link the room No. and SIP numbers.

Click **Number Settings** to enter the page.



No.	Room No.	SIP Number	Operation
-----	----------	------------	-----------

Figure 6-22 Number Settings

Click **Add**, set the **Room No.** and SIP numbers in the pop-up dialog box.

6.4.9 Access Control Settings

Door Parameters

Set the parameters of the door which is linked to the device.

Steps

1. Click **Access Control** → **Door Parameters** to enter the settings page.

Door No.

Name

Open Duration s

Relay reverse ON Disable

Save

Figure 6-23 Door Parameters

2. Select **Door No.**, and edit the **Name**.
3. Set **Open Duration**. When the time to open over the open duration you set, the door will be locked again.
4. Select **Relay Reverse** as **ON** or **Disable**.
5. Click **Save** to enable the settings.

Card Security

Click **Access Control** → **Card Security** to enter the settings page.

Slide to enable card encryption parameters. Click **Save** to enable the settings.

Elevator Control

Before You Start


- Make sure your door station is in the mode of main door station. Only the main door station support elevator control function.
- Make sure your door station has been connected to the elevator controller via RS-485 wire if you want to use RS-485 interface.


Steps

1. Click **Access Control** → **Elevator Control** to enter the corresponding configuration page.

Enable elevator control

Elevator No. 

Elevator Controller Type 

Interface Type 

Negative Floor Capacity

Alarm Receiver Type 

Server IP Address

Port

User Name

Password

Save

Figure 6-24 Elevator Control

2. Check to enable elevator control function.
3. Select an Elevator No., and select an elevator controller type for the elevator.
4. Set the Negative Floor.
5. Select the Interface Type as RS-485 or Network Interface. And enable the elevator control.
 - If you select RS-485, make sure you have connected the door station to the elevator controller with RS-485 wire.
 - If you select Network interface, enter the elevator controller's IP address, port No., user name, and password.
6. Click **Save** to enable the settings.

 **Note**

- Up to 4 elevator controllers can be connected to one door station.

- Up to 10 negative floors can be added.
 - Make sure the interface types of elevator controllers, which are connected to the same door station are consistent.
-

Chapter 7 Configuration via Client Software

7.1 Device Management

Device management includes device activation, adding device, editing device, and deleting device, and so on.

After running the **Guarding Vision**, video intercom devices should be added to the client software for remote configuration and management.

Android-app: [Guarding Vision](#)

iOS-app: [Guarding Vision](#)

Windows-software: [Guarding Vision](#)

iOS-software: [Guarding vision](#)

7.1.1 Add Online Device

Before You Start

Make sure the device to be added is in the same subnet with your computer. Otherwise, please edit network parameters first.

Steps

1. Click **Online Device** to select an active online device.
2. Click **Add**.
3. Enter corresponding information, and click **Add**.

7.1.2 Add Device by IP Address

Steps

1. Click **+Add** to pop up the adding devices dialog box.
2. Select **IP/Domain** as **Adding Mode**.
3. Enter corresponding information.
4. Click **Add**.

7.1.3 Add Device by IP Segment

You can add many devices at once whose IP addresses are among the IP segment.

Steps


1. Click **+Add** to pop up the dialog box.
2. Select **IP Segment** as **Adding Mode**.
3. Enter corresponding information, and click **Add**.

7.2 Live View via Door Station

Steps

1. On the main page of the client software, click **Main View** to enter the Live View page.
2. In the left list of the window, double-click the device IP or click the play icon to live view.
3. Optional: On the Live View page, control-click and select **Capture** to get the picture of the live view.

7.3 Organization Management

On the main page of the Client Software, click  **PersonalManagement** to enter the configuration page.

7.3.1 Add Organization


Steps

1. In the organization list on the left, click **+Add**.
2. Enter the **Organization Name** as desired.
3. Click **OK** to save the adding.
4. Optional: You can add multiple levels of organizations according to the actual needs.
 - 1) You can add multiple levels of organizations according to the actual needs.
 - 2) Then the added organization will be the sub-organization of the upper-level organization.

Note

Up to 10 levels of organizations can be created.

7.3.2 Modify and Delete Organization

You can select the added organization and click  to modify its name.
You can select an organization, and click **X** button to delete it.

Note

- The lower-level organizations will be deleted as well if you delete an organization.
 - Make sure there is no person added under the organization, or the organization cannot be deleted.
-

7.4 Person Management

After adding the organization, you can add person to the organization and manage the added person such as issuing cards in batch, importing and exporting person's information in batch, etc.

Note

- Up to 2,000 persons can be added.
 - Up to 5 cards can be added to each person.
-

7.4.1 Add Person

Person information is necessary for the video intercom system. And when you set linked device for the person, the intercom between intercom devices can be realized.

Steps

1. Select an organization in the organization list and click **Add** on the Person panel to pop up the adding person dialog.
-

Note

The Person No. will be generated automatically and is editable.

2. Set basic person information.
 - 1) Enter basic information: name, tel, birthday details, effective period and email address.
-

Note

The length of person name should be less than 15 characters.

- 2) Click **Add** face to upload the photo.
-

Note

The picture should be in *.jpg format.

Click Upload Select the person picture from the local PC to upload it to the client.

Click Take Phone Take the person's photo with the PC camera.

Click Remote Collection

Take the person's photo with the collection device.

3. Issue the card for the person.
 - 1) Click **Credential** → **Card**.
 - 2) Click **+** to pop up the Add Card dialog.
 - 3) Select **Normal Card** as **Card Type**.
 - 4) Enter the **Card No.**
 - 5) Click **Read** and the card(s) will be issued to the person.
4. Link the device to the person.
 - 1) Set the linked devices.

Linked Device

You can bind the indoor station to the person.

Note

If you select **Analog Indoor Station** in the Linked Device, the **Door Station** field will display and you are required to select the door station to communicate with the analog indoor station.

Room No.

You can enter the room No. of the person.

- 2) Click **OK** to save the settings.
5. Click **Add** to save the settings.

7.4.2 Modify and Delete Person

Select the person and click **Edit** to open the editing person dialog.

To delete the person, select a person and click **Delete** to delete it.

Note

If a card is issued to the current person, the linkage will be invalid after the person is deleted.

