



Video Intercom

FAQ Manual



Foreword

General

This manual provides the solutions to video intercom problems during daily use.

Attention

This manual is for reference only. Not all the Turnstile problems are included.

- You can contact us for any unknown problems, and we will add them into the manual to perfect it.
- You can contact your local retailer or after-sale engineer directly for more help.

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
 TIPS	Provides methods to help you solve a problem or save time.
 NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.1	Revise the alarming problems.	February 2025
V1.0.0	First release.	January 2025

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.

- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

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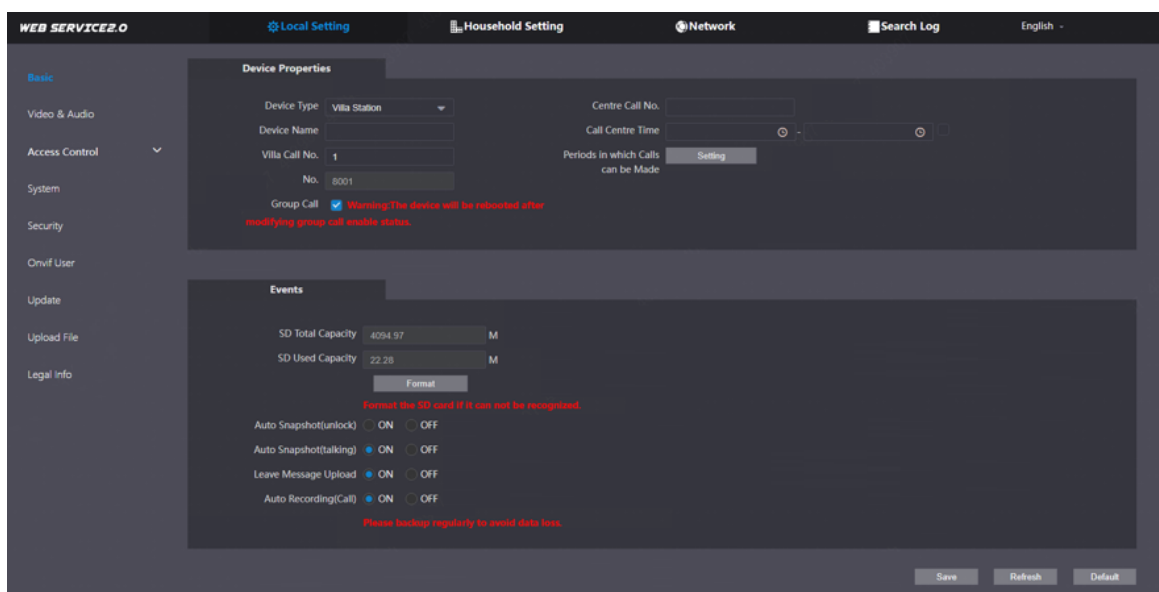
1 Calling Problems

1.1 The villa station cannot call VTH

Solutions

1. Log in to the webpage of the villa station.
2. Select **Local Setting** > **Basic**.
3. Set **Villa Call No.** as the room number of the villa station, and then click **Save**.

Figure 1-1 Setting room number



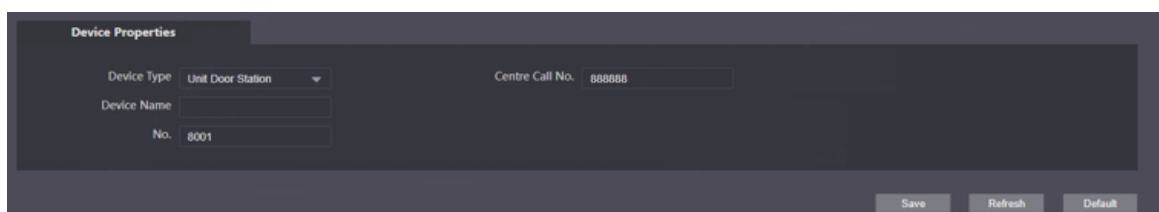
4. Check whether the issue is solved. If it still does not work, contact technical support.

1.2 The VTS can call VTO but the VTO cannot call VTS

Solutions

1. Log in to the webpage of the door station.
2. Select **Local Setting** > **Basic**.
3. Set **888888 + VTS number** (e.g. 888888101) as **Center Call No.**, and then click **Save**.

Figure 1-2 Set device properties



4. Check whether the issue is solved. If it still does not work, contact technical support.

1.3 VTS or VTH cannot Unlock the VTO remotely

Possible Causes

- No VTO is added to the VTS or VTH.
- The password was entered incorrectly when the VTO was added.
- Unlocking time is within the unlocking response interval.
- The sequence of the network cable is incorrectly connected.
- The version of VTS or VTH is not the latest.

Solutions

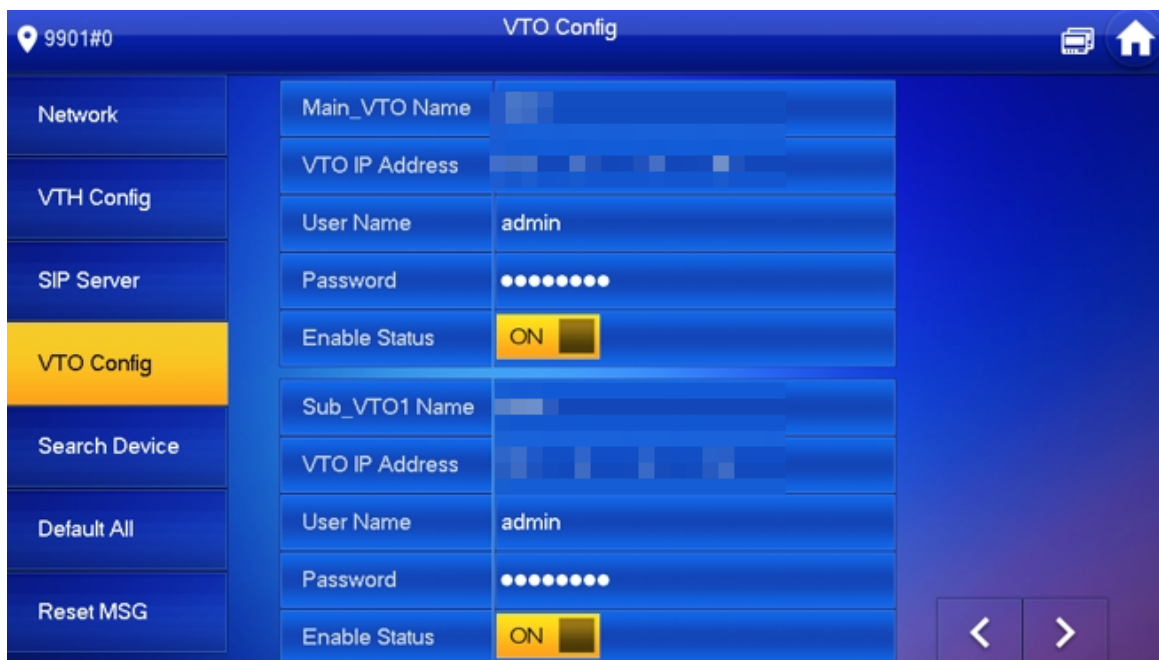
1. Add VTO to VTS or VTH.



The following uses adding a VTO to a VTH as an example. For details about how to add a VTO to a VTS, see the corresponding user's manual.

- a. On the operating page of VTH, press and hold **Setting** for more than 6 seconds, enter the password, and then press **OK**.
- b. Select **Network Terminal**.
- c. Enter the IP address, user name and password of the VTO.

Figure 1-3 Enter the IP address



The user name and password of the VTO must be the same as the ones of VTO webpage. Otherwise, the VTO cannot be added.

- d. Press **OFF** to enable this VTO.
 - e. Check whether the issue is solved. If it still does not work, take the following steps.
2. Check whether the unlocking time is within the unlocking response interval.

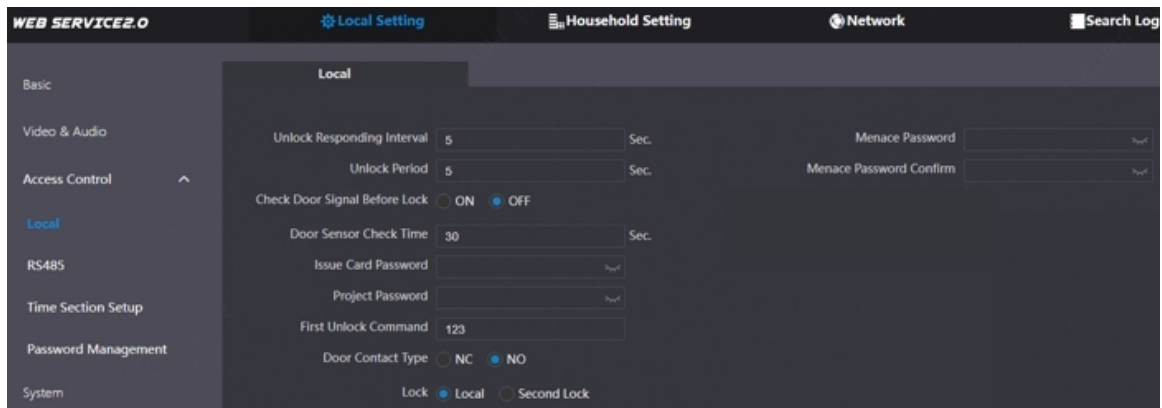


Unlock the door again after a period of time, if it can be unlocked, it means that the unlock is in the unlocked response interval time. But if it still does not work, take the step of 3.

Modify the unlocking response interval.

