VIMAR

Installation and operation manual

IP porter switchboard

ELVOX Door entry

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1. Introduction

1.1. The Porter Switchboard

The Porter Switchboard is a web application for managing video entryphones designed for different types of buildings, such as single residential units, small or medium residential or commercial condominiums, or even large residential complexes and corporate buildings.

In order to be able to use the application, the installer must first activate a licence (art. 40691) when configuring the system using Video Door IP Manager. In addition, the Licence Management Device (art. 40638) must be installed in the system. For details, refer to the VDIPM manual and chapter 3 of this document.

The following image shows the home page of the Porter Switchboard.

The main functions of the Porter Switchboard are:

- To receive calls from outdoor entrance panels
- To receive calls from video entryphones in the system
- To make calls to the video entryphones in apartments
- To forward calls
- To view images from outdoor entrance panels
- To view images from video cameras (IP CCTV)
- To send and receive text messages
- To check actuations in the system (for opening access points, switching on lights etc.)

1.2. Areas and Zones

Each porter station controls a specific Area that can consist of one or more Zones of the apartment complex (). A Zone is a set of speech units, apartments CCTV cameras and actuations that is defined by the Video Door IP Manager configuration software.

The user in charge of a porter station can therefore manage all or some targeted zones such as a group of apartments, company offices, parking areas and so on.

The coverage zones of a particular station are displayed in the INFO AREA section of the Porter Switchboard and can be selected by a Manager User in the “System Management” section.

2. Prerequisites

2.1. A PC with an Administrator account is required to use the Porter Switchboard Web application.

2.2. Operating system

- Windows 7 (32/64 bit)
- Windows 8 (32/64 bit)
- Windows 10 (32/64 bit)
- Windows 11 (32/64 bit)

2.3. Browsers

- Internet Explorer 10 (on Windows 7 and 8)
- Internet Explorer 11 (on Windows 7 and 8)
- Mozilla Firefox (32 bit) version >= 32 and < 52
- Palemoon (32 bit) version >= 33.5

2.4. Recommended resolution

- 1920 x 1080
- 1600 x 900
- 1366 x 768
- 1280 x 720

3. Configuring the first porter station

3.1. Introduction

As a preliminary step, the installer needs to have configured the video door entry system via VDIPM, activating a porter switchboard licence for each station to be included in the system.

The installer must then log into the porter station PC as a user with system ADMINISTRATOR rights and follow the configuration steps below.

3.1.1. Configuring the PC's IP address

Connect the porter station PC to the video door entry network and then access the configuration page for the corresponding interface.

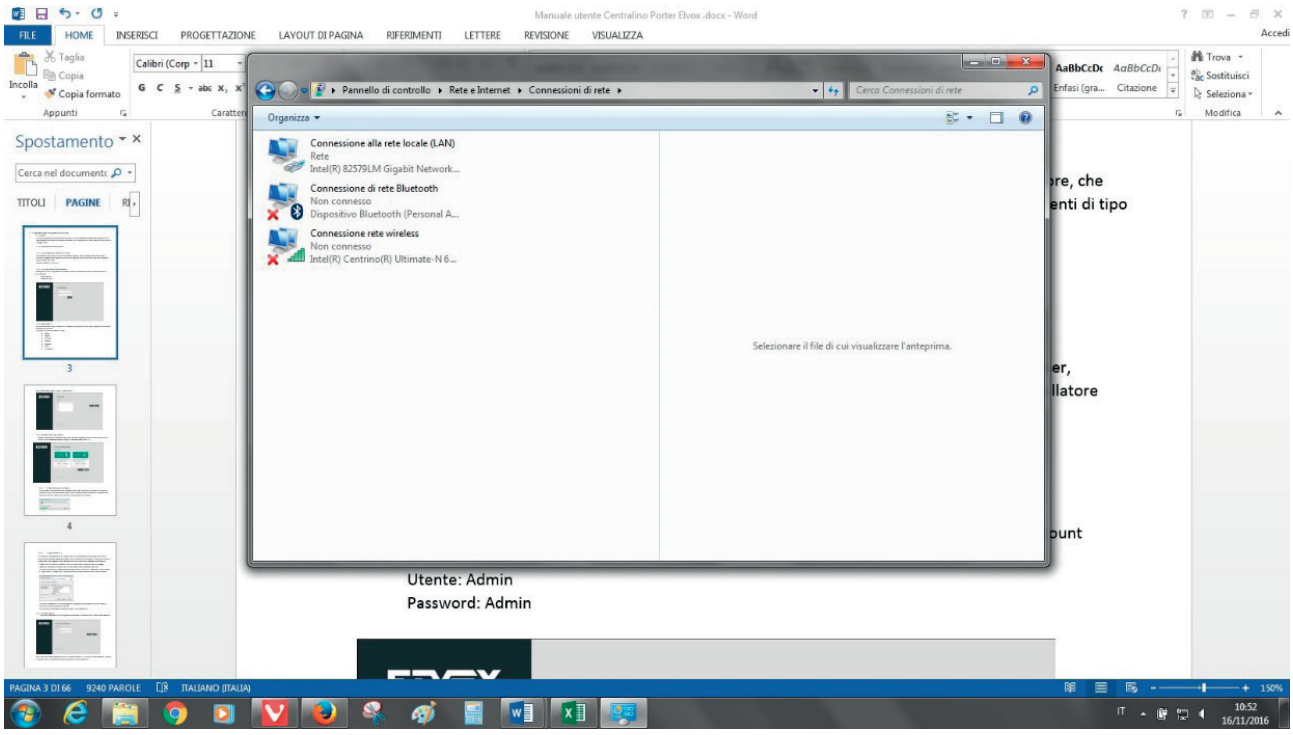
To configure the interface, follow these steps:

