Commtel

VISION INSTALL GUIDE

This guide provides the essential information for installing your Commtel intercom.

To help you and your customer get the best out of the system, you can find more information: Click here.

SINGLE VISION

MILLENNIUM VISION

Pre-installation Notes:

- A site signal network test is to be undertaken before installation. We always recommend doing a signal test with a 4G analyser to ensure that the SIM card being used has a stable 4G connection.

- Ensure the unit is turned off before inserting/ removing the SIMs and plugging in/unplugging the antenna.

- When both Ethernet and 4G Data SIM are active, the Ethernet connection takes priority. If Ethernet fails or becomes unstable, the device will automatically switch to 4G Data to maintain the video connection.

- Auxiliary inputs are designed for volt-free exit release buttons only. Connecting a powered device or anything other than a volt-free contact may cause damage to the system.

- We strongly recommend the PIN Defaults are changed at the point of installation. This can be done via the Commtel CONFIG app under System Settings.

- The 4G antenna should be installed in the most suitable position for maximum signal strength, at least 200mm away from the human body, and in a location that reduces the risk of vandalism.

We're Here to Support You

If you require further guidance, please don't hesitate to reach out to our trusted technical support team. We're committed to ensuring a smooth setup process.

You can reach us by calling +44(0)1306 710120 – Option 1, or email: support@commtel.io

Installation Instructions

Mount the back box to the wall, pillar, or post, ensuring that:

- Any swarf or debris is removed from inside the back box – the speaker has a magnet and may attract metal filings.

- The unit is sealed to prevent water ingress – use electronic grade silicone sealant to seal around all rear entry holes.

- Antenna and power leads are secured using the black plastic gland supplied (M20 x 1.5mm, standard electrical thread).

- Antenna and power leads have a loop before entering the back of the unit to prevent water ingress along the cable.

Make Connections:

- Insert the SIM card* for audio connection into slot 2. (Commtel SIM card provided as an option.)

- If using video over 4G: a Multi-Network Data SIM will already have been activated and installed in slot 1 before dispatch. (Commtel covers the cost of this for the first two years).

- If using Ethernet for video: wire the cores and match the colours as shown on the Video Interface Board.

- Connect the antenna to both boards (connections 1 & 2 as shown on the diagram).
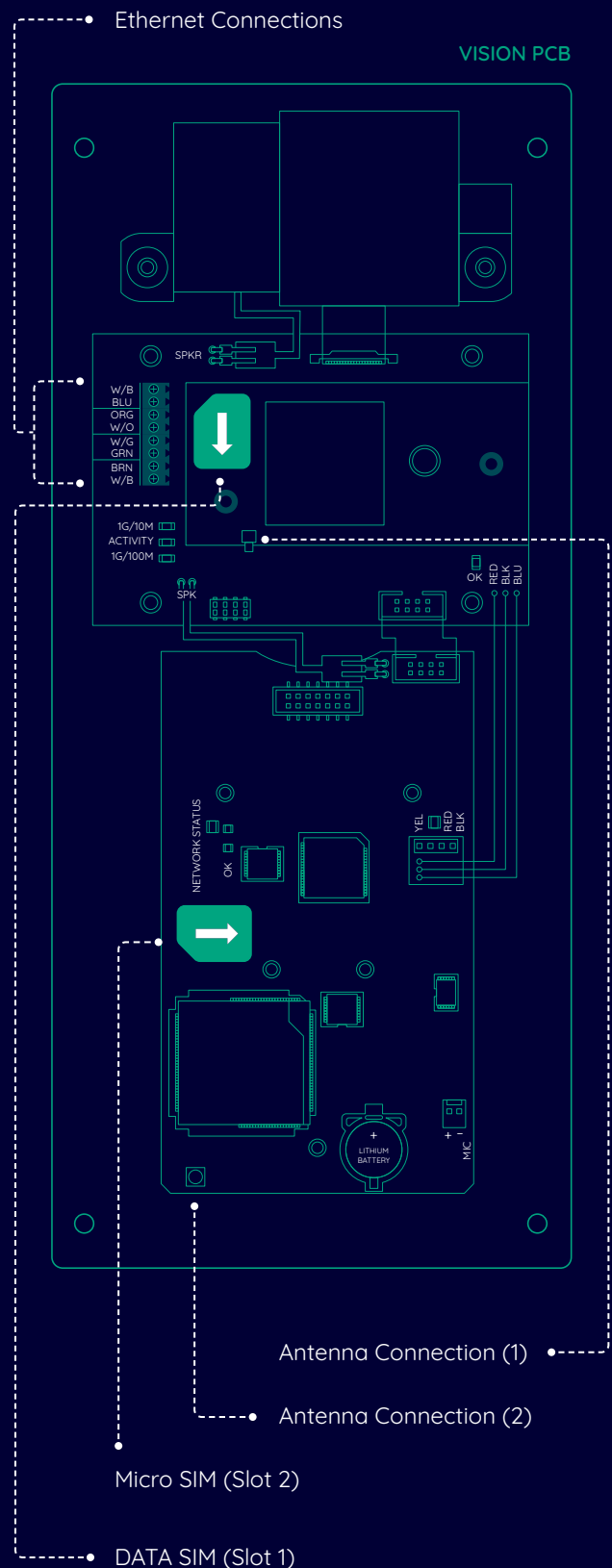
Wire Relays and Aux Inputs:

- Connect the relays (Power Relay and Opto Relays) to your entry equipment. Ratings for each relay are printed on the I/O Board. (Shown on I/O Board diagram on next page)