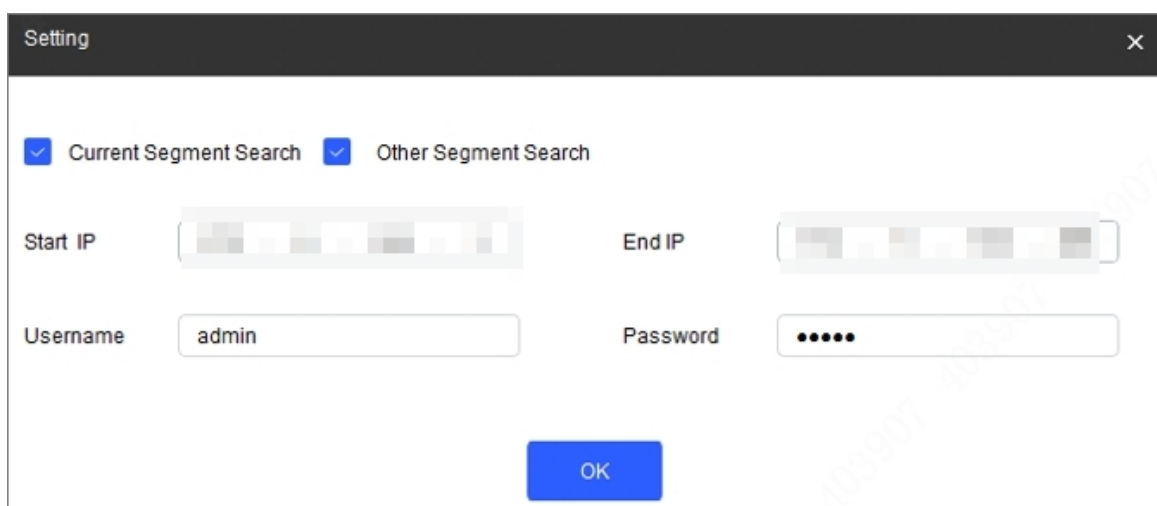
- Log in to the webpage of VTO.
- Select **Local Device Config** > **Access Control** > **Config**.
- Modify the **Unlock Responding Interval**, and then click **Apply**.

Figure 1-4 Unlock responding interval



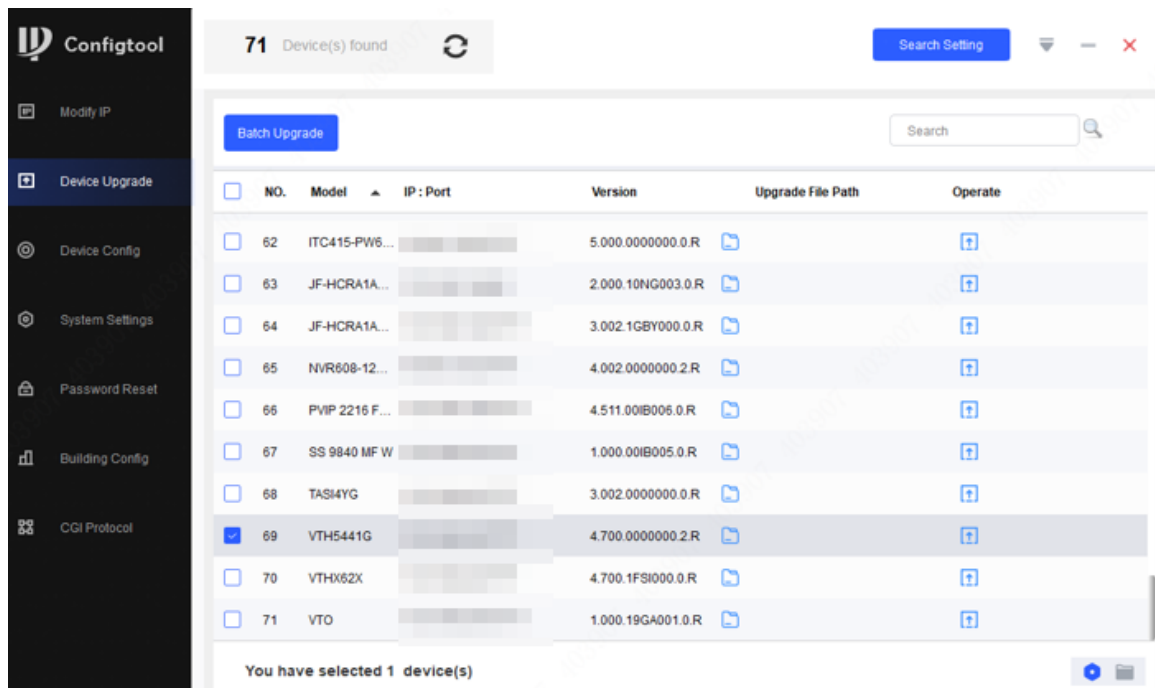
- Check whether the sequence of the network cable is incorrectly connected.
If it is incorrectly connected, reconnect it. Otherwise, take the following steps.
- Update the version of VTS or VTH.
 - Contact technical support to obtain the updating files of VTS or VTH.
 - Download and install VDPCConfig.
 - Click  on the left.
 - Click **Setting**, set the IP segment of VTS or VTH, and then click **OK**.

Figure 1-5 Set search



- Click **Open** corresponding to the device to be upgraded, import the updating files, and then click **Upgrade**.

Figure 1-6 Upgrade

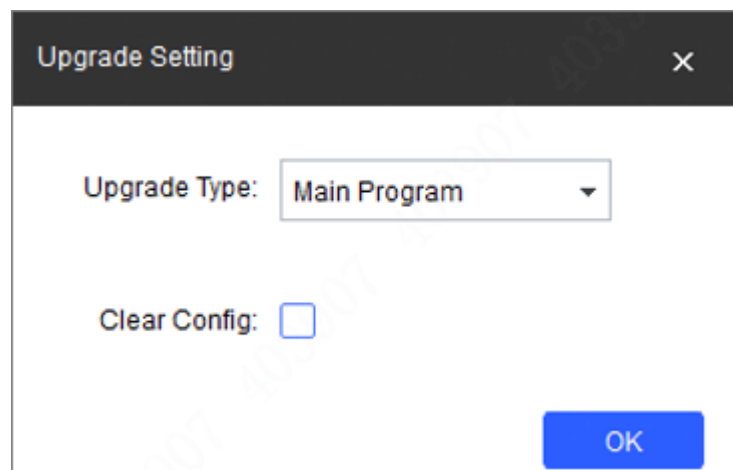


- f. Select upgrade type according to the actual needs, and then click **OK**.



If you enable **Clear Config**, the system will clear other configurations except IP address and initial state.

Figure 1-7 Upgrade Setting



5. Check whether the issue is solved. If it still does not work, contact technical support.

1.4 There is sound delay or stuttering when speaking between VTS and VTO

Solutions

1. Check whether packets are lost.
2. If the network connection is abnormal, rectify network and line faults.

3. If it still does not work, contact technical support.

1.5 When you speak, the voice of the platform or mobile phone is normal, but there is noise on the device

Solutions

Contact technical support.

1.6 When VTH calls VTS, the VTS cannot hear the voice from VTH

Possible Causes

When the VTH calls the VTS, it is a need to be transferred by the VTO, which needs to be added to the VTS.

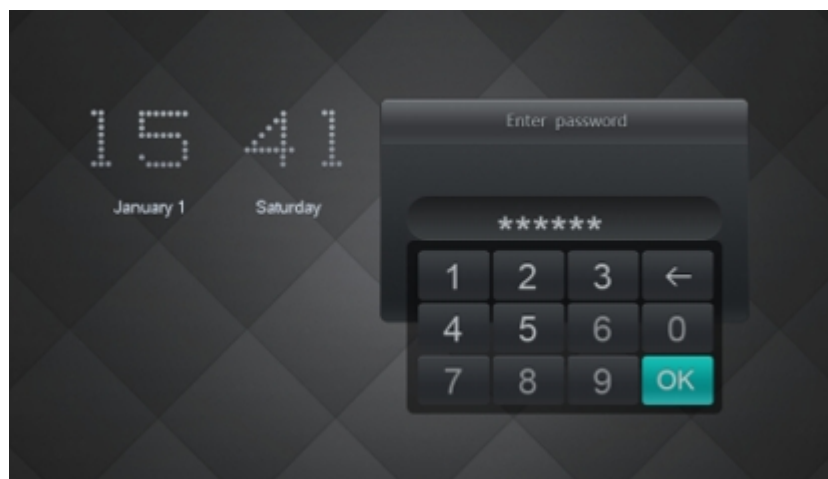
Solutions

1. Enter the password at the login interface, and then press **OK** to log in to the VTS.



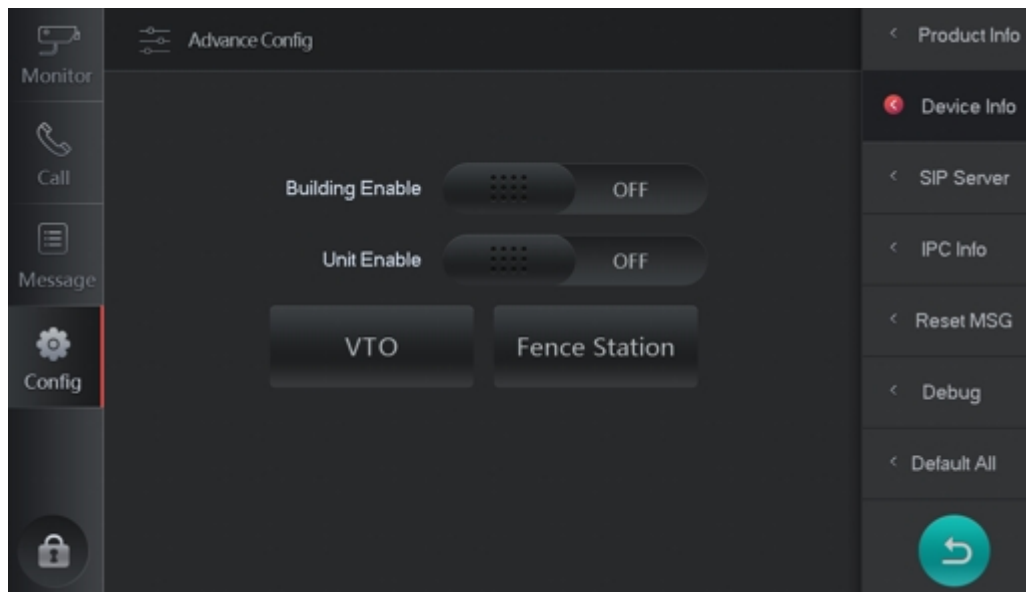
The default login password is **123456**, which cannot be modified.