a) Access the PC's Control Panel

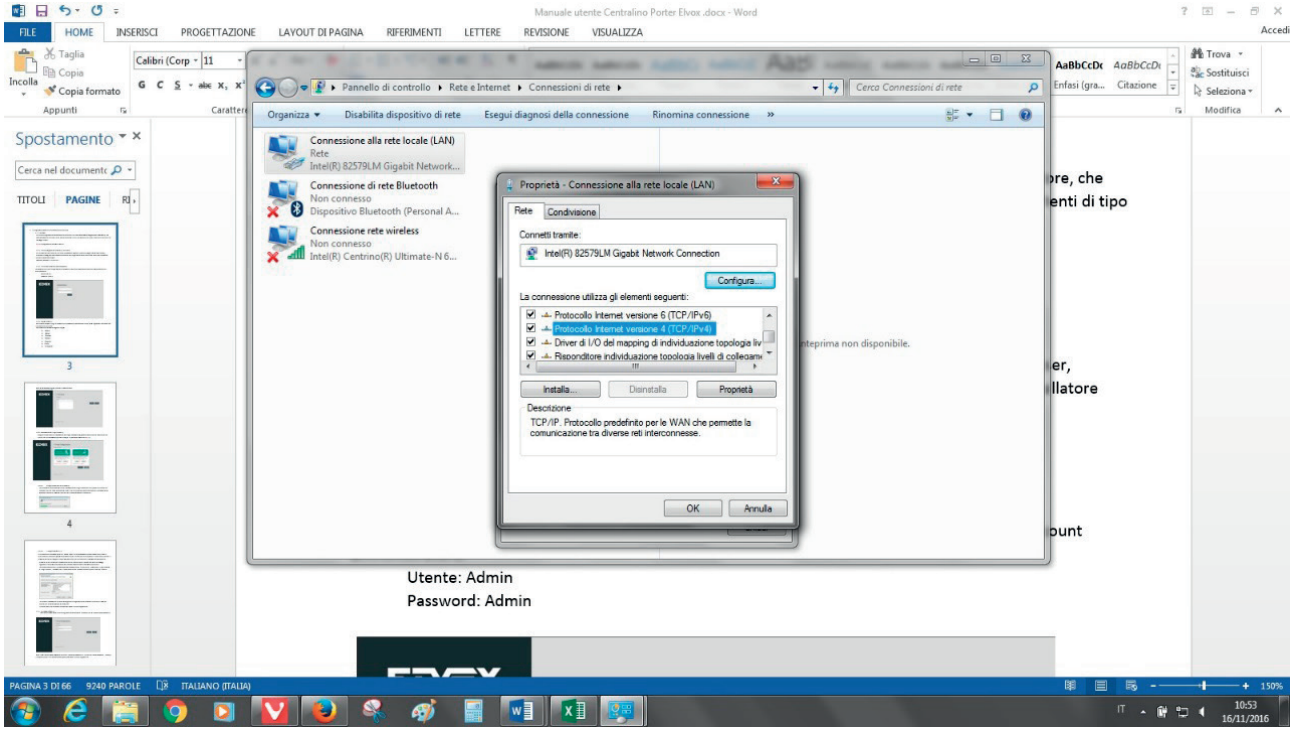
b) Select "Network and Sharing Centre"

c) Select "Change adapter settings"

d) Identify the adapter corresponding to the interface connected to the video door entry network, then right-click the mouse and select Properties from the menu