7.4.3 Change Person to Other Organization

You can move the person to another organization if needed.

Steps

1. Select the person in the list and click **Change Organization**.
2. Select the organization to move the person to.
3. Click **OK** to save the settings.

7.4.4 Import and Export Person Information

The person information can be imported and exported in batch.

Steps

1. Exporting Person: You can export the added persons' information in Excel format to the local PC.
 - 1) After adding the person, you can click **Export Person** to pop up the following dialog.
 - 2) Click ... to select the path of saving the exported Excel file.
 - 3) Check the checkboxes to select the person information to export.
 - 4) Click **OK** to start exporting.
2. Importing Person: You can import the Excel file with persons information in batch from the local PC.
 - 1) Click **Import Person**.
 - 2) You can click **Download Template for Importing Person** to download the template first.
 - 3) Input the person information to the downloaded template.
 - 4) Click ... to select the Excel file with person information.
 - 5) Click **OK** to start importing.

7.4.5 Get Person Information from Device

If the added device has been configured with person information (including person details, fingerprint, issued card information), you can get the person information from the device and import to the client for further operation.

Steps

Note

This function is only supported by the device the connection method of which is TCP/IP when adding the device.

1. In the organization list on the left, click to select an organization to import the persons.
 2. Click **Get from Device** to pop up the dialog box.
 3. The added device will be displayed.
 4. Click to select the device and then click **Get** to start getting the person information from the device.
-

Note

- The person information, including person details, person's fingerprint information (if configured), and the linked card (if configured), will be imported to the selected organization.
 - If the person name stored in the device is empty, the person name will be filled with the issued card No. after importing to the client.
-

7.4.6 Issue Card in Batch

You can issue multiple cards for the person with no card issued in batch.

Steps

1. Click **Batch Issue Cards** to enter the dialog page. All the added person with no card issued will display in the Person(s) with No Card Issued list.