Figure 1-8 Interface



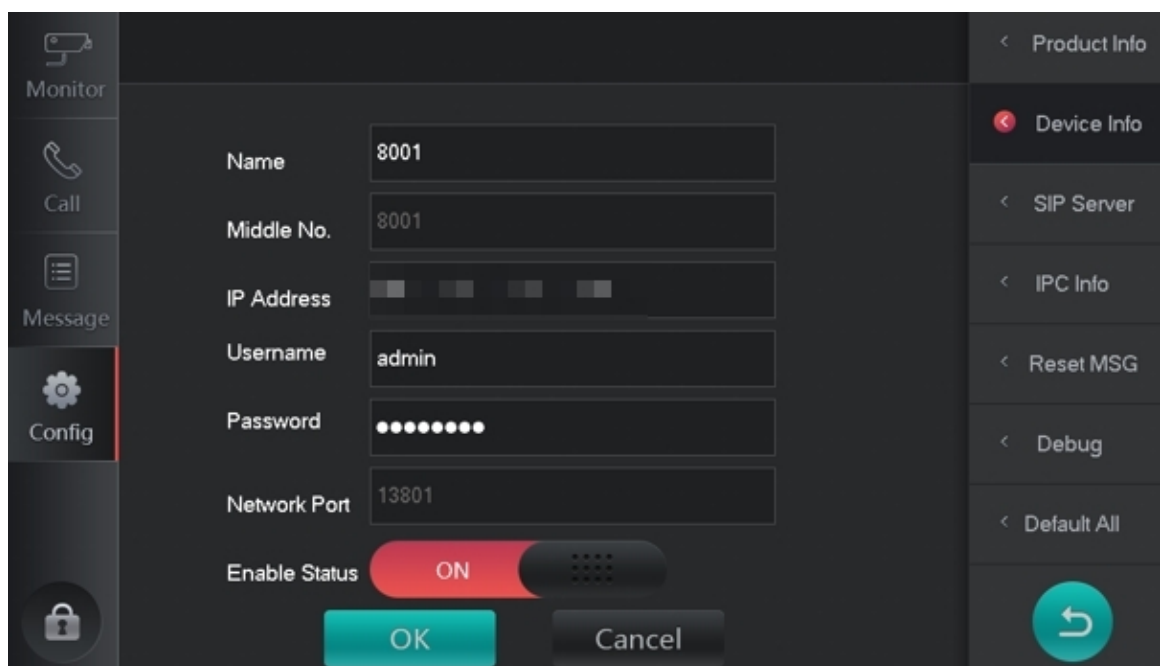
2. On the home page, select **Setting** > **Advance Config** > **Config**.
3. Tap **VTO** , and then tap **Add Device**.

Figure 1-9 Advance configuration



4. Enter the name, IP address, user name and password of VTO, enable the **Enable Status** , and then tap **OK**.

Figure 1-10 Device configuration



5. Check whether the issue is solved. If it still does not work, contact technical support.

1.7 When VTO calls DSS platform, the video stream of VTO can be shown on the platform but without any voice

Possible Causes

The computer on which the platform is installed has multiple network cards, and the platform client is not correctly configured. As a result, the audio and video streams of calls to the platform are not correctly forwarded.

Solutions

Modify the NIC settings on the platform. For details, contact technical support.

1.8 When the platform calls the VTO, the platform prompts "fail to start intercom" after several successful calls

Solutions

1. Check whether the network from the VTO to the platform is stable or not. If the network is unstable, the SIP status of the device goes offline, resulting in a calling failure.
2. Run the CGI command to check whether the default registration interval is normal or not. CGI command: **`http://device IP address/cgi-bin/configManager.cgi?action=getConfig&name=SIPKeepAlive`**.
3. Check whether `table.SIPKeepAlive.KeepAliveTime=60`, if the value is greater than 60, set it to 60 with the following command: **`http://device IP address/cgi-bin/configManager.cgi?action=setConfig&SIPKeepAlive.KeepAliveTime=60`**.
4. Other situations need to be checked by capturing packets.

1.9 When VTO + H1 platform + VTS, the sound of the latest version of VTO calling VTH lags, while the earlier versions are normal

Problem

When VTO calls DSS platform, the video stream of VTO can be shown on the platform but without any voice.

Possible Causes

The computer on which the platform is installed has multiple network cards, and the platform client is not correctly configured. As a result, the audio and video streams of calls to the platform are not correctly forwarded.

Solutions

Modify the NIC settings on the platform. For details, contact technical support.

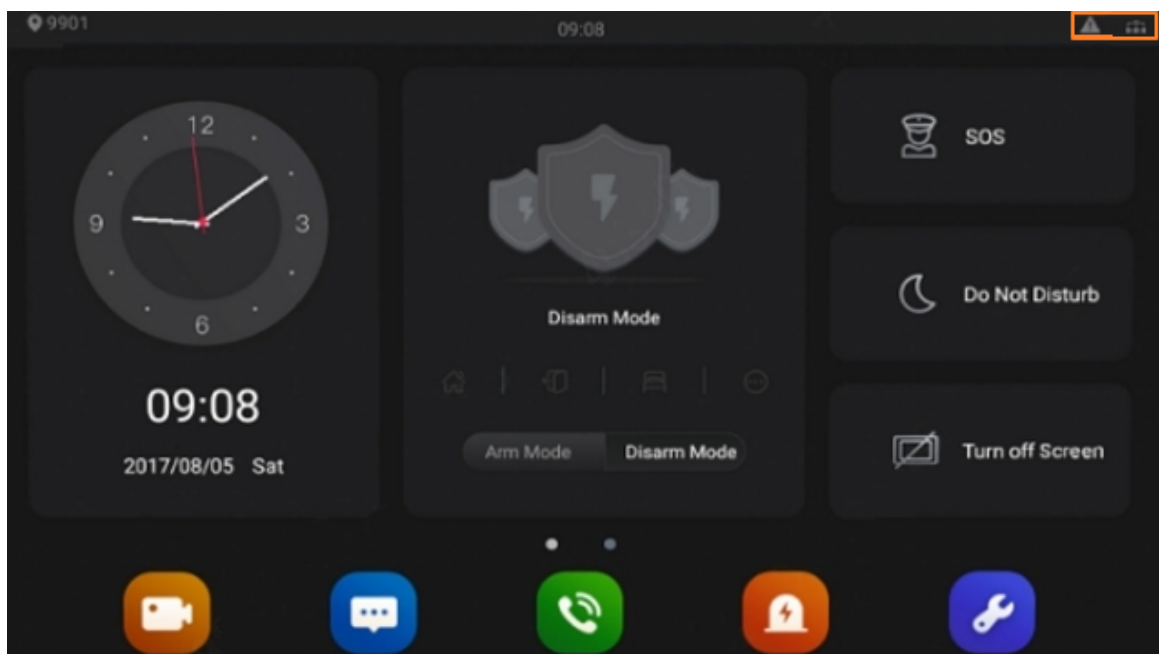
2 Image Problems

2.1 The digital VTH network is displayed online, but the registration icon is displayed offline and cannot call

Problem

On the local webpage of the digital VTH, the icon of  indicates the wired network is connected, but the icon of  means the registration status is offline, so the VTH cannot call.

Figure 2-1 Webpage



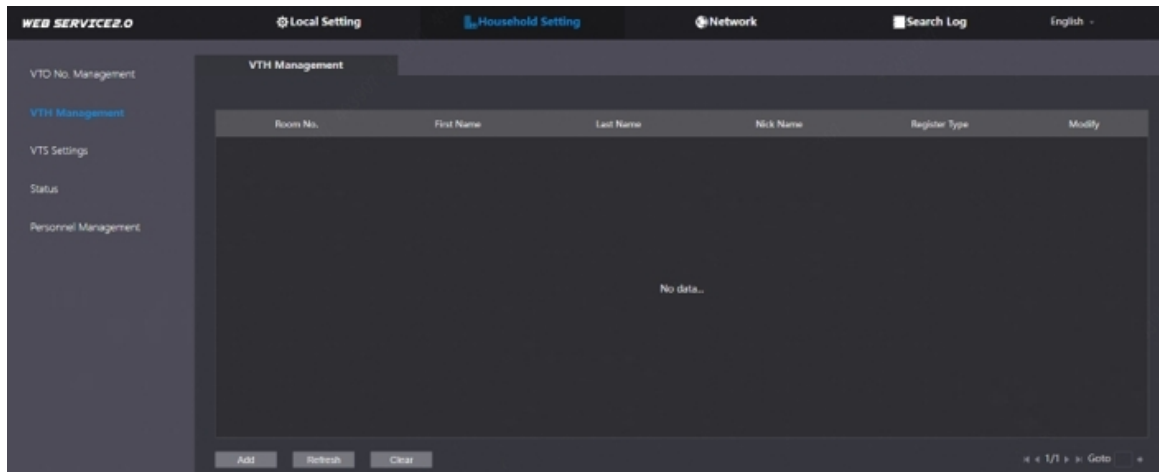
Possible Causes

Device registration is failed.

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Room No.** > **VTH Management**.
3. Click  corresponding to the VTH.

Figure 2-2 Settings



4. Modify the VTH configurations based on the actual needs, and then click **OK**.
5. Check whether the issue is solved. If it still does not work, contact technical support.

2.2 The VTH or VTS can see the image from VTO, but cannot unlock the door

Solutions

Upgrade the VTO program. For details, see "2.5 The VTO has no videos".