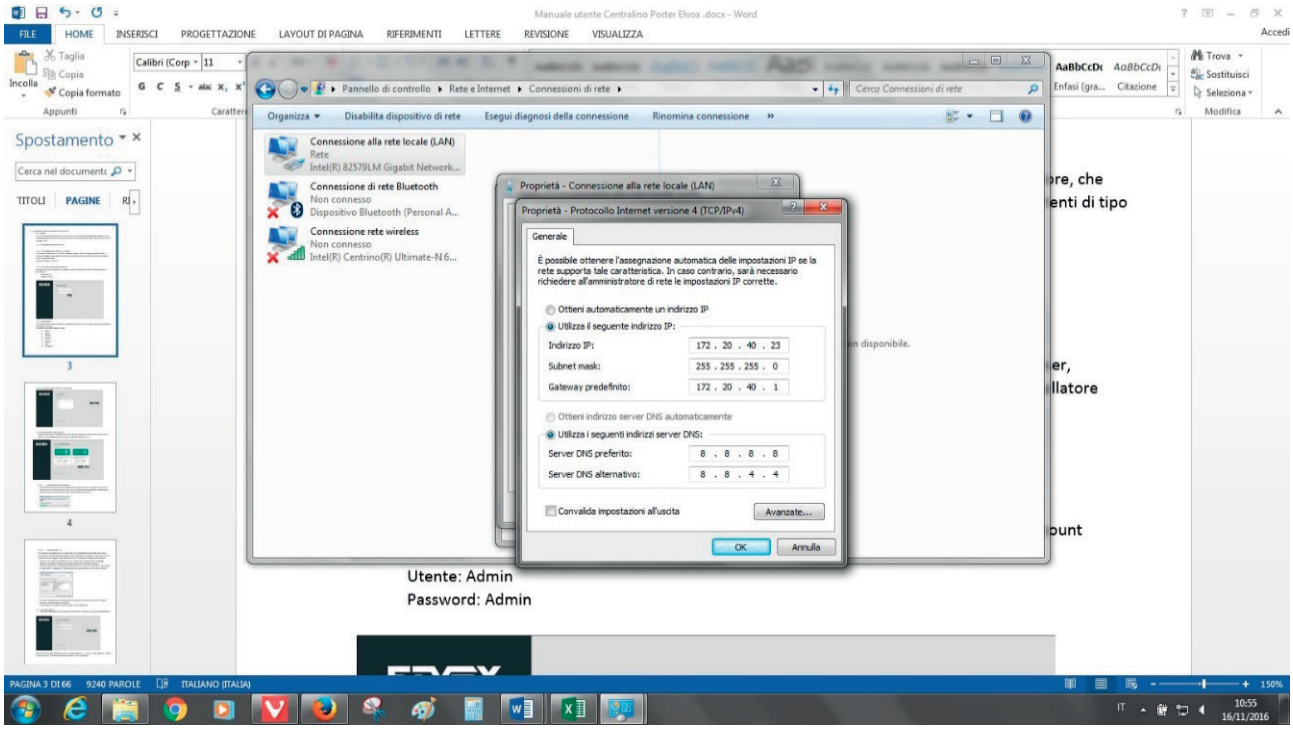


e) Scroll through the list of items, select "Internet Protocol version 4 (TCP/IPv4)" and press the Properties button



f) Select the option “Use the following IP address” and fill out the fields with the values set via VDIPM during configuration of the system. Specifically: the IP address assigned to the station, and the subnet mask and gateway chosen for the video door entry network. Refer to the VDIPM documentation for more details.

To activate the changes, press OK.



3.1.2. First connection to the porter switchboard server

In order to use the Porter Switchboard, you need to type the IP address labelled ‘System Virtual IP’ which was assigned during the system configuration into the browser address bar (refer to the “Network” chapter of the VDIPM documentation).

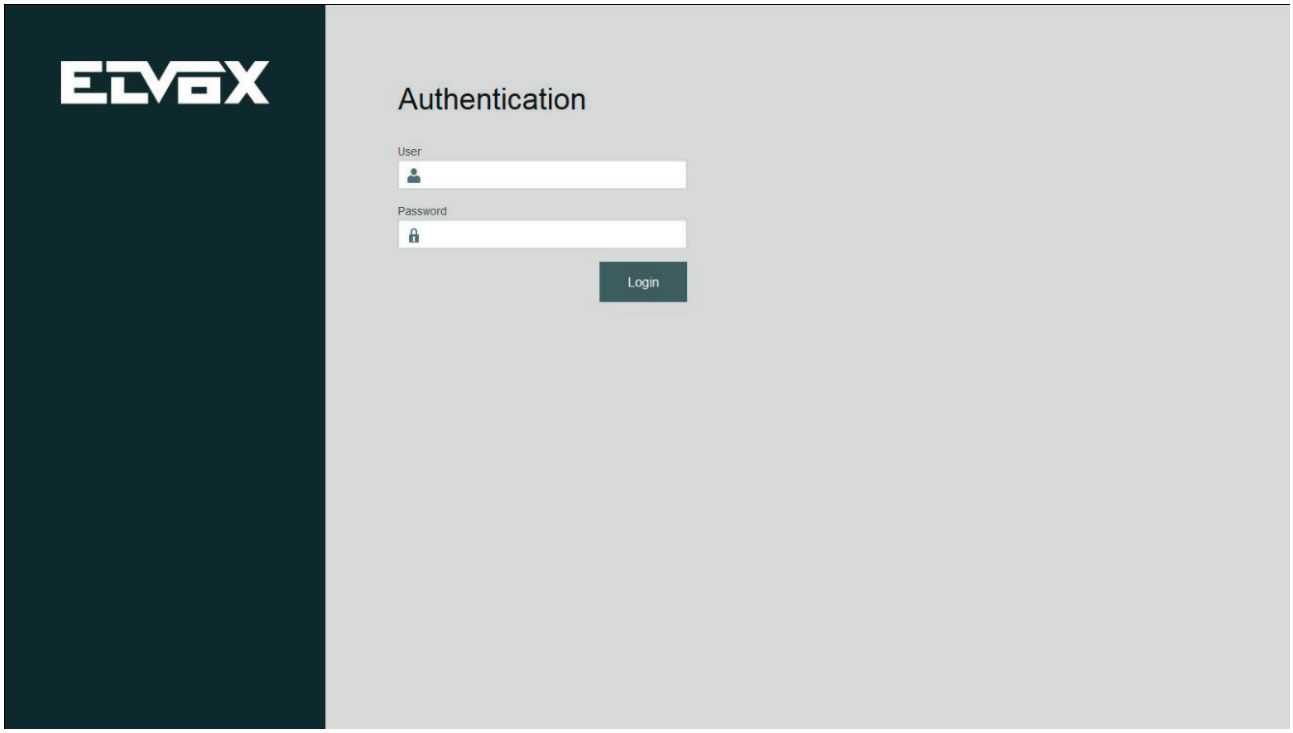
For example: http://10.10.10.3.