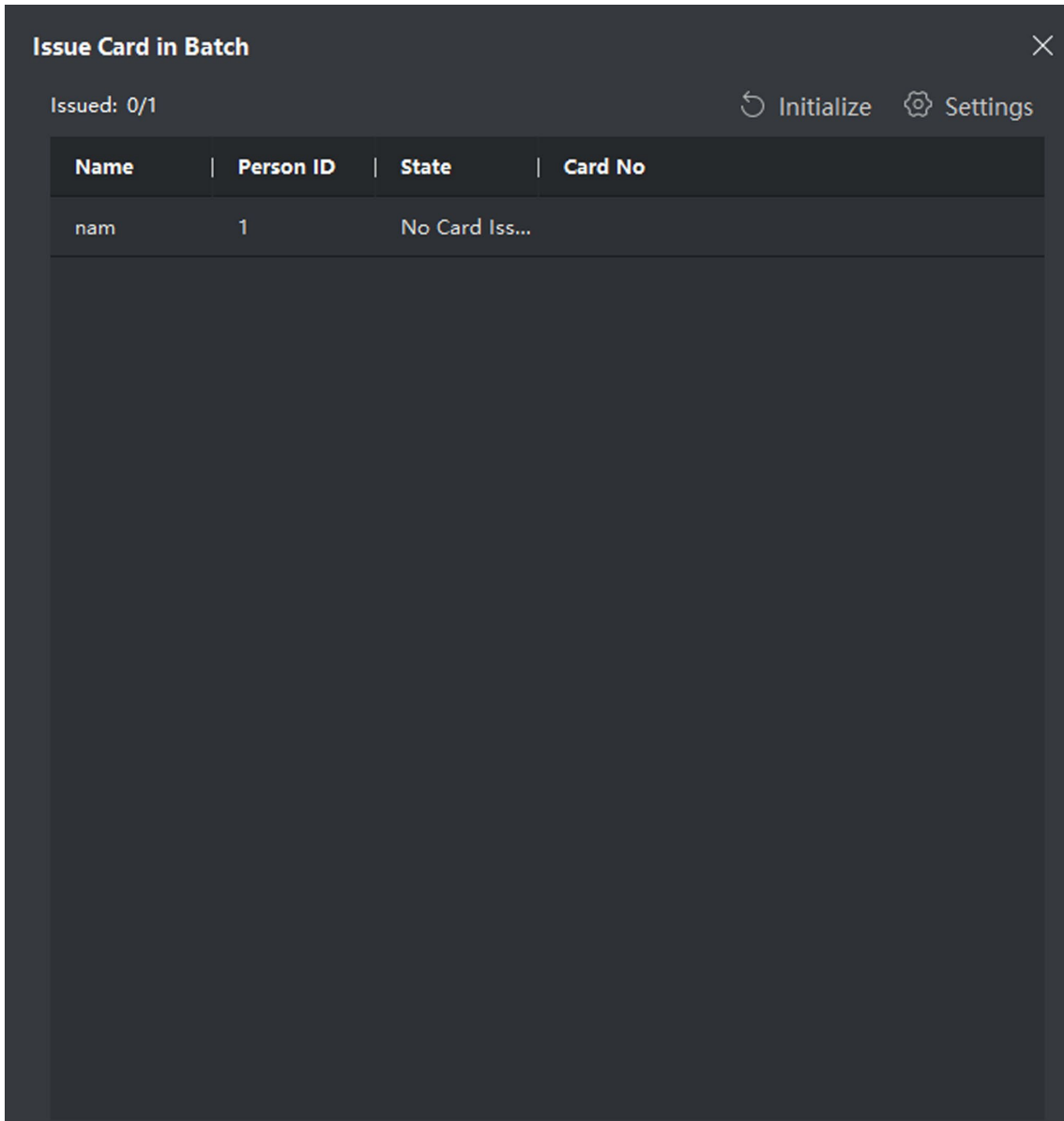


Figure 7-1 Issue Card in Batch

2. Click **Settings**.

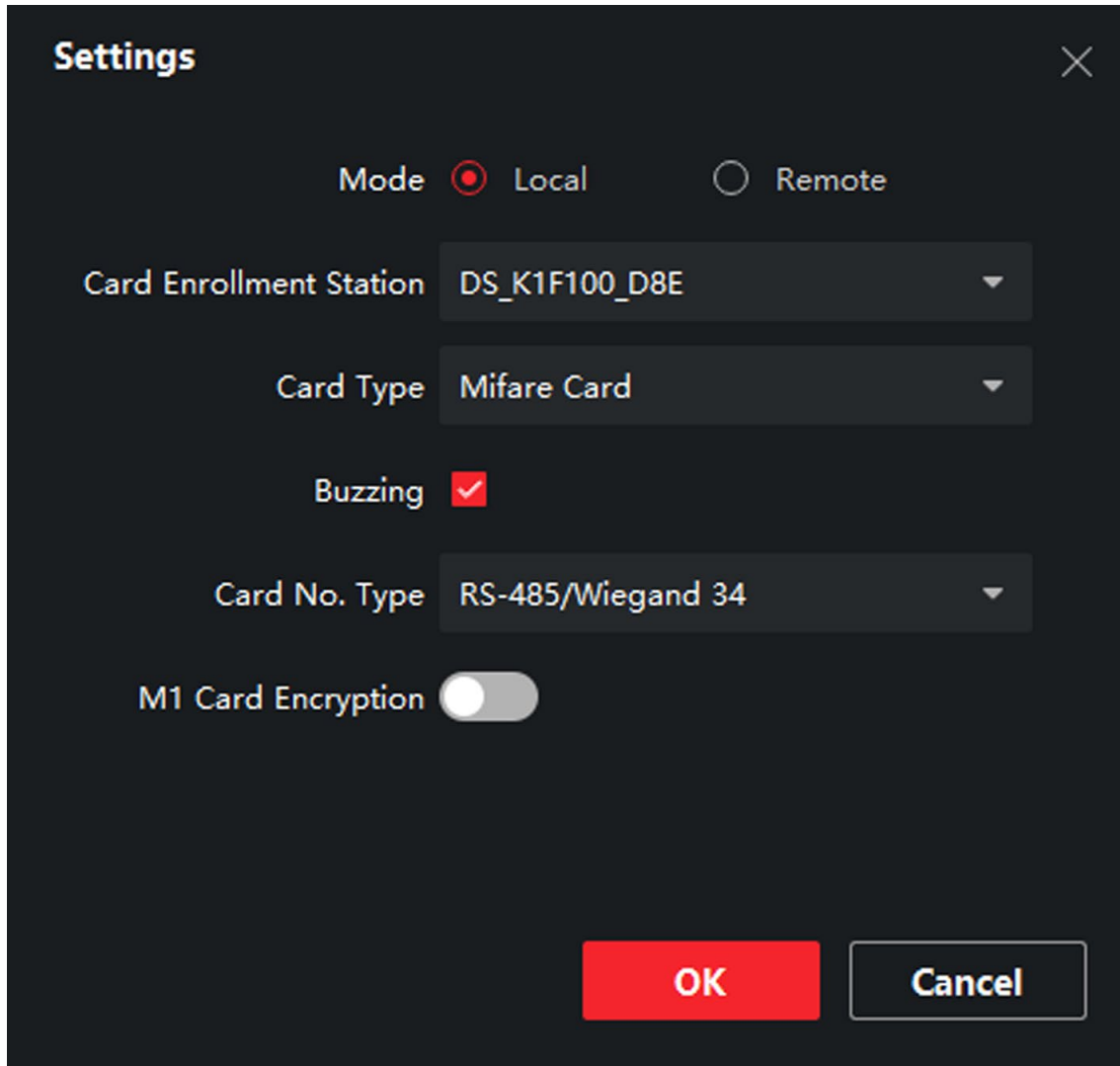


Figure 7-2 Card Settings

3. Select **Card Type** and **Card No. Type**.
4. Click **OK** to save the settings.

Result

After issuing the card to the person, the person and card information will display in the Person(s) with Card Issued list.

7.4.7 Permission Settings

Add Permissions

Steps

1. On the main page, click  **AccessControllInfo** → **Access Group** to enter the page.

2. Click **+Add** to pop up the adding dialog box.
3. Configure the parameters.
 - 1) Enter the **Name** of the permission.
 - 2) Select the **Template** of the schedule.
 - 3) Check the person to **Selected** according to your needs.
 - 4) Check the device to **Selected** according to your needs.
4. Click **Save**.
5. Check the permission and click **Apply All to Device**.
The status of the permission displays as **Applied**.
6. Optional: Click **Applying Status** to check the details.

Modify/Delete Permissions

On the page of the permission settings, click  to edit the parameters of the permission.

Select one or more permissions, click **Delete** to remove the permissions.


7.5 Video Intercom Settings

The Video Intercom Management module provides the function of video intercom, checking call logs and managing notice via the Guarding Vision Client Software.

Note

For the user with access control module permissions, the user can enter the Access Control module and manage video intercom and search information.


You should add the device to the software and configure the person to link the device in Access Control module before your configuration remotely.

On the main page, click  **AccessControlInfo** → **Video Intercom** → **Video Intercom** on the left bar to enter the Video Intercom page.


7.5.1 Receive Call from Door Station


Steps

1. Select the client software in the page to start calling the client and an incoming call dialog will pop up in the client software.
2. Click **Answer** to answer the call. Or click **Hang Up** to decline the call.
3. After you answer the call, you will enter the In Call page.

Adjust the Volume of Loudspeaker Click  to adjust the volume of loudspeaker.

Hang Up Click **Hang Up** to hang up.

Adjust the Volume of Microphone Click  to adjust the volume of microphone.

Unlock Remotely For door station, you can click  to open the door remotely.

Note

- One video intercom device can only connect with one client software.
 - The maximum ring duration can be set from 15s to 60s via the Remote Configuration of the video intercom device.
 - The maximum speaking duration between indoor station and Guarding Vision can be set from 120s to 600s via the Remote Configuration of indoor station.
 - The maximum speaking duration between door station and Guarding Vision can be set from 90s to 120s via the Remote Configuration of door station.
-

7.5.2 Release Notice

You can create different types of notices and send them to the residents. Four notice types are available, including Advertising, Property, Alarm and Notice Information.

Before You Start

Make sure the person has been added to the client.

Steps

1. On the video intercom settings page, click **Notice** to enter the page.
2. Click **+Add** to pop up the adding dialog box.
3. Select the person according to your needs.
4. Edit the **Subject, Type** and **Information**.
5. Click **View** to select the picture.
6. Click **Send**.