2.3 The images of VTH are stuck during the calling

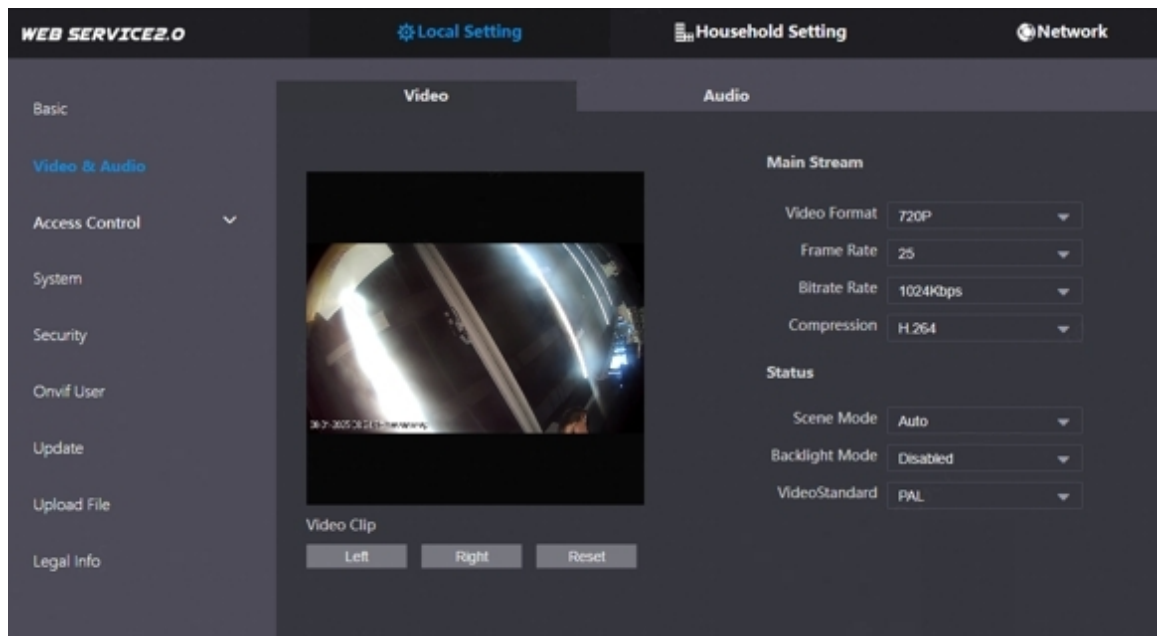
Possible Causes

Properly reduce the picture quality of the VTO.

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Local Device Config** > **Audio and Video Config**.
3. Modify the **Video Format** to reduce the image resolution.

Figure 2-3 Video format



4. Check whether the issue is solved. If it still does not work, contact technical support.

2.4 Analog VTH is in blue screen when monitoring the VTO

Possible Causes

The IN and OUT ports of the unit distributor are reversed.

Solutions

1. Reconnect the IN and OUT ports of the unit distributor.
2. Check whether the issue is solved. If it still does not work, contact technical support.

2.5 The VTO has no videos

Problem

There is no video when the VTO talks to the VTH (or VTS) or monitors the VTO through the VTH (or VTS).

Possible Causes

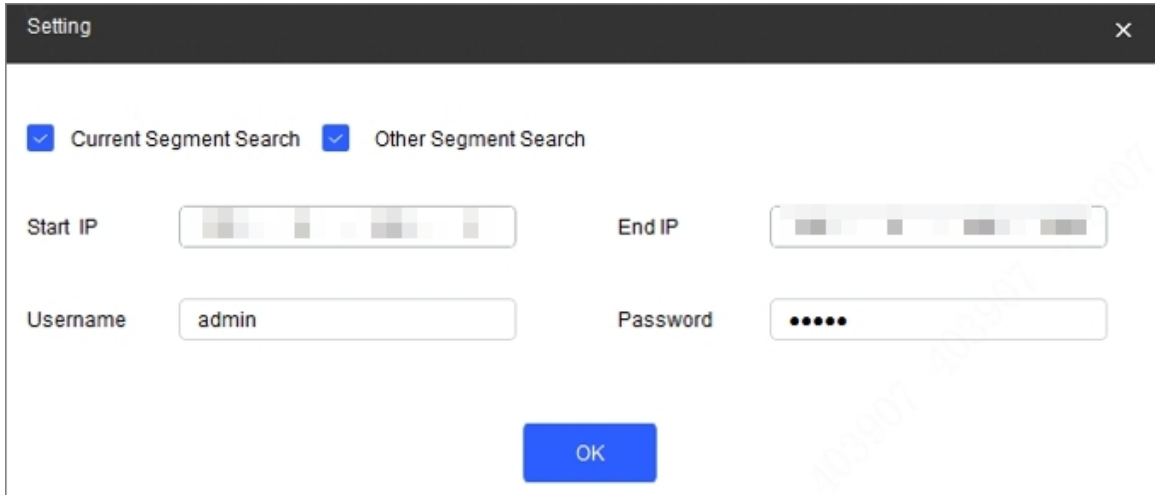
The versions of the VTO and VTH (or VTS) are not the latest.

Solutions

1. Contact technical support to obtain the latest version of the upgrade file.

2. Download and install VDPConfig Tool.
3. In the left navigation bar, click .
4. Click **Setting** to set the IP segment of VTO and VTH (or VTS), and then click **OK**.

Figure 2-4 Set search

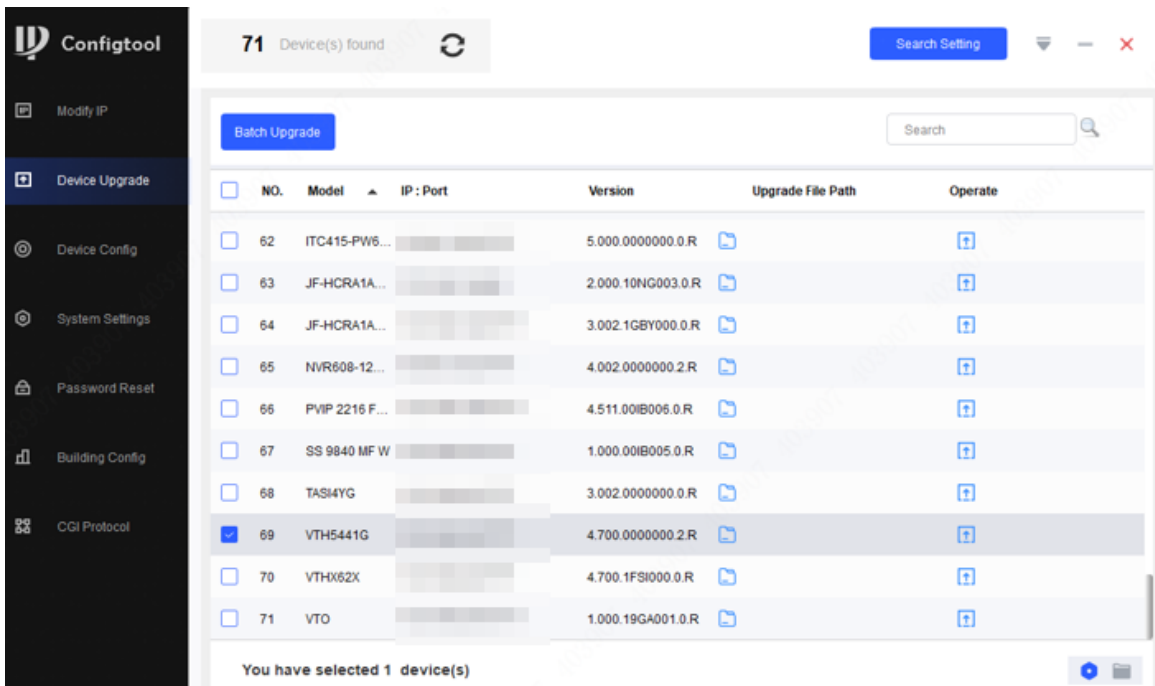


The 'Setting' dialog box contains the following fields and controls:

- ☒ Current Segment Search
- ☒ Other Segment Search
- Start IP:
- End IP:
- Username:
- Password:
- OK** button

5. Click **Open** corresponding to the device to be upgraded, import the upgrade file, and then click **Upgrade**.

Figure 2-5 Upgrade



The VDPConfigtool interface displays a list of 71 devices found. The 'Device Upgrade' section is active, showing a table of devices with their upgrade file paths and operation buttons.

NO.	Model	IP : Port	Version	Upgrade File Path	Operate
☐	62	ITC415-PW6...	5.000.0000000.0.R		
☐	63	JF-HCRA1A...	2.000.10NG003.0.R		
☐	64	JF-HCRA1A...	3.002.1GBY000.0.R		
☐	65	NVR608-12...	4.002.0000000.2.R		
☐	66	PVIP 2216 F...	4.511.00IB006.0.R		
☐	67	SS 9840 MF W	1.000.00IB005.0.R		
☐	68	TAS4YG	3.002.0000000.0.R		
☒	69	VTH5441G	4.700.0000000.2.R		
☐	70	VTHX62X	4.700.1FSI000.0.R		
☐	71	VTO	1.000.19GA001.0.R		

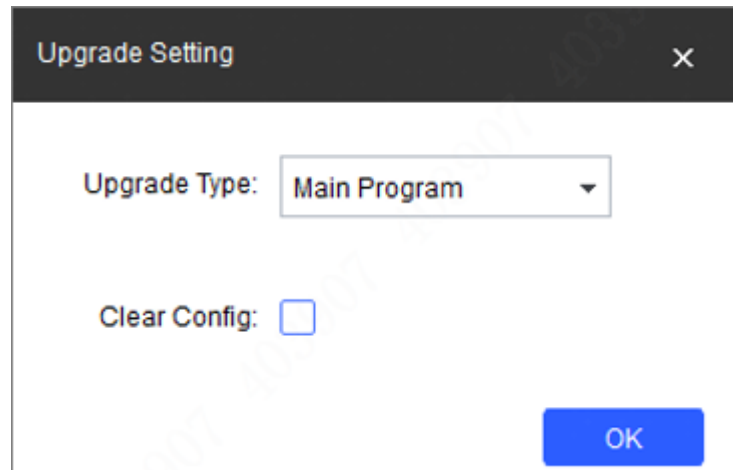
You have selected 1 device(s)

6. Select upgrading types based on the actual needs, and then click **OK**.



If you select **Clear Config**, the system will clear configurations other than the IP address and initialization status.

Figure 2-6 Upgrade Setting



7. Check whether the issue is solved. If it still does not work, contact technical support.

2.6 When the analog VTH connects to the network controller, there is no video

Problem

When the analog VTH connects to the network controller, it is normally calling and unlocking but without any videos.