3.2. First authentication of the installer

To carry out the initial configuration, you must enter the factory credentials for the administrator account:

User: Admin

Password: Admin



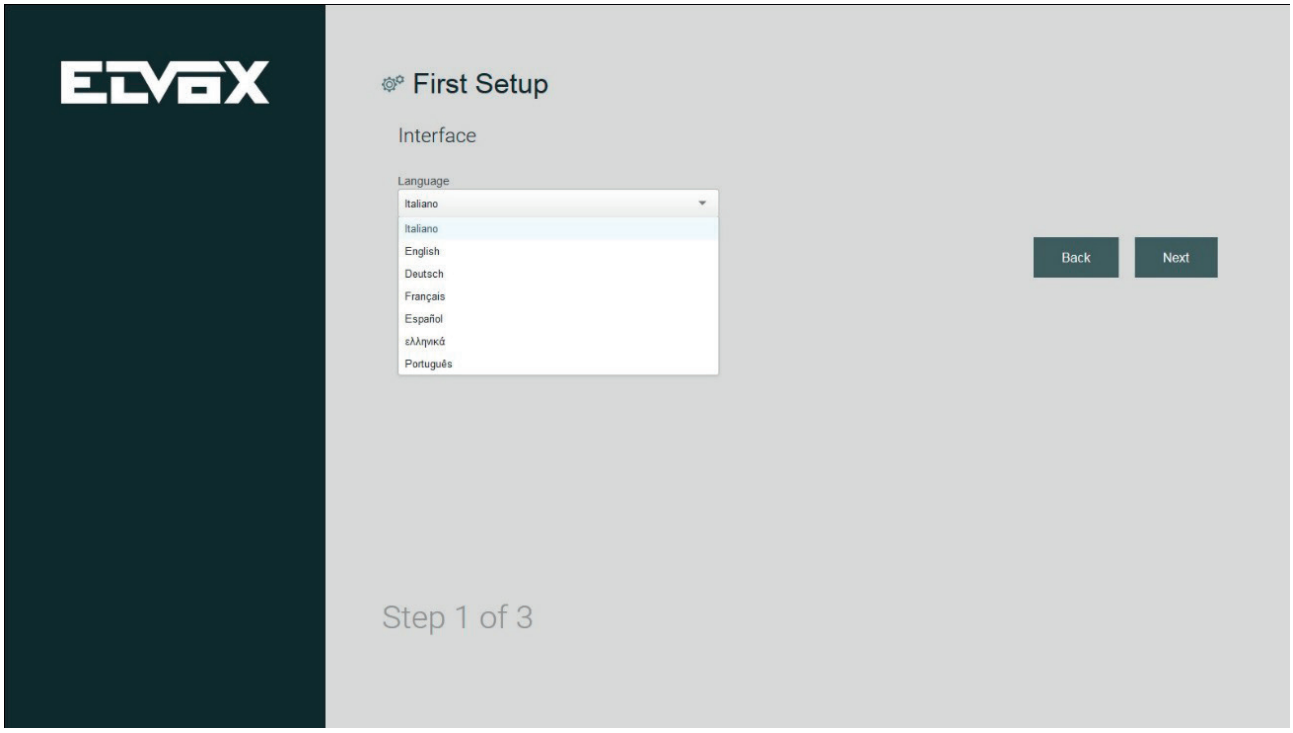
3.2.1. Language (Step 1)

Once logged in, select the interface language of the Porter Switchboard from the relevant menu.

The application supports the following languages:

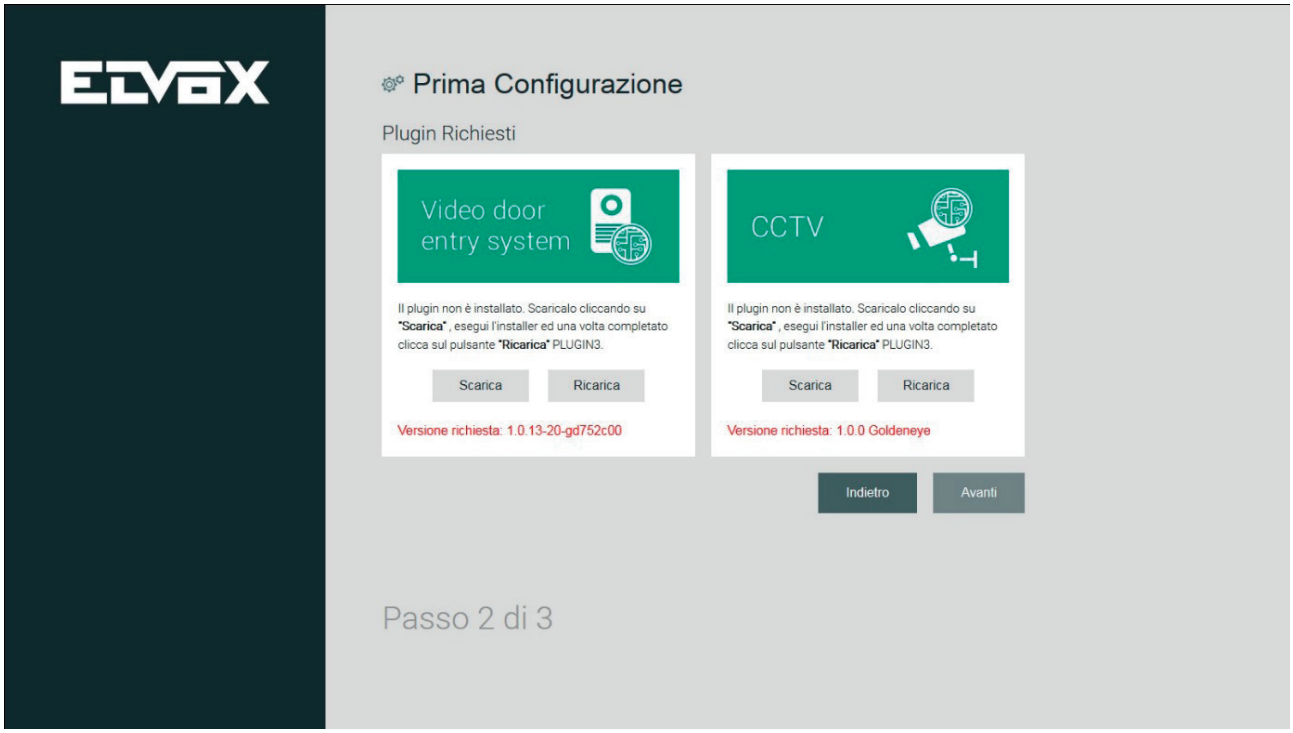
- Italian
- English
- French
- German
- Spanish
- Greek
- Portuguese