Note

- Up to 63 characters are allowed in the Subject field.
 - Up to 6 pictures in the JPGE format can be added to one notice. And the maximum size of one picture is 512KB.
 - Up to 1023 characters are allowed in the Information field.
-

7.5.3 Search Video Intercom Information

Search Call Logs

Steps

1. On the Video Intercom page, click **Call Log** to enter the page.

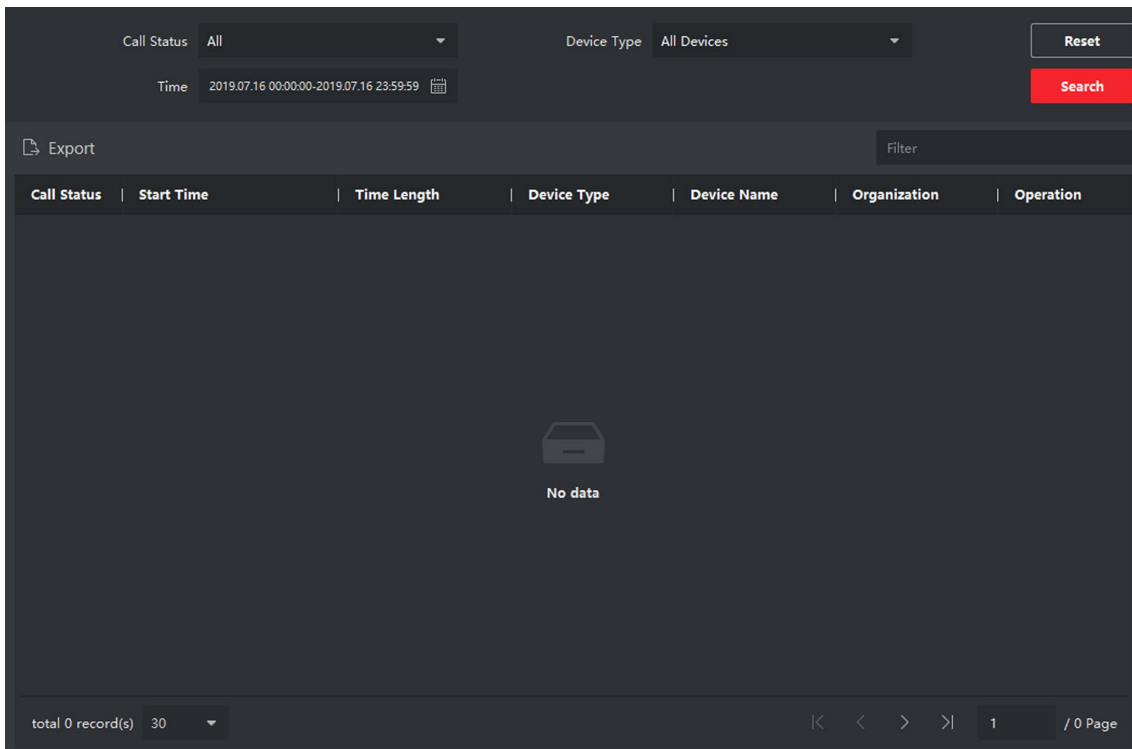


Figure 7-3 Search Call Logs

2. Set the search conditions, including call status, device type, start time and end time.

Call Status

Click **▼** to unfold the drop-down list and select the call status as **Dialed**, **Received** or **Missed**. Or select **All** to search logs with all statuses.

Device Type

Click **▼** to unfold the drop-down list and select the device type as **Indoor Station**, **Door Station**, **Outer Door Station** or **Analog Indoor Station**. Or select **All Devices** to search logs with all device types.

Start Time/End Time

Click the time icon to specify the start time and end time of a time period to search the logs.

Reset the Settings Click **Reset** to reset all the configured search conditions.

3. Click **Search** and all the matched call logs will display on this page.

4. Optional: Check the detailed information of searched call logs, such as call status, ring/speaking duration, device name, resident organization, etc.
5. Optional: Input keywords in the Search field to filter the desired log.
6. Optional: Click **Export** to export the call logs to your PC.

Search Notice

Steps

1. On the Video Intercom page, click **Notice** to enter the page.
2. Set the search conditions, including notice type, start time and end time.

Type

Select **Advertising Information, Property Information, Alarm Information** or **Notice Information** as **Type** according to your needs.

Start Time/End Time


Click the time icon to specify the start time and end time of a time period to search the logs.

Reset the Settings Click **Reset** to reset all the configured search conditions.

3. Click **Search** and the matched notice will display on this page.
4. Optional: Click **Export** to export the notices to your PC.

7.5.4 Upload Armed Information

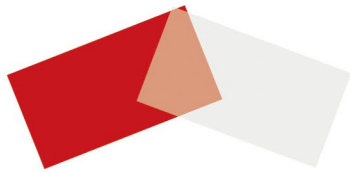
Steps

1. On the main page, click upper right  → **Tool** → **DeviceGuard** to enter the page.
2. Enable to arm or disarm the device.

Note

- While device has been added to the client software, the device armed by default.
 - When the device is armed, the alarm logs upload to the client software automatically.
 - Click **Alarm Application** → **Event Search** to search the alarm logs.
-

3. Optional: Click **Arm All** or **Disarm All** to arm or disarm all the device.



Velleman® Service and Quality Warranty

Since its foundation in 1972, Velleman® acquired extensive experience in the electronics world and currently distributes its products in over 85 countries. All our products fulfil strict quality requirements and legal stipulations in the EU. In order to ensure the quality, our products regularly go through an extra quality check, both by an internal quality department and by specialized external organisations. If, all precautionary measures notwithstanding, problems should occur, please make appeal to our warranty (see guarantee conditions).

General Warranty Conditions Concerning Consumer Products (for EU):

- All consumer products are subject to a 24-month warranty on production flaws and defective material as from the original date of purchase.
- Velleman® can decide to replace an article with an equivalent article, or to refund the retail value totally or partially when the complaint is valid and a free repair or replacement of the article is impossible, or if the expenses are out of proportion.

You will be delivered a replacing article or a refund at the value of 100% of the purchase price in case of a flaw occurred in the first year after the date of purchase and delivery, or a replacing article at 50% of the purchase price or a refund at the value of 50% of the retail value in case of a flaw occurred in the second year after the date of purchase and delivery.