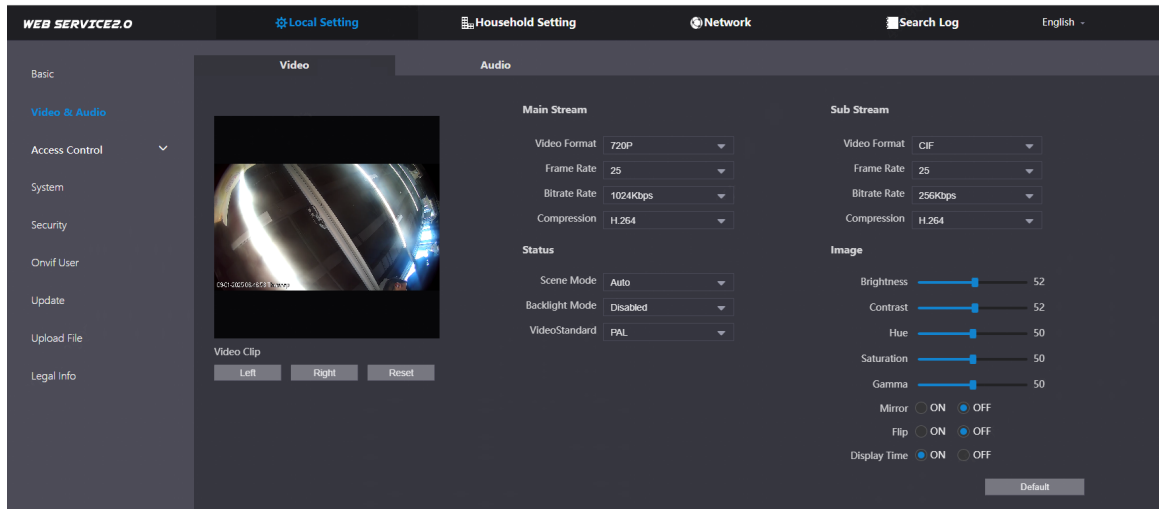
Possible Causes

- Video format is wrong.
- The IN and OUT ports of the unit distributor are inserted inversely.
- The sequence of the network cable is incorrectly connected.

Solutions

1. Check whether the video format is D1 or not.
 - a. Log in to the Web Manager of VTO.
 - b. Select **Local Setting** > **Video & Audio**.
 - c. Modify the **Video Format** as **D1**.

Figure 2-7 Video format



- d. Check whether the issue is solved. If it still does not work, take the following steps.
2. Check whether the IN and OUT ports of the unit distributor are inserted inversely or not.
If they are inserted inversely, reconnect them. If it still does not work, take the following steps.
3. Check whether the sequence of the network cable is incorrectly connected or not.
If it is incorrectly connected, rewire it.
4. Check whether the issue is solved. If it still does not work, contact technical support.

3 Function Problems

3.1 The VTH cannot add VTO

Possible Causes

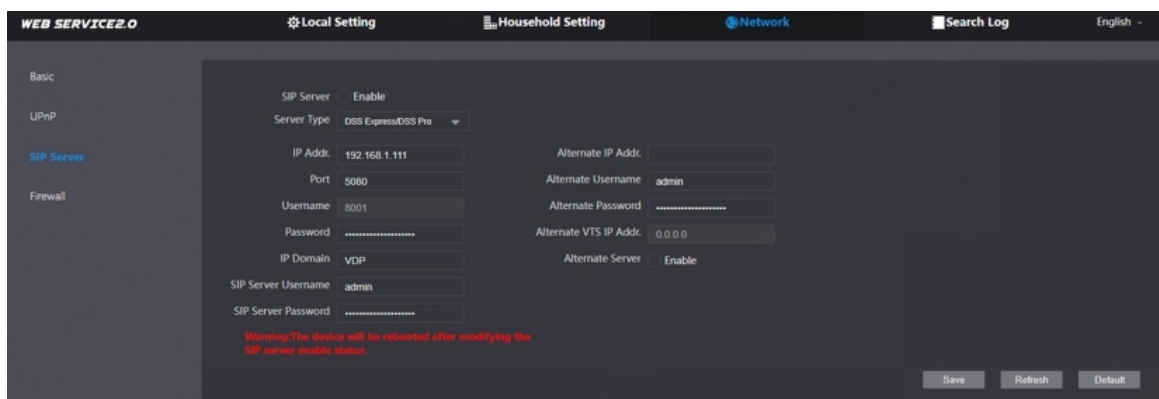
The VT program and SIP program are mixed in the VTH and VTO.

If there is an error on SIP program, the SIP registration status of VTO is offline.

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Network**, and then check whether there is **SIP Server** or not.
 - If there is no **SIP Server**, it means the current program is VT, see "2.5 The VTO has no videos" to upgrade the program.
 - If there is **SIP Server**, it means there are SIP programs on both VTH and VTO, contact technical support.

Figure 3-1 Network setting



3.2 The method of using a private password to unlock the VTO

Solutions

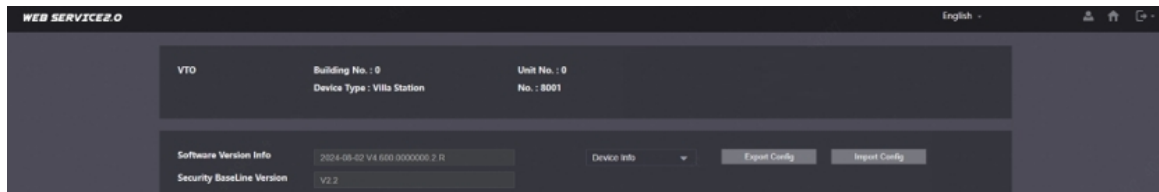
The room number of VTH (if the room number is less than 5 characters, add 0 before the room number) + private password of the VTH.

3.3 The VTO cannot be used as a face recording device

Solutions

1. Log in to the Web Manager of VTO.
2. Check the date of main version information. If the date of version is late than 20180202, contact technical support. Otherwise, take the following steps.

Figure 3-2 Version information



3. Obtain the latest upgrading files to upgrade the system program. For details, see "2.5 The VTO has no videos".
4. Check whether the issue is solved. If it still does not work, contact technical support.

3.4 The face recognition of VTO does not work and will not record the face

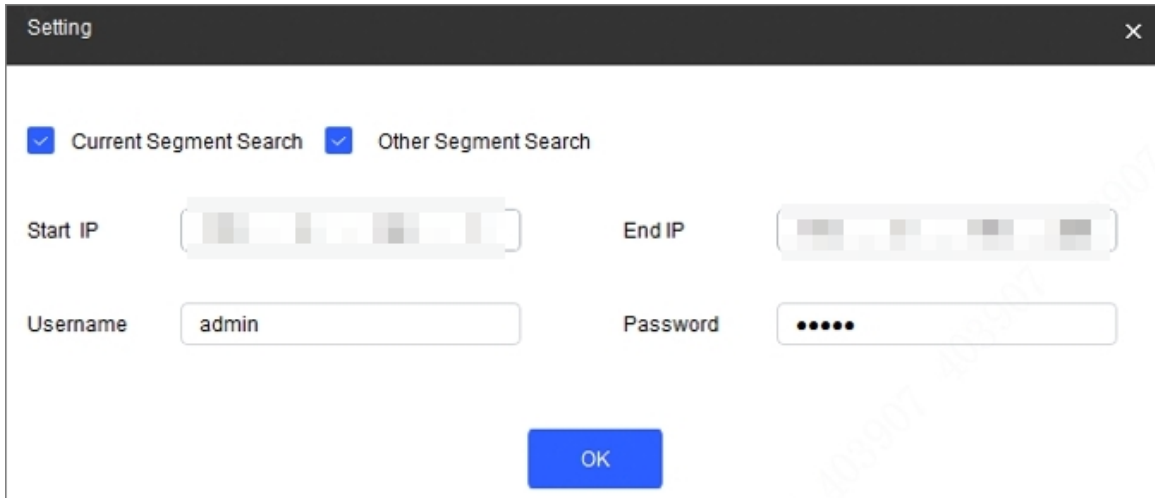
Possible Causes

The program package is not latest. Upgrade the firmware .bin file in the program package.

Solutions

1. Contact technical support to obtain the right version of the upgrade file, unzip the package, and then obtain the firmware .bin file in the program package.
2. Download and install VDPCConfig Tool.
3. In the left navigation bar, click .
4. Click **Settings** to set the IP segment of VTO and VTH (VTS), and then click **OK**.

Figure 3-3 Set search



Setting

☒ Current Segment Search ☒ Other Segment Search

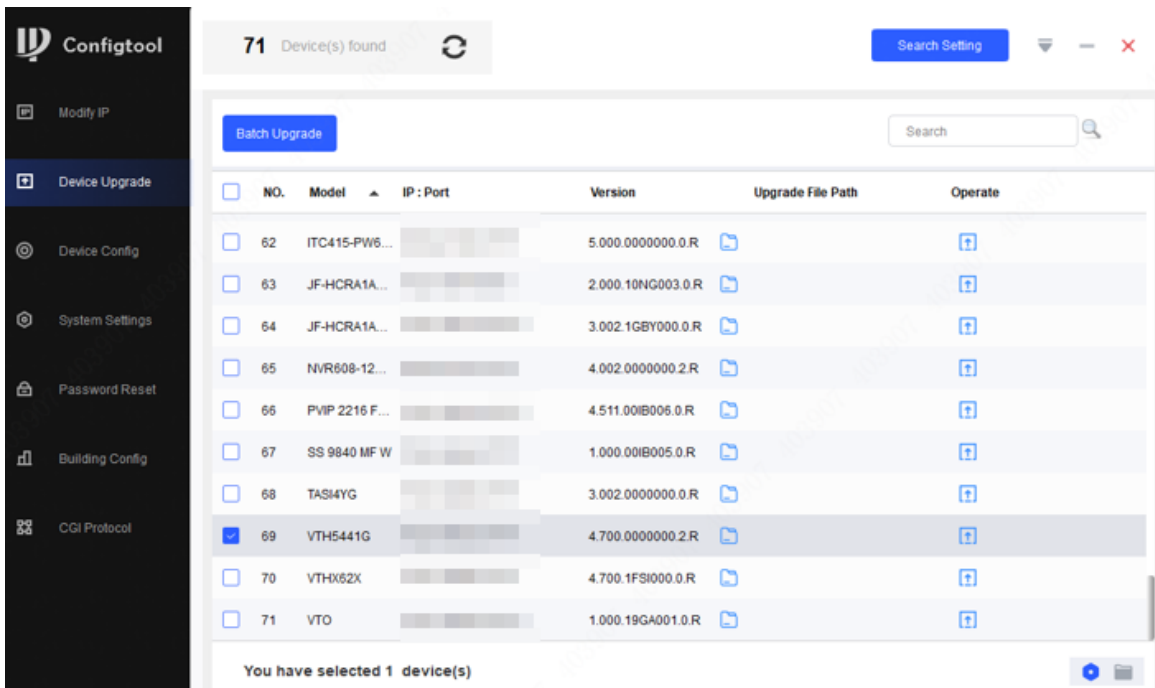
Start IP: [IP Address Field] End IP: [IP Address Field]

Username: admin Password: [Password Field]

OK

- Click **Open** corresponding to the device to be upgraded, import the upgrade file, and then click **Upgrade**.