After selecting the language, press the Next button.



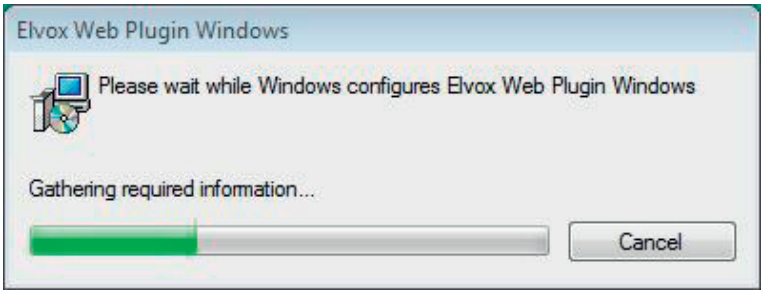
3.2.2. Installing plugins (Step 2)

Download and install the plugins required to manage the Elvox video door entry system and to view images captured by CCTV cameras.



3.2.2.1. The video door entry system plugin

To download the video door entry system plugin installation file, press the DOWNLOAD button on the corresponding screen. After the download is complete, install the software and press the RELOAD button to activate the changes.

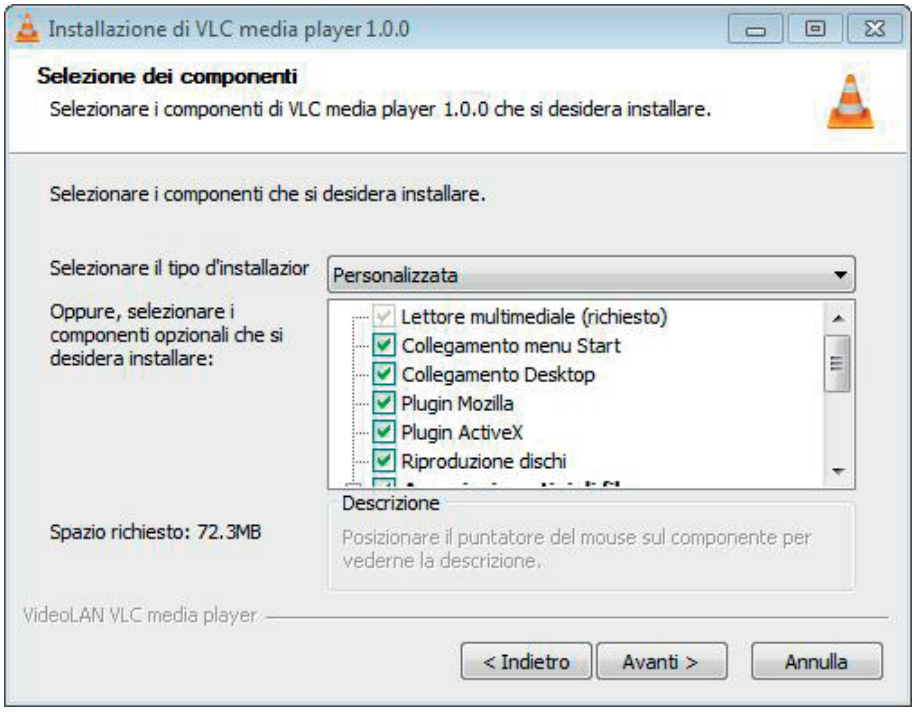


3.2.2.2. The CCTV access plugin

The procedure for installing VLC Media Player to view cameras in the system is the same as that described above for the video door entry system. Simply press the Download button to download the file and then start installing the software.

The installation wizard for VLC Media Player involves a series of steps, such as accepting the licence terms, choosing the installation folder and so on.

Pay special attention to the "components" selection step. Select "Mozilla Plugin" and "ActiveX Plugin", which are required for the system to work on the Mozilla Firefox and Internet Explorer browsers.