- Wire accessories into the auxiliary inputs (e.g. push-to-exit buttons, ground loops, ANPR).
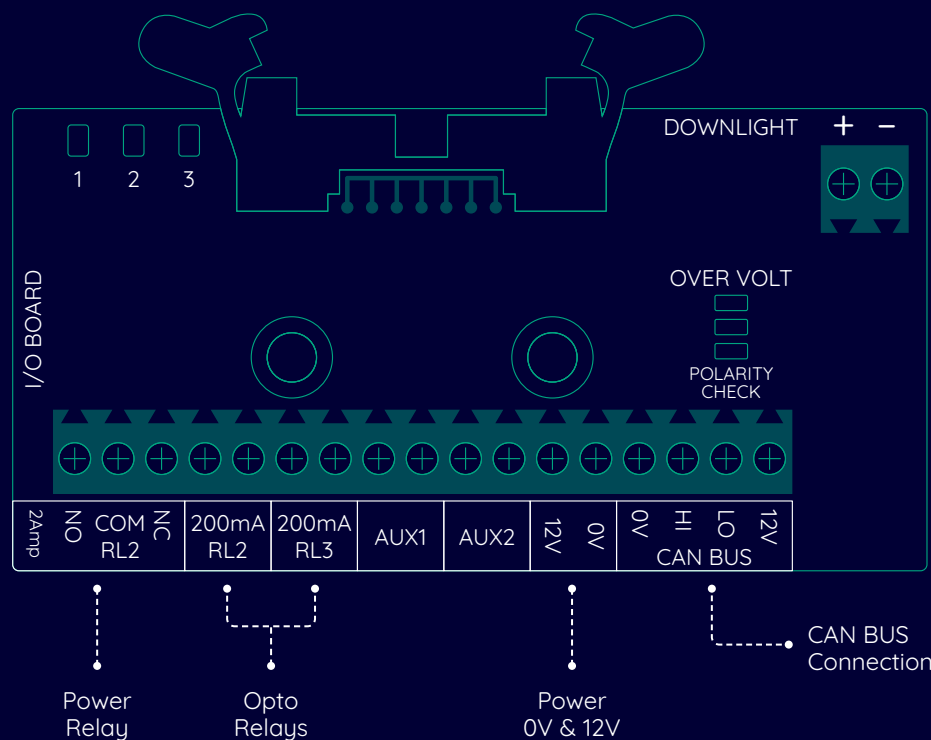
Connect Power:

- Connect power to the I/O board using the power supply unit (PSU) provided.

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Ethernet Connections

VISION PCB

SPKR

W/B
BLU
ORG
W/O
W/G
GRN
BRN
W/B

1G/10M
ACTIVITY
1G/100M

OK   RED BLK BLU

SPK

NETWORK STATUS

OK

YEL
RED
BLK

LITHIUM
BATTERY

+   MIC   -

Antenna Connection (1)

Antenna Connection (2)

Micro SIM (Slot 2)

DATA SIM (Slot 1)

I/O Board Connections

DOWNLIGHT + −

OVER VOLT

POLARITY CHECK

I/O BOARD

| 2Amp | NO | COM RL2 | NC | 200mA RL2 | 200mA RL3 | AUX1 | AUX2 | 12V | 0V | 0V | HI | LO | 12V |
| | | | | | | | | | | | CAN BUS | | |

Power Relay

Opto Relays

Power 0V & 12V

CAN BUS Connection

Connecting a Telpad

If you are connecting a Telpad to this system, it must be wired into the CAN BUS section of the I/O board. Use a 4 core cable, connecting to the following terminals: 0V, 12V, HI & LO

PCB & I/O Board – LED Status Indicators

LED Name	Board	LED Action	Indicates
Network Status LED	4G Pro PCB	Off (No Light)	Disconnected
		On (Solid Blue)	Trying to connect
		Blinking Blue	Connected
'OK' LED	4G Pro PCB	Flashing Green	Signals RSSI: 1 flash = 1 bar.
			Also shows correct antenna connection, correct SIM card installation, and signal strength (RSSI).
			Flashes with a yellow tint when receiving a text message.
Ethernet Activity LEDs	Vision Interface Board	Flashing	Ethernet is transmitting data
Polarity Check LED	I/O Board	Solid Green	Polarity OK
		Solid Red	12V & 0V crossed over
		Solid Yellow	Over voltage (Over voltage shutdown @ 16V)

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Set-up Instructions

Once installed and powered on:

- Ensure the SIM card for audio has been activated. If using the Commtel SIM provided, please see the enclosed instructions.

- Use the Commtel CONFIG app or Cirrus to configure the unit.
(See App Initialisation and Configuration section).

For residents to receive video calls:

- They must register using the Commtel VISION app.

Account Setup

- If purchased directly from Commtel, the device will automatically be assigned to your Cirrus account.

- If purchased through a Distribution Partner, notify them of your Cirrus account so they can authorise the device transfer.

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App Initialisation and Configuration

The Commtel VISION systems use dedicated apps for both programming and end-user control, designed to give you intuitive management and configuration.

Commtel CONFIG App (The Programming App)

- The Commtel CONFIG app provides easy remote programming to fully control and configure your system.

- To start programming the system, you will need the intercom's serial number, SIM telephone number, and an assigned name.

- For user instructions within the app, click the help icon in the top right of the screen.

Commtel VISION App (The Resident App)

- Your customers can receive the video feed when the intercom's call button is pressed.

- Please note that using the Commtel VISION app to receive video will consume mobile data and may result in additional charges if not connected to a Wi-Fi network.

You can download the Commtel CONFIG app and Commtel VISION app for free, from Android or iOS app stores.

Commtel CONFIG App

Simplify setup and management: remotely program all Commtel intercoms with the CONFIG app.

Commtel VISION App

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

MADE IN BRITAIN®

✓ **dhf** | Raising Standards Advancing Safety