Figure 3-4 Upgrade



Configtool

71 Device(s) found

Search Setting

Batch Upgrade

NO.	Model	IP: Port	Version	Upgrade File Path	Operate
62	ITC415-PW6...	[IP: Port]	5.000.0000000.0.R	[File Icon]	[Up Arrow]
63	JF-HCRA1A...	[IP: Port]	2.000.10NG003.0.R	[File Icon]	[Up Arrow]
64	JF-HCRA1A...	[IP: Port]	3.002.1GBY000.0.R	[File Icon]	[Up Arrow]
65	NVR608-12...	[IP: Port]	4.002.0000000.2.R	[File Icon]	[Up Arrow]
66	PVIP 2216 F...	[IP: Port]	4.511.00IB006.0.R	[File Icon]	[Up Arrow]
67	SS 9840 MF W	[IP: Port]	1.000.00IB005.0.R	[File Icon]	[Up Arrow]
68	TAS4YG	[IP: Port]	3.002.0000000.0.R	[File Icon]	[Up Arrow]
☒ 69	VTH5441G	[IP: Port]	4.700.0000000.2.R	[File Icon]	[Up Arrow]
70	VTHX62X	[IP: Port]	4.700.1FSI000.0.R	[File Icon]	[Up Arrow]
71	VTO	[IP: Port]	1.000.19GA001.0.R	[File Icon]	[Up Arrow]

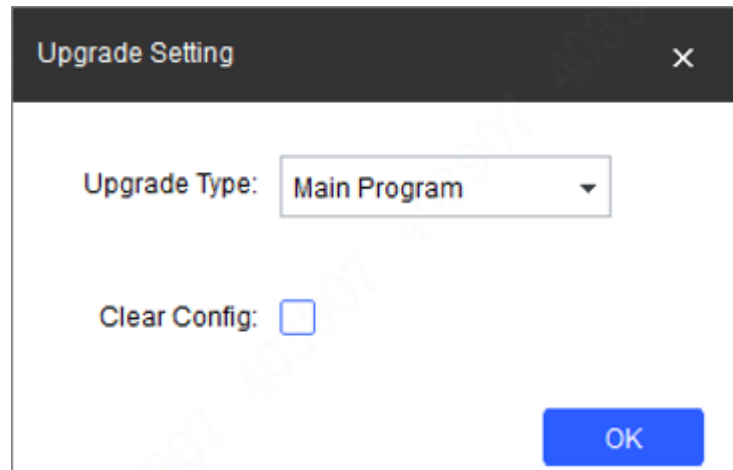
You have selected 1 device(s)

- Select upgrading types based on the actual needs, and then click **OK**.



If you select **Clear Config**, the system will clear configurations other than the IP address and initialization status.

Figure 3-5 Upgrade Setting



7. Check whether the issue is solved. If it still does not work, contact technical support.

3.5 The VTO fails to recognize the face, and prompting that it is not registered

Possible Causes

The infrared lens of the second video stream is blurry and cannot form images through the WEB. It is normal after the anti-spoofing is disabled, it means there is abnormality on the infrared lens.

Solutions

Check whether the lenses are blocked. If it is not blocked, the sensor needs to be wiped by technical support or by yourself.

4 Upgrading Problems

4.1 The device cannot be started or restarts continuously after the version is upgraded

Solutions

Contact technical support.

4.2 VDPCfg failed to upgrade the device program

Solutions

1. Troubleshoot the problems according to the identification prompts of the VDPCfg tool.
2. Check whether the issue is solved. If it still does not work, contact technical support.

5 Alarming Problems

5.1 After the detector is connected to the VTH, no alarm is generated

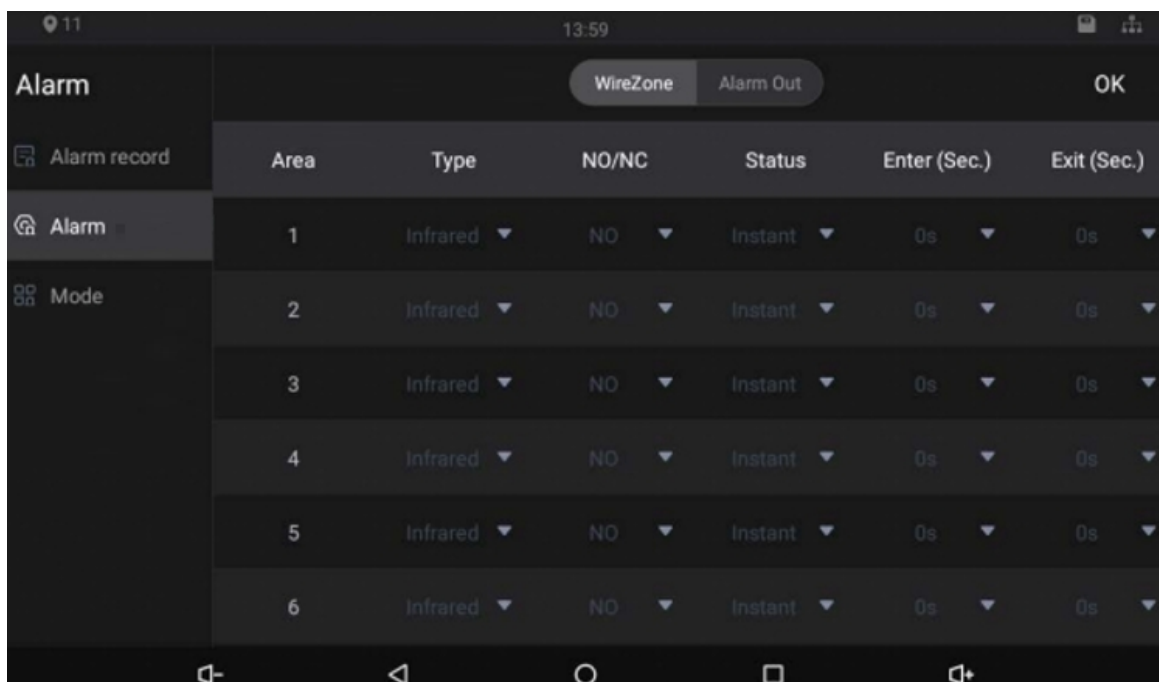
Possible Causes

- The VTH alarm and arming settings are incorrect.
- The wires are incorrectly connected.

Solutions

1. Check the VTH alarm and arming settings.
 - a. On the local page of the VTH, tap .
 - b. Select **Alarm** > **WireZone**.
 - c. Check whether the VTH alarm and arming settings are correct or not.
 - d. If it is wrong, modify based on the actual needs. Otherwise, take the following steps.

Figure 5-1 Wirezone



2. Check whether the wires are connected correctly in the guidance of the user's manual. If it is incorrectly connected, rewire them. If it still does not work, contact technical support.

5.2 The VTH is connected to the detector, and the alarm is generated when the arming is enabled

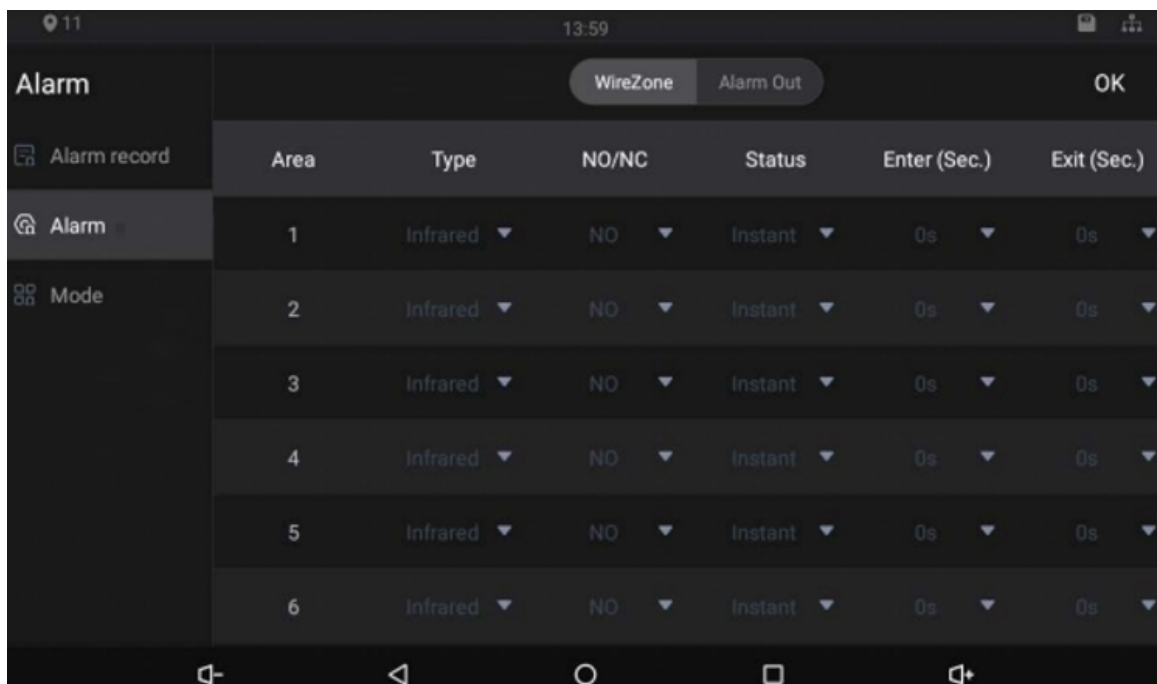
Possible Causes

The VTH is normally open by default, and the detector is normally closed. It is necessary to change the VTH and the detector to the same type.