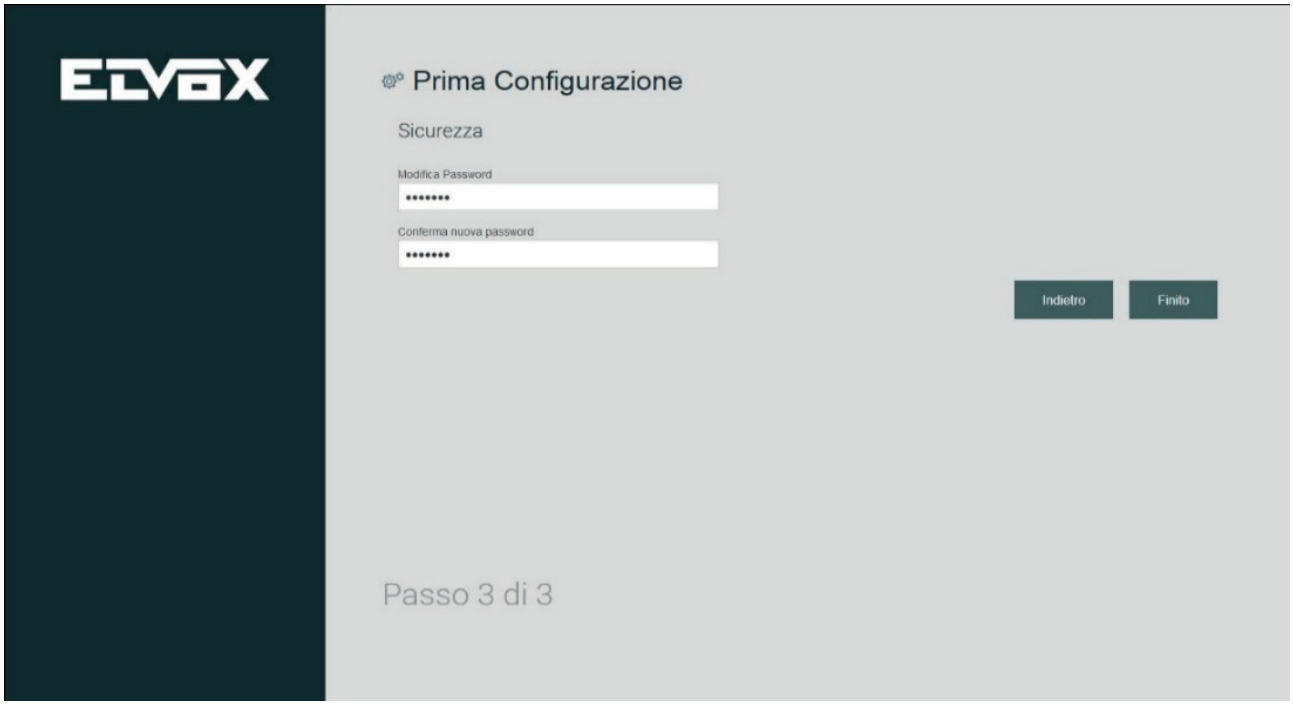
When installation is complete, go back to the browser's configuration page and press the Reload button to activate the changes.

For optimal compatibility with the newest cameras, users of the Palemoon browser should update VLC Media Player to version 3.0.3.0 or a more recent version.

Press Next to access the third step of the initial configuration.

3.2.3. Security (Step 3)

In the last step of the initial configuration of the software, you need to change the password.



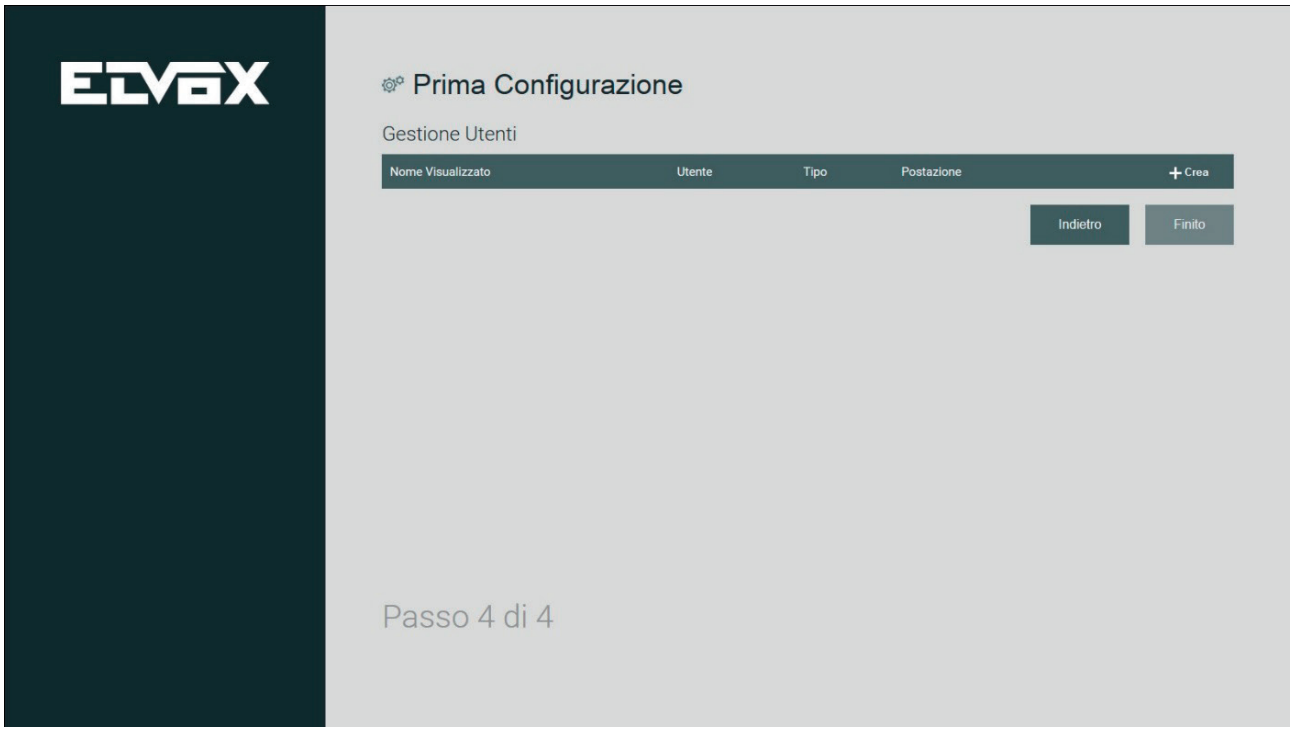
After entering the password in the “Change Password” and “Confirm New Password” fields, press the NEXT button to access the fourth step of the initial configuration process.

