VISION INTERCOM USER GUIDE

Welcome to Your Commtel Intercom

Your Vision intercom makes it easy to see and speak to visitors and let them in – whether you're at home or away.

To get started, make sure your phone number is programmed into the intercom so you can receive calls.

- If this hasn't already been done, ask your Managing Agent or Installer.
- You can also request it yourself at www.commtel.io under the **Programming Requests** tab.
- You can use the same form if you ever need to change your number or update settings in the future.

Please Note: A small charge may apply if your system is outside its 2-year warranty or if there's no Support Agreement in place.

Setting Up the Commtel Vision App

1. Download the app from the Apple App Store or Google Play Store.
2. Sign up using the mobile number that will receive the audio calls.
3. You'll receive an authorisation code by text – enter it when prompted.
4. Fill in the registration form with your details.
5. Enter the Vision Serial Number (printed at the top of your original guide).
6. Once submitted, the Commtel team will verify your account (usually within 24 hours).

Please Note: If you don't have your original guide (with the serial number), please contact your Managing Agent or Installer.
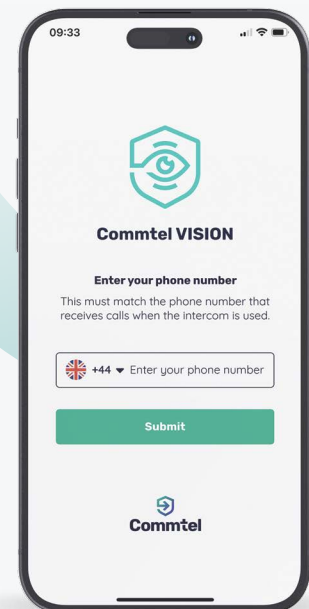
Commtel VISION App

Allows residents to view the video feed when receiving a call from one of our Vision panels.

No smartphone? No problem. You can still use any mobile or landline phone to speak to visitors and let them in.

Commtel

Receiving a Call

Your intercom uses two pathways – one for audio and one for video.

This means you'll receive a normal phone call for audio, and notification from the Commtel VISION app for video.

If you're using the Commtel Vision app:

1. Answer the audio call as normal (put it on loudspeaker if you like).
2. Tap the app notification or open the Commtel VISION app to see the video.
3. To let your visitor in, press the green button on the screen.
4. To decline, press the red button.

N.B. Once you press either button, the video feed will close and the audio call will end automatically.

If you're using audio only:

- Answer the call to speak to your visitor.
- Press **#** on your keypad to let them in.
- Or simply hang up if you don't want to grant access.

Resident Entry

1. Using a Code

If your intercom has a keypad, you can use an entry code to open the door or gate:

- Your system can be set up with entry codes that open the connected door or gate.
- Codes can also be set to work only at certain times (Ask your Installer or Managing Agent if you'd like this set up).

Depending on your property, your Installer or Managing Agent can enable this for you.

2. Dial-to-Open

Commtel Vision systems can recognise certain phone numbers and open the door or gate when those numbers call in.

To use this feature:

- Call the intercom's phone number.
- When it answers, press **#**.

This setup may vary depending on your site (Check with your Managing Agent or Installer).

We're Here to Support You

Find more FAQs and guides at www.commtel.io under the **Support tab**.

EU CE Declaration of Conformity and Radio Equipment Directive is available at www.commtel.io **|** GB-RH10 9RB

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