Solutions

1. In the local page of VTH, tap .
2. Select **Alarm** > **WireZone**.

Figure 5-2 Wire zone



3. Set the arming zone type of the VTH to **Normally Closed**.
4. Tap **OK**.

5.3 After one-click alarm docks to platform, the platform sound is normal, but there is noise on the device

Solutions

Contact technical support.

6 Other Problems

6.1 Analog VTH is offline

Solutions

Check whether the distributor 1.0 and distributor 2.0 are used at the same time.

6.2 The analog VTH is frequently online and offline

Solutions

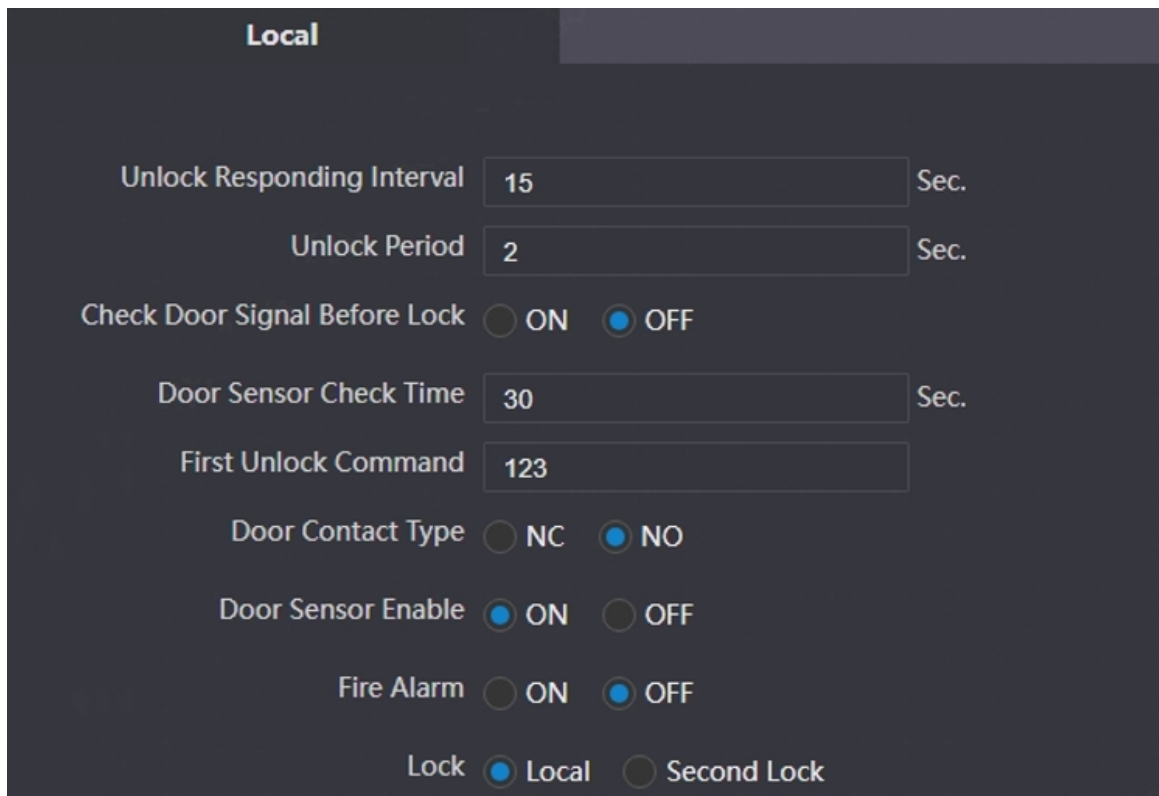
Contact technical support.

6.3 The method of modifying project password through VTO

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Local Device Config** > **Access Control** > **Local**.

Figure 6-1 Local



Local

Unlock Responding Interval Sec.

Unlock Period Sec.

Check Door Signal Before Lock ☐ ON ☒ OFF

Door Sensor Check Time Sec.

First Unlock Command

Door Contact Type ☐ NC ☒ NO

Door Sensor Enable ☒ ON ☐ OFF

Fire Alarm ☐ ON ☒ OFF

Lock ☒ Local ☐ Second Lock

3. Modify the project password.
4. Click **Apply**.

6.4 The identification rate of fingerprint module is low

Solutions

1. Replace the power supply for the fingerprint module.
2. Make sure the person records fingerprints for 3 times.
3. Make sure that no small fingerprint device is mixed.

6.5 The VTO fails after calling with the VTS

Possible Causes

The version of the VTO is not the latest, which is different from the version of the VTS.

Solutions

Upgrade the VTO in the guidance of "2.5 The VTO has no videos".

6.6 The registered IP address of the digital VTH changes frequently

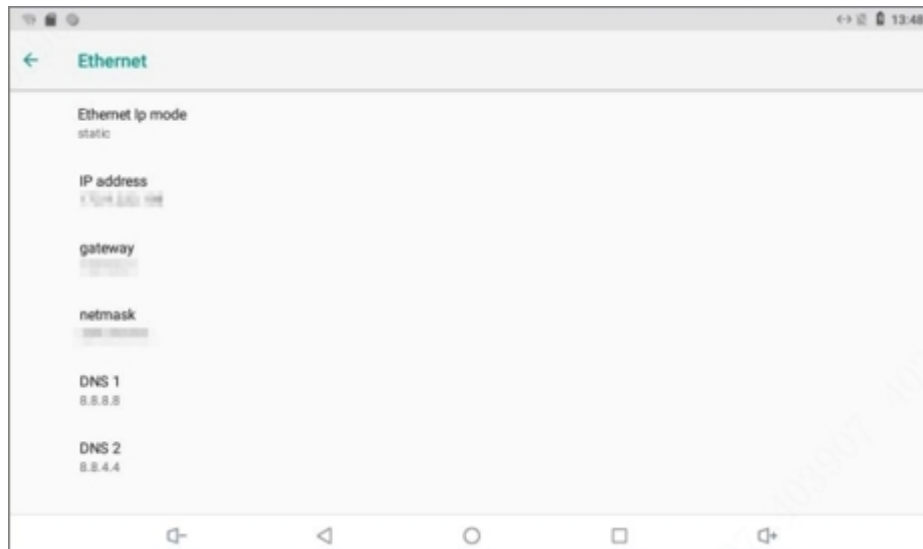
Possible Causes

Check whether IP conflicts or not.

Solutions

1. Cut or disconnect the VTH network.
2. Ping the IP address of VTH on the computer. If it is pinged successfully, it means there is IP conflicts. Take the following steps to modify the IP address of VTH. Otherwise, contact technical support.
3. Modify the IP address of VTH.
 - a. On the home page, move to the second page, and then tap **Settings**.
 - b. Tap **Network and Internet**.
 - c. Tap **Ethernet** to set the Internet.
 - **Static:** Manually enter IP address, subnet mask and gateway, and then tap **Connect**.
 - **DHCP:** IP information can be obtained automatically.

Figure 6-2 Ethernet setting

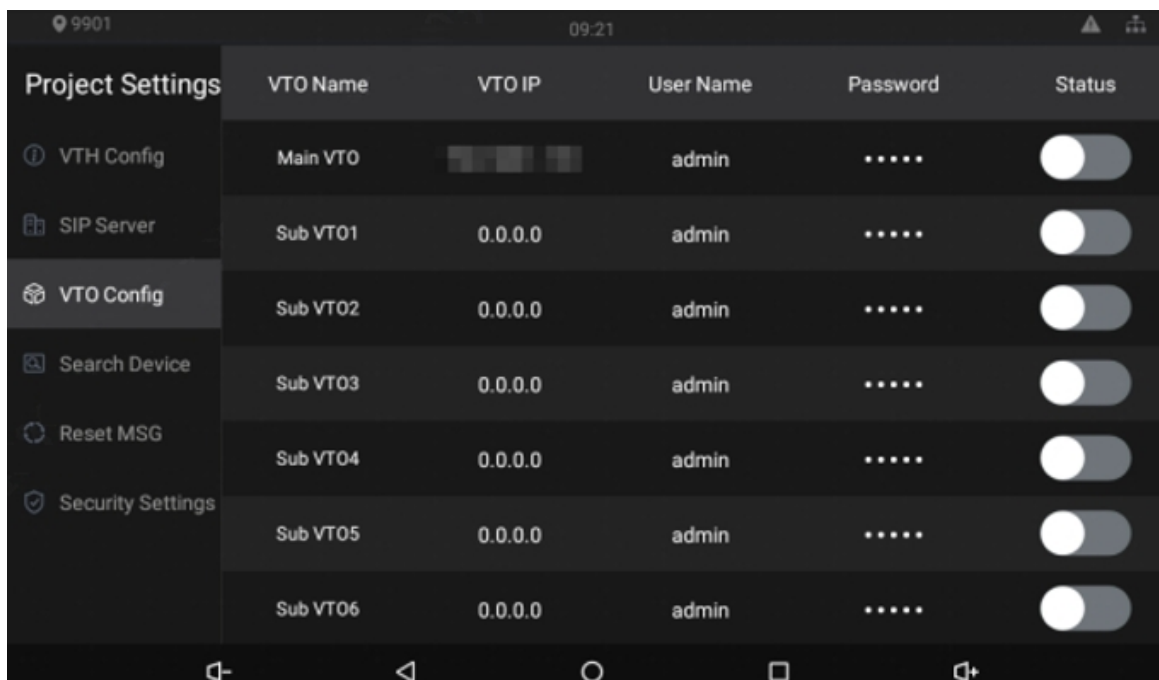


6.7 The room number of the digital VTH changes frequently

Solutions

1. On the main page of VTH, tap and hold  for more than 2 seconds, enter the initial password, and then tap **OK**.
2. Tap **VTO Config** to check whether the number of VTH conflicts or not.

Figure 6-3 VTO configuration



3. If it conflicts, modify it based on actual needs. Otherwise, contact technical support.

6.8 Distinguish models supporting non-standard PoE and standard PoE

Solutions

Distinguish models by device name. Devices that end with -P support standard PoE.

Some standard PoE devices are as follows: DHI-VTO3211D-P4-S2, DHI-VTO2211G-P, DHI-VTO6221E-P, and DH-VTO2201F-P.