3.2.4. User management (Step 4)

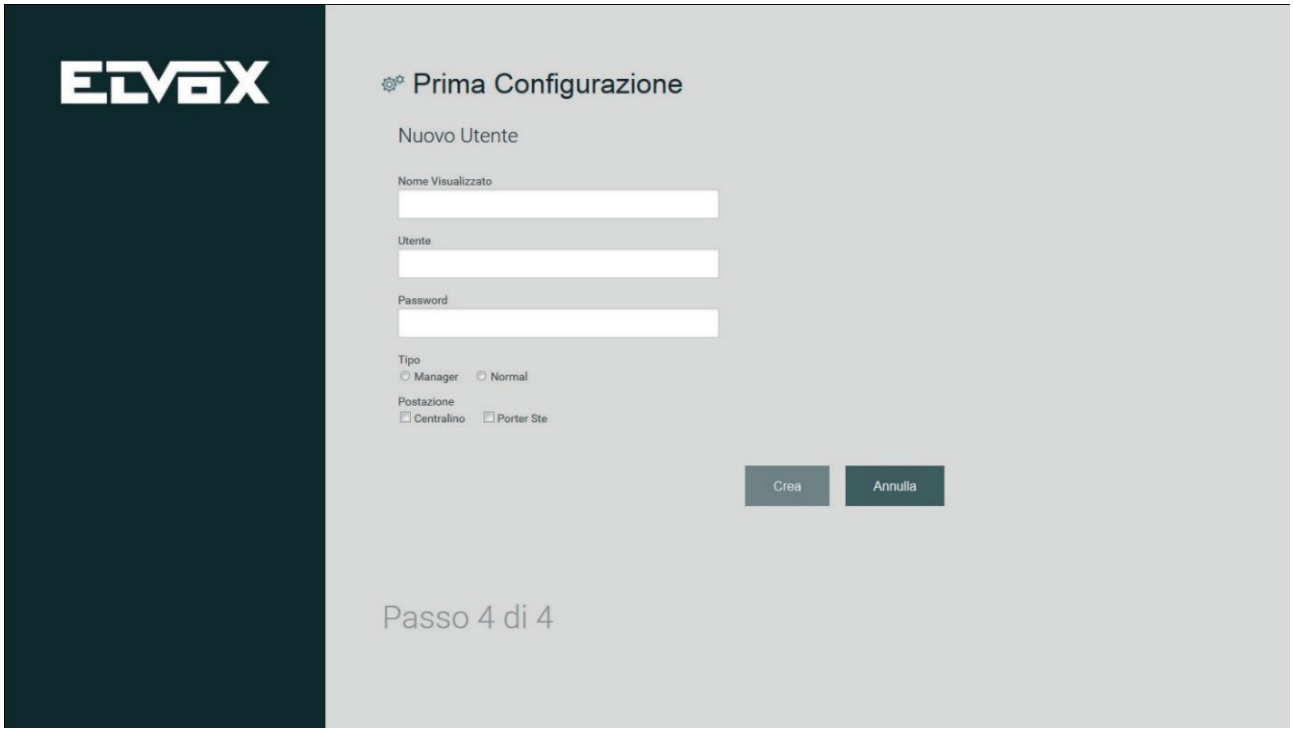
In the fourth configuration step, you need to create at least one Manager-type user for each available station during system configuration.

In turn, Manager users can subsequently create Normal-type users for their stations.

During initial configuration of the porter switchboard, the list of users is initially empty.



Press the CREATE button to display the screen with text fields for setting the credentials of new users.



The fields required for creating users are as follows:

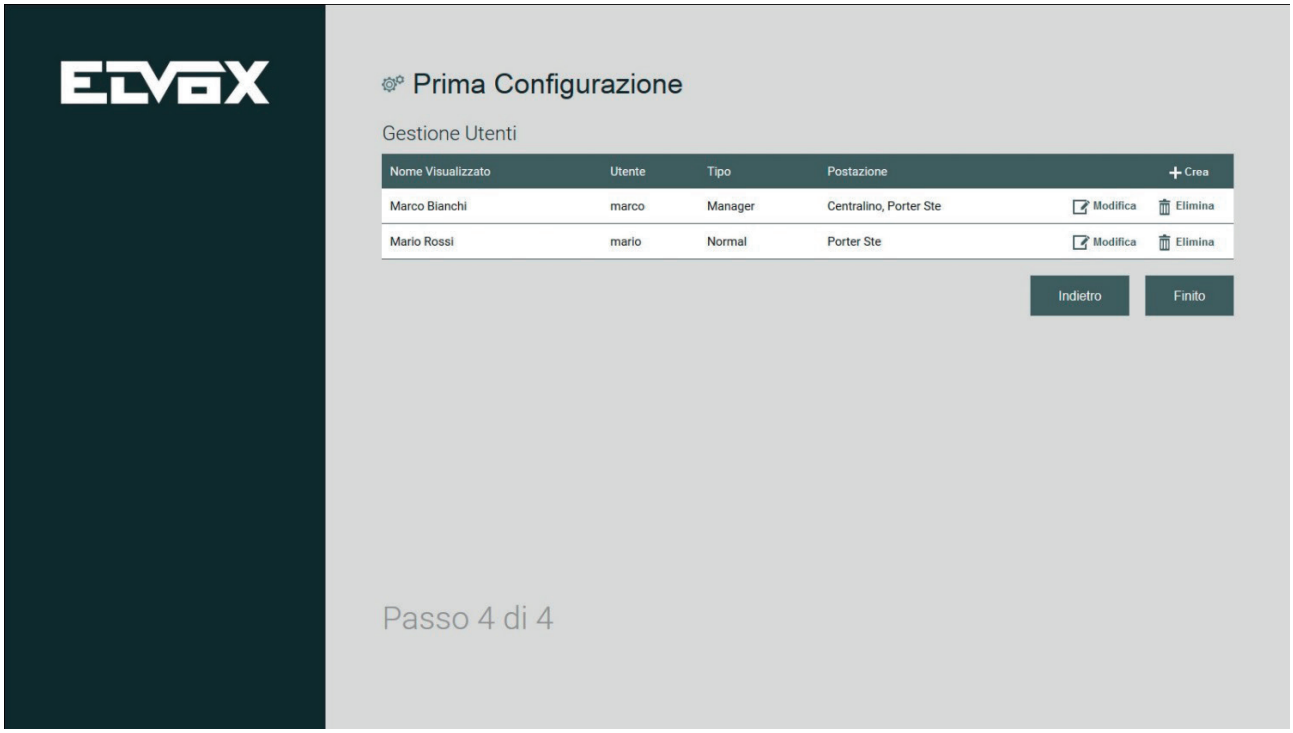
- Displayed Name: the user's name which is displayed on the Switchboard home page
- User: the identifier that the user must type in to access the switchboard
- Password: the code that the user must type in to access the switchboard.

To finish creating each user, in addition to the data described above, you need to set the options for the type of user and the station to which he or she will be associated.

There are two types of users, MANAGER users and NORMAL users, who have different permissions for managing the video door entry system.

Important: the Administrator must create a Manager user for each station, otherwise it will not be possible to create any other user type.

After entering the new user's data, press the CREATE button to display the fourth step of the initial configuration process, where newly created users are listed.



The initial configuration is complete once users have been created.

3.2.5. Configuring porter stations for Manager users and Normal users

During the first access from a porter station, you must carry out authentication using the username and password provided by the installer. Next, perform configuration following the same steps as those described in the previous paragraphs**3.2.1 - 3.2.2 - 3.2.3.**

Once configuration is complete, the browser reloads the login page from the user's station.

4. Home Page (Usage)

The home page interface is divided into several sections, including commands for the managing and supervising the video door entry system.

Description of sections and commands on the home page:

a. Contacts list

The Contacts List section is divided into the following lists:

- ***Favourites: this list appears if one or more devices in the system have been set as favourites.***
- ***Users: list of video entryphones in apartments inside the coverage area of a particular switchboard station.***
- ***Entrance panels: list of entrance panels in the system.***
- ***Switchboards: list of switchboards in the complex.***
- ***CCTV: list of cameras in the system.***
- ***Actuations: list of actuations present in the system.***
- ***Monitoring: the list contains playlists of entrance panels or CCTV cameras, to be used for cyclically monitoring the system's access points.***

b. Display area

The middle area is where images captured by an entrance panel (during a call or via self-start) or by CCTV cameras are displayed.

c. Paused calls

Paused calls are displayed below the Display Area. From this list, you can

- Resume the call
- End the call
- Transfer the call (the paused call is actually connected to the active call in the Display Area)

d. Quick Actions

In the centre of the Home Page, the bar at the bottom contains some shortcuts for performing the most common commands: opening access points, turning on the lights.

The first two actions, which activate the lock and self-start of the default entrance panel, are always displayed and cannot be edited.

e. Notifications

In the upper right corner of the box, notifications report various events:

- ***missed calls***
- ***video messages***
- ***access control***
- ***door opening***
- ***alerts***
- ***text messages***

f. Station menu

In the top right corner is a station control area containing a status icon (Online/Away), the name of the station and the operator on duty. Pressing the icon opens a menu that enables you to change the status, access the settings and log out.

g. Insertion area

The Insertion Area lets you make a call by directly typing the device's ID address.

h. Incoming calls

If the switchboard is engaged due to a call in progress, any additional incoming calls are displayed in that area along with the function buttons 'answer', 'end' and 'open lock' (the last button is only available for calls from entrance panel). For calls from entrance panel, video images are displayed to help the operator see who is ringing before accepting the call.

i. Calendar

The calendar allows the user to view previously annotated events for the station or to create new ones (a notification can also be defined as a reminder of the event).

j. DTMF keypad

The DTMF keypad, which is visible by pressing the corresponding horizontal bar, allows you to enter the ID of the device that you want to call (entrance panel, video entryphone or other switchboard) and send DTMF tones during the conversation.

k. Info Area

This section shows the list of coverage zones of the porter station and the current configuration (MANUAL or TIME SLOT)

l. Operating mode

You can only set the operating mode of the switchboard station if the station is set to MANUAL configuration. You can choose between:

- ***DAY/NIGHT (in DAY mode all direct calls to apartments are intercepted by the switchboard)***
- ***NORMAL to OUT OF OFFICE***
- ***An action will be performed if there is no answer (engaged tone, voice message or video mail).***

In the TIME SLOTS configuration, this area is read-only.

5. Settings

5.1. Introduction