• Not covered by warranty:

- all direct or indirect damage caused after delivery to the article (e.g. by oxidation, shocks, falls, dust, dirt, humidity...), and by the article, as well as its contents (e.g. data loss), compensation for loss of profits;
- consumable goods, parts or accessories that are subject to an aging process during normal use, such as batteries (rechargeable, non-rechargeable, built-in or replaceable), lamps, rubber parts, drive belts... (unlimited list);
- flaws resulting from fire, water damage, lightning, accident, natural disaster, etc.;
- flaws caused deliberately, negligently or resulting from improper handling, negligent maintenance, abusive use or use contrary to the manufacturer's instructions;
- damage caused by a commercial, professional or collective use of the article (the warranty validity will be reduced to six (6) months when the article is used professionally);
- damage resulting from an inappropriate packing and shipping of the article;
- all damage caused by modification, repair or alteration performed by a third party without written permission by Velleman®.
- Articles to be repaired must be delivered to your Velleman® dealer, solidly packed (preferably in the original packaging), and be completed with the original receipt of purchase and a clear flaw description.
- Hint: In order to save on cost and time, please read the manual and check if the flaw is caused by obvious causes prior to presenting the article for repair. Note that returning a non-defective article can also involve handling costs.
- Repairs occurring after warranty expiration are subject to shipping costs.
- The above conditions are without prejudice to all commercial warranties.

The above enumeration is subject to modification according to the article (see article's manual).

Velleman® service- en kwaliteitsgarantie

Velleman® heeft sinds zijn oprichting in 1972 een ruime ervaring opgebouwd in de elektronica wereld en verdeelt op dit moment producten in meer dan 85 landen. Al onze producten beantwoorden aan strikte kwaliteitsnormen en aan de wettelijke bepalingen geldig in de EU. Om de kwaliteit te waarborgen, ondergaan onze producten op regelmatige tijdstippen een extra kwaliteitscontrole, zowel door onze eigen kwaliteitsafdeling als door externe gespecialiseerde organisaties. Mocht er ondanks deze voorzorgen toch een probleem optreden, dan kunt u steeds een beroep doen op onze waarborg (zie waarborgvoorwaarden).

Algemene waarborgvoorwaarden consumentengoederen (voor Europese Unie):

- Op alle consumentengoederen geldt een garantieperiode van 24 maanden op productie- en materiaalfouten en dit vanaf de oorspronkelijke aankoopdatum.
- Indien de klacht gegrond is en een gratis reparatie of vervanging van een artikel onmogelijk is of indien de kosten hiervoor buiten verhouding zijn, kan Velleman® beslissen het desbetreffende artikel te vervangen door een gelijkwaardig artikel of de aankoopsom van het artikel gedeeltelijk of volledig terug te betalen. In dat geval krijgt u een vervangend product of terugbetaling ter waarde van 100% van de aankoopsom bij ontdekking van een gebrek tot één jaar na aankoop en levering, of een vervangend product tegen 50% van de kostprijs of terugbetaling van 50% bij ontdekking na één jaar tot 2 jaar.

• Val niet onder waarborg:

- alle rechtstreekse of onrechtstreekse schade na de levering veroorzaakt aan het toestel (bv. door oxidatie, schokken, val, stof, vuil, vocht...), en door het toestel, alsook zijn inhoud (bv. verlies van data), vergoeding voor eventuele winstderving.
- verbruiksgoederen, onderdelen of hulpstukken die onderhevig zijn aan veroudering door normaal gebruik zoals bv. batterijen (zowel oplaadbare als niet-oplaadbare, ingebouwd of vervangbaar), lampen, rubberen onderdelen, aandrijfriemen... (onbepaalde lijst).
- defecten ten gevolge van brand, waterschade, bliksem, ongevallen, natuurrampen, enz.

- defecten veroorzaakt door opzet, nalatigheid of door een onoordeelkundige behandeling, slecht onderhoud of abnormaal gebruik of gebruik van het toestel strijdig met de voorschriften van de fabrikant.
 - schade ten gevolge van een commercieel, professioneel of collectief gebruik van het apparaat (bij professioneel gebruik wordt de garantieperiode herleid tot 6 maand).
 - schade veroorzaakt door onvoldoende bescherming bij transport van het apparaat.
 - alle schade door wijzigingen, reparaties of modificaties uitgevoerd door derden zonder toestemming van Velleman®.
 - Toestellen dienen ter reparatie aangeboden te worden bij uw Velleman®-verdelers. Het toestel dient vergezeld te zijn van het oorspronkelijke aankoopbewijs. Zorg voor een degelijke verpakking (bij voorkeur de originele verpakking) en voeg een duidelijke foutsomschrijving bij.
 - Tip: Alvorens het toestel voor reparatie aan te bieden, kijk nog eens na of er geen voor de hand liggende reden is waarom het toestel niet naar behoren werkt (zie handleiding). Op deze wijze kunt u kosten en tijd besparen. Denk eraan dat er ook voor niet-defecte toestellen een kost voor controle aangerekend kan worden.
 - Bij reparaties buiten de waarborgperiode zullen transportkosten aangerekend worden.
 - Elke commerciële garantie laat deze rechten onverminderd.
- Bovenstaande opsomming kan eventueel aangepast worden naargelang de aard van het product (zie handleiding van het betreffende product).**

Garantie de service et de qualité Velleman®

Depuis 1972, Velleman® a gagné une vaste expérience dans le secteur de l'électronique et est actuellement distributeur dans plus de 85 pays.

Tous nos produits répondent à des exigences de qualité rigoureuses et à des dispositions légales en vigueur dans l'UE. Afin de garantir la qualité, nous soumettons régulièrement nos produits à des contrôles de qualité supplémentaires, tant par notre propre service qualité que par un service qualité externe. Dans le cas improbable d'un défaut malgré toutes les précautions, il est possible d'invoquer notre garantie (voir les conditions de garantie).

Conditions générales concernant la garantie sur les produits grand public (pour l'UE) :

- tout produit grand public est garanti 24 mois contre tout vice de production ou de matériaux à dater du jour d'acquisition effective ;
- si la plainte est justifiée et que la réparation ou le remplacement d'un article est jugé impossible, ou lorsque les coûts s'avèrent disproportionnés, Velleman® s'autorise à remplacer ledit article par un article équivalent ou à rembourser la totalité ou une partie du prix d'achat. Le cas échéant, il vous sera consenti un article de remplacement ou le remboursement complet du prix d'achat lors d'un défaut dans un délai de 1 an après l'achat et la livraison, ou un article de remplacement moyennant 50% du prix d'achat ou le remboursement de 50% du prix d'achat lors d'un défaut après 1 à 2 ans.

• sont par conséquent exclus :

- tout dommage direct ou indirect survenu à l'article après livraison (p.ex. dommage lié à l'oxydation, choc, chute, poussière, sable, impureté...) et provoqué par l'appareil, ainsi que son contenu (p.ex. perte de données) et une indemnisation éventuelle pour perte de revenus ;
- toute vice ou accessoire nécessitant un remplacement causé par un usage normal comme p.ex. piles (rechargeables comme non rechargeables, intégrées ou remplaçables), ampoules, pièces en caoutchouc, courroies... (liste illimitée) ;
- tout dommage qui résulte d'un incendie, de la foudre, d'un accident, d'une catastrophe naturelle, etc. ;
- out dommage provoqué par une négligence, volontaire ou non, une utilisation ou un entretien incorrect, ou une utilisation de l'appareil contraire aux prescriptions du fabricant ;
- tout dommage à cause d'une utilisation commerciale, professionnelle ou collective de l'appareil (la période de garantie sera réduite à 6 mois lors d'une utilisation professionnelle) ;
- tout dommage à l'appareil qui résulte d'une utilisation incorrecte ou différente que celle pour laquelle il a été initialement prévu comme décrit dans la notice ;
- tout dommage engendré par un retour de l'appareil emballé dans un conditionnement non ou insuffisamment protégé.
- toute réparation ou modification effectuée par une tierce personne sans l'autorisation explicite de Velleman® ; - frais de transport de et vers Velleman® si l'appareil n'est plus couvert sous la garantie.
- toute réparation sera fournie par l'endroit de l'achat. L'appareil doit nécessairement être accompagné du bon d'achat d'origine et être dûment conditionné (de préférence dans l'emballage d'origine avec mention du défaut) ;
- tuyau : il est conseillé de consulter la notice et de contrôler câbles, piles, etc. avant de retourner l'appareil. Un appareil retourné jugé défectueux qui s'avère en bon état de marche pourra faire l'objet d'une note de frais à charge du consommateur ;
- une réparation effectuée en-dehors de la période de garantie fera l'objet de frais de transport ;
- toute garantie commerciale ne porte pas atteinte aux conditions susmentionnées.

La liste susmentionnée peut être sujette à une complémentarité selon le type de l'article et être mentionnée dans la notice d'emploi.

ES**Garantía de servicio y calidad Velleman®**

Desde su fundación en 1972, Velleman® ha adquirido una amplia experiencia como distribuidor en el sector de la electrónica en más de 85 países. Todos nuestros productos responden a normas de calidad rigurosas y disposiciones legales vigentes en la UE. Para garantizar la calidad, sometemos nuestros productos regularmente a controles de calidad adicionales, tanto a través de nuestro propio servicio de calidad como de un servicio de calidad externo. En el caso improbable de que surgieran problemas a pesar de todas las precauciones, es posible recurrir a nuestra garantía (véase las condiciones de garantía).

Condiciones generales referentes a la garantía sobre productos de venta al público (para la Unión Europea):

- Todos los productos de venta al público tienen un período de garantía de 24 meses contra errores de producción o errores en materiales desde la adquisición original;
- Si la queja está fundada y si la reparación o sustitución de un artículo no es posible, o si los gastos son desproporcionados, Velleman® autoriza reemplazar el artículo por un artículo equivalente o reembolsar la totalidad o una parte del precio de compra. En este caso, usted recibirá un artículo de recambio o el reembolso completo del precio de compra si encuentra algún fallo hasta un año después de la compra y entrega, o un artículo de recambio al 50% del precio de compra o el reembolso del 50% del precio de compra si encuentra un fallo después de 1 año y hasta los 2 años después de la compra y entrega.

Por consiguiente, están excluidos entre otras cosas:

- todos los daños causados directa o indirectamente al aparato (p.ej. por oxidación, choques, caídas,...) y a su contenido (p.ej. pérdida de datos) después de la entrega y causados por el aparato, y cualquier indemnización por posible pérdida de ganancias;
- partes o accesorios, que estén expuestos al desgaste causado por un uso normal, como por ejemplo baterías (tanto recargables como no recargables, incorporadas o reemplazables), bombillas, partes de goma, etc. (lista ilimitada);
- defectos causados por un incendio, daños causados por el agua, rayos, accidentes, catástrofes naturales, etc.,
- defectos causados a conciencia, descuido o por malos tratos, un mantenimiento inapropiado o un uso anormal del aparato contrario a las instrucciones del fabricante;
- daños causados por un uso comercial, profesional o colectivo del aparato (el período de garantía se reducirá a 6 meses con uso profesional);
- daños causados por un uso incorrecto o un uso ajeno al que está previsto el producto inicialmente como está descrito en el manual del usuario;
- daños causados por una protección insuficiente al transportar el aparato.
- daños causados por reparaciones o modificaciones efectuadas por una tercera persona sin la autorización explícita de Velleman®;
- se calcula gastos de transporte de y a Velleman® si el aparato ya no está cubierto por la garantía.
- Cualquier artículo que tenga que ser reparado tendrá que ser devuelto a su distribuidor Velleman®. Devuelva el aparato con la factura de compra original y incluya también una buena descripción del fallo;
- Consejo: Lea el manual del usuario y controle los cables, las pilas, etc. antes de devolver el aparato. Si no se encuentra un defecto en el artículo los gastos podrían correr a cargo del cliente;
- Los gastos de transporte correrán a cargo del cliente para una reparación efectuada fuera del período de garantía.
- Cualquier gesto comercial no disminuye estos derechos.

La lista previamente mencionada puede ser adaptada según el tipo de artículo (véase el manual del usuario del artículo en cuestión).

DE**Velleman® Service- und Qualitätsgarantie**

Seit der Gründung in 1972 hat Velleman® sehr viel Erfahrung als Verteiler in der Elektronikwelt in über 85 Ländern aufgebaut. Alle Produkte entsprechen den strengen Qualitätsforderungen und gesetzlichen Anforderungen in der EU. Um die Qualität zu gewährleisten werden unsere Produkte regelmäßig einer zusätzlichen Qualitätskontrolle unterworfen, sowohl von unserer eigenen Qualitätsabteilung als auch von externen spezialisierten Organisationen. Sollten, trotz aller Vorsichtsmaßnahmen, Probleme auftreten, nehmen Sie bitte die Garantie in Anspruch (siehe Garantiebedingungen).

Allgemeine Garantiebedingungen in Bezug auf Konsumgüter (für die Europäische Union):

- Alle Produkte haben für Material- oder Herstellungsfehler eine Garantieperiode von 24 Monaten ab Verkaufsdatum.
- Wenn die Klage berechtigt ist und falls eine kostenlose Reparatur oder ein Austausch des Gerätes unmöglich ist, oder wenn die Kosten dafür unverhältnismäßig sind, kann Velleman® sich darüber entscheiden, dieses Produkt durch ein gleiches Produkt zu ersetzen oder die Kaufsumme ganz oder teilweise zurückzuzahlen. In diesem Fall erhalten Sie ein Ersatzprodukt oder eine Rückzahlung im Werte von 100% der Kaufsumme im Falle eines Defektes bis zu 1 Jahr nach Kauf oder Lieferung, oder Sie bekommen ein Ersatzprodukt im Werte von 50% der Kaufsumme oder eine Rückzahlung im Werte von 50% im Falle eines Defektes im zweiten Jahr.

• Von der Garantie ausgeschlossen sind:

- alle direkten oder indirekten Schäden, die nach Lieferung am Gerät und durch das Gerät verursacht werden (z.B. Oxidation, Stöße, Fall, Staub, Schmutz,

Feuchtigkeit, ...), sowie auch der Inhalt (z.B. Datenverlust), Entschädigung für eventuellen Gewinnausfall.

- Verbrauchsgüter, Teile oder Zubehörteile, die durch normalen Gebrauch dem Verschleiß ausgesetzt sind, wie z.B. Batterien (nicht nur aufladbare, sondern auch nicht aufladbare, eingebaute oder ersetzbare), Lampen, Gummiteile, Treibriemen, usw. (unbeschränkte Liste).
- Schäden verursacht durch Brandschaden, Wasserschaden, Blitz, Unfälle, Naturkatastrophen, usw.
- Schäden verursacht durch absichtliche, nachlässige oder unsachgemäße Anwendung, schlechte Wartung, zweckfremde Anwendung oder Nichtbeachtung von Benutzerhinweisen in der Bedienungsanleitung.
- Schäden infolge einer kommerziellen, professionellen oder kollektiven Anwendung des Gerätes (bei gewerblicher Anwendung wird die Garantieperiode auf 6 Monate zurückgeführt).
- Schäden verursacht durch eine unsachgemäße Verpackung und unsachgemäßen Transport des Gerätes.
- alle Schäden verursacht durch unautorisierte Änderungen, Reparaturen oder Modifikationen, die von einem Dritten ohne Erlaubnis von Velleman® vorgenommen werden.
- Im Fall einer Reparatur, wenden Sie sich an Ihren Velleman®-Verteiler. Legen Sie das Produkt ordnungsgemäß verpackt (vorzugsweise die Originalverpackung) und mit dem Original-Kaufbeleg vor. Fügen Sie eine deutliche Fehlerbeschreibung hinzu.
- Hinweis: Um Kosten und Zeit zu sparen, lesen Sie die Bedienungsanleitung nochmals und überprüfen Sie, ob es keinen auf de Hand liegenden Grund gibt, ehe Sie das Gerät zur Reparatur zurückschicken. Stellen sich bei der Überprüfung des Gerätes heraus, dass kein Geräteschaden vorliegt, könnte dem Kunden eine Untersuchungspauschale berechnet.
- Für Reparaturen nach Ablauf der Garantiefrist werden Transportkosten berechnet.
- Jede kommerzielle Garantie lässt diese Rechte unberührt.

Die oben stehende Aufzählung kann eventuell angepasst werden gemäß der Art des Produktes (siehe Bedienungsanleitung des Gerätes).

PL**Velleman® usługi i gwarancja jakości**

Od czasu założenia w 1972, Velleman® zdobył bogate doświadczenie w dziedzinie światowej elektroniki. Obecnie firma dystrybuje swoje produkty w ponad 85 krajach.

Wszystkie nasze produkty spełniają surowe wymagania jakościowe oraz wypełniają normy i dyrektywy obowiązujące w krajach UE. W celu zapewnienia najwyższej jakości naszych produktów, przechodzą one regularne oraz dodatkowo wyrzukowe badania kontroli jakości, zarówno naszego wewnętrznej działa jakości jak również wyspecjalizowanych firm zewnętrznych. Pomimo dołożenia wszelkich starań czasem mogą pojawić się problemy techniczne, prosimy odwołać się do gwarancji (patrz warunki gwarancji).

Ogólne Warunki dotyczące gwarancji:

- Wszystkie produkty konsumenckie podlegają 24-miesięcznej gwarancji na wady produkcyjne i materiałowe od daty zakupu.
- W przypadku, gdy usterka jest niemożliwa do usunięcia lub koszt usunięcia jest nadmiernie wysoki Velleman® może zdecydować o wymianie artykułu na nowy, wolny od wad lub zwrócić zapłaconą kwotę. Zwrót gotówką może jednak nastąpić z uwzględnieniem poniższych warunków:
 - zwrót 100% ceny zakupu w przypadku, gdy wada wystąpiła w ciągu pierwszego roku od daty zakupu i dostawy
 - wymiana wadliwego artykułu na nowy, wolny od wad z odpłatnością 50% ceny detalicznej lub zwrót 50% kwoty ceny nabycia w przypadku gdy wada wystąpiła w drugim roku od daty zakupu i dostawy.
- Produkt nie podlega naprawie gwarancyjnej:
 - gdy wszystkie bezpośrednie lub pośrednie szkody spowodowane są działaniem czynników środowiskowych lub losowych (np. przez ułtlenianie, wstrząsy, upadki, kurz, brud, ...), wilgotności;
 - gwarant nie ponosi odpowiedzialności za szkody wynikających z utraty danych;
 - produkty konsumenckie, części zamienne lub akcesoria podatne na proces starzenia, wynikające z normalnego użytkowania, np: baterie (ładowalne, nieladowne, wbudowane lub wymienne), żarówki, paski napędowe, gumowe elementy napędowe, ... (nieograniczona lista);
 - usterka wynika z działania pożaru, zalania wszelkimi cieczami, uderzenia pioruna, upadku lub kłeski żywiolowej, itp.;
 - usterka wynika z zaniedban eksploatacyjnych tj. umyślne bądź nieumyślne zaniechanie czyszczenia, konserwacji, wymiany materiałów eksploatacyjnych, niedbalstwa lub z niewłaściwego obchodzenia się lub niezgodnego użytkowania z instrukcją producenta;
 - szkody wynikające z nadmiernego użytkowania gdy nie jest do tego celu przeznaczony tj. działalność komercyjna, zawodowa lub wspólnie użytkowane przez wiele osób - okres obowiązywania gwarancji zostanie obniżony do 6 (sześć) miesięcy;
 - Szkody wynikające ze złe zabezpieczonej wysyłki produktu;
 - Wszelkie szkody spowodowane przez nieautoryzowaną naprawę, modyfikację, przerobkę produktu przez osoby trzecie jak również bez pisemnej zgody firmy Velleman®.
- Uszkodzony produkt musi zostać dostarczony do sprzedawcy @ Velleman, solidnie zapakowany (najlepiej w oryginalnym opakowaniu), wraz z wyposażeniem z jakim produkt został sprzedany. W przypadku wysyłki towaru

w opakowaniu innym niż oryginalnym ryzyko usterki produktu oraz tego skutki przechodzą na właściciela produktu. Wraz z niesprawnym produktem należy dołączyć jasny i szczegółowy opis jego usterki, wady;

- Wskazówka: Aby zaoszczędzić na kosztach i czasie, proszę szczegółowo zapoznać się z instrukcją obsługi; czy przyczyną wady są okoliczności techniczne czy też wynikają wyłącznie z nieznanoci obsługi produktu. W przypadku wysyłki sprawnego produktu do serwisu nabywca może zostać obciążony kosztami obsługi oraz transportu.
- W przypadku napraw pogwarancyjnych lub odpłatnych klient ponosi dodatkowo koszt wysyłki produktu do i z serwisu.

wymienione wyżej warunki są bez uszczerbku dla wszystkich komercyjnych gwarancji.

Powyższe postanowienia mogą podlegać modyfikacji w zależności od wyrobu (patrz art obsługi).

PT

Garantia de serviço e de qualidade Velleman®

Desde a sua fundação em 1972 Velleman® tem adquirido uma ampla experiencia no sector da electrónica com uma distribuição em mais de 85 países.

Todos os nossos produtos respondem a exigências rigorosas e a disposições legais em vigor na UE. Para garantir a qualidade, submetemos regularmente os nossos produtos a controles de qualidade suplementares, com o nosso próprio serviço qualidade como um serviço de qualidade externo. No caso improvável de um defeito mesmo com as nossas precauções, é possível invocar a nossa garantia. (ver as condições de garantia).

Condições gerais com respeito a garantia sobre os produtos grande público (para a UE):

- qualquer produto grande público é garantido 24 mês contra qualquer vício de produção ou materiais a partir da data de aquisição efectiva;
- no caso da reclamação ser justificada e que a reparação ou substituição de um artigo é impossível, ou quando os custo são desproporcionados, Velleman® autoriza-se a substituir o dito artigo por um artigo equivalente ou a devolver a totalidade ou parte do preço de compra. Em outro caso, será consentido um artigo de substituição ou devolução completa do preço de compra no caso de um defeito no prazo de 1 ano depois da data de compra e entrega, ou um artigo de substituição pagando o valor de 50% do preço de compra ou devolução de 50% do preço de compra para defeitos depois de 1 a 2 anos.

• estão por consequência excluídos:

- todos os danos directos ou indirectos depois da entrega do artigo (p.ex. danos ligados a oxidação, choques, quedas, poeiras, areias, impurezas...) e provocado pelo aparelho, como o seu conteúdo (p.ex. perca de dados) e uma indemnização eventual por perca de receitas;
- consumíveis, peças ou acessórios sujeitos a desgaste causado por um uso normal, como p.ex. pilhas (recarregáveis, não recarregáveis, incorporadas ou substituíveis), lâmpadas, peças em borracha correias... (lista ilimitada);
- todos os danos que resultem de um incêndio, raios, de um acidente, de uma catastrophe natural, etc.;
- danos provocados por negligencia, voluntária ou não, uma utilização ou manutenção incorrecta, ou uma utilização do aparelho contrária as prescrições do fabricante ;
- todos os danos por causa de uma utilização comercial, profissional ou colectiva do aparelho (o período de garantia será reduzido a 6 meses para uma utilização profissional);
- todos os danos no aparelho resultando de uma utilização incorrecta ou diferente daquela inicialmente prevista e descrita no manual de utilização;
- todos os danos depois de uma devolução não embalada ou mal protegida ao nível do acondicionamento.
- todas as reparações ou modificações efectuadas por terceiros sem a autorização de Velleman®;
- despesas de transporte de e para Velleman® se o aparelho não estiver coberto pela garantia.
- qualquer reparação será fornecida pelo local de compra. O aparelho será obrigatoriamente acompanhado do talão ou factura de origem e bem acondicionado (de preferência dentro da embalagem de origem com indicação do defeito ou avaria);
- dica: aconselha-mos a consulta do manual e controlar cabos, pilhas, etc. antes de devolver o aparelho. Um aparelho devolvido que estiver em bom estado será cobrado despesas a cargo do consumidor;
- uma reparação efectuada fora da garantia, será cobrado despesas de transporte;
- qualquer garantia comercial não prevalece as condições aqui mencionadas.

A lista pode ser sujeita a um complemento conforme o tipo de artigo e estar mencionada no manual de utilização.