6.9 The corresponding solutions and attentions of analog system

Solutions

- Semi-digital VTO (VTO1210B-X) + distributor + semi-digital VTH. (The number of distributors must be less than 30, and the total length of wire should be less than 100 meters.)
- Semi-digital VTO (VTO1210B-X) + network controller + distributor + semi-digital VTH. (The number of distributors must be more than 30, and the total length of wire should be more than 100 meters.)
- Digital VTO + network controller + distributor + semi-digital VTH. (The digital VTO is supported.)

6.10 When the unit VTO serves as a SIP server, how many VTHs, VTOs and VTSs can be added

Solutions

- VTOs: 1 main VTO and 9 sub VTOs.
- VTHs: 1 indoor host and 4 indoor extensions.
- VTSs: 1 VTS.
- The total number of VTSs, VTOs and VTHs cannot exceed 200.

6.11 The SD card is inserted in the VTO, but the function of messages and videos does not work

Solutions

Confirm the version of the VTO.

- If the version is earlier than V4.5 baseline, upgrade to V4.5 baseline.
- If there is no V4.5 baseline version, the VTO does not support the SD card to save the messages and videos, insert the SD card into the VTH for use.

6.12 The new two-line kits are connected and the power supply is normal, but both of them cannot be found each other

Solutions

Check the distance between the VTH and the switch, and distance between the VTO and the switch.

- If the distance is less than 1 meter, extend it to more than 1 meters.
- If the distance is more than 1 meter, contact technical support.

6.13 The VTO can call the VTH normally, but when group calling with VTH, the screen is in stuck

Possible Causes

It is related to multicast performance in the field network.

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Network Settings** > **Basic Settings**.
3. Modify the **Transmission Mode** as **Mode 2**.
4. If there is no **Transmission Mode**, contact technical support.

6.14 During a digital VTH call, the video is in stuck or the screen is blank

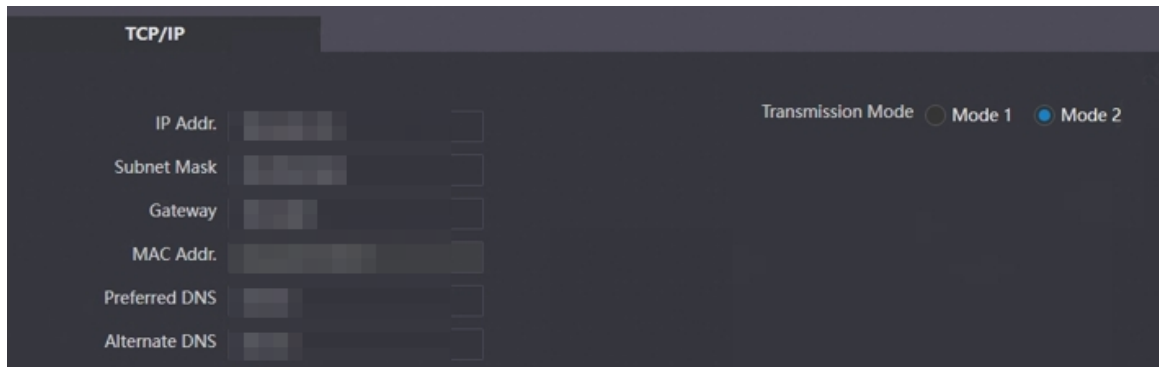
Possible Causes

If multicast is enabled on the VTO, check whether the on-site router supports multicast.

Solutions

1. Log in to the Web Manager of VTO.
2. Select **Network Settings** > **Basic Settings**.
3. Modify the **Transmission Mode** as **Mode 2**.

Figure 6-4 Transmission mode

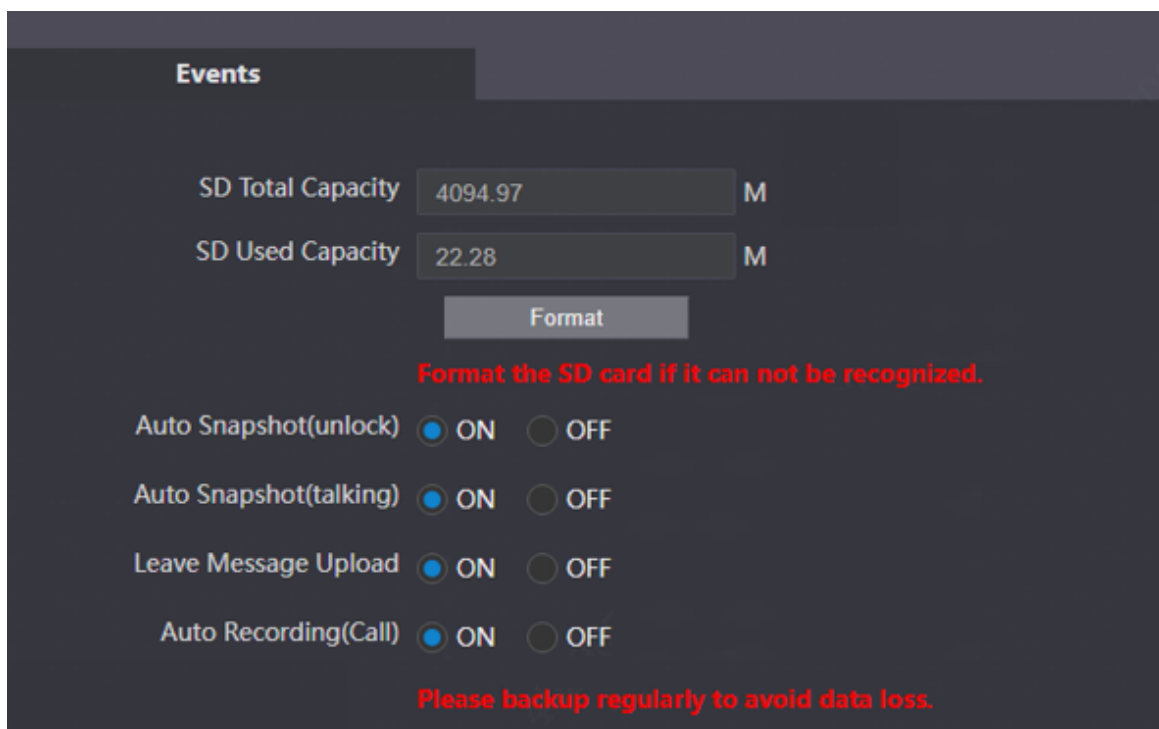


6.15 The VTH does not capture automatically

Solutions

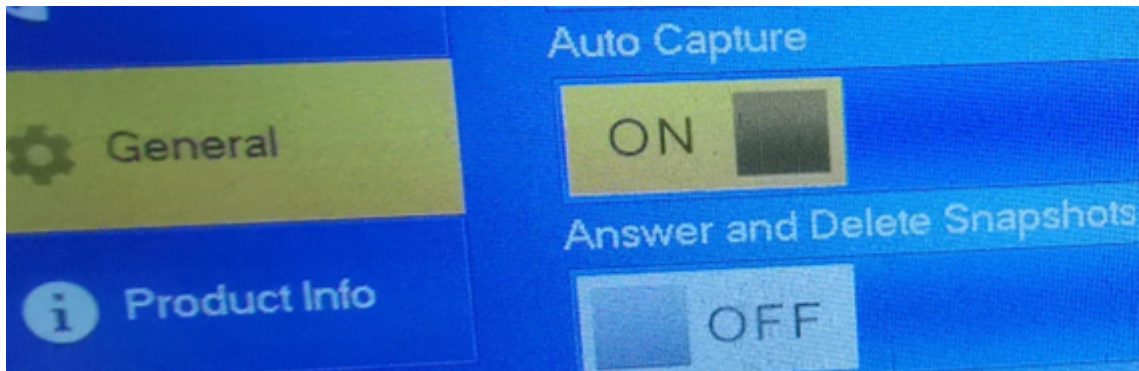
1. Check whether the SD card of VTH is normal or not.
2. Check whether the capturing function is enabled on the web terminal of the VTO.

Figure 6-5 Auto capture (1)



3. Check whether the auto capture is enabled on the VTH or not.

Figure 6-6 Auto capture (2)



6.16 One-Click configuration failed in baseline 4.5

Solutions

- One-click configuration requires that all VTOs and VTHs are in factory status. If the configuration fails, check whether the failed devices have been initialized.
- After the configuration is successful, if the unlocking button is gray after the VTH answers a call, it means the configuration does not take effect. Tap the VTH number in the upper-left corner of the VTH, and then it can be used normally after a while.

6.17 The method of installing apps on Android VTH

Solutions

1. Prepare a SD card and place the app installation files in the SD card.



The extension of the app installation files must be .apk.

2. Power off the device, insert the SD card, and then power on the device again.
3. After the VTH is started successfully, the SD card icon is displayed in the upper-right corner of the standby screen. On the standby screen, slide left to enter the application list, and then tap **File**.
4. Select SD card on the upper-left corner, and then tap .apk to install.

6.18 After swiping the card at the VTO, it prompts incorrect validity period

Possible Causes

- The time of VTO is incorrect.
- The validity period for users is incorrect.
- The card validity period is incorrect.

Solutions

- Synchronize the time of VTO.
- Modify the validity period for users and card validity period.

6.19 When 2211G-P servers as a connected lock for second confirmation station, the VTS cannot unlock the door

Solutions

The second confirmation station has no relay module and it cannot be connected locks.

6.20 When the analog VTH monitors VTO, wavy streaks appear

Possible Causes

The distributor network port itself is not isolated.

Solutions

1. Find the normal layer without wavy streaks.
2. Use a network cable gauge to test whether the bus network cable is normal from the OUT port of this floor to the IN port of the upper floor.
3. If it is normal, it means that a user on the upper floor causing the wavy streaks.
4. Test the users on that floor by the standby VTH one by one.
5. If the image is normal after removing the network cable of a user, it means it is this network cable that causes the wavy strikes.

6.21 Analog VTH is offline in batches

Possible Causes

The bus is not connected.

Solutions

1. Check whether the distributor is damaged or not.
2. Locate the floor with normal audio and video but its upper floor without audio and video.
3. On the floor without audio and video, close and reopen the distributor, and then the RUN indicator is light after 5 seconds, it means the bus is abnormal.
4. Use a network cable gauge to test whether the bus network cable is normal from the OUT port of this floor to the IN port of the upper floor.
5. If it is abnormal, get a new cable connector to repair it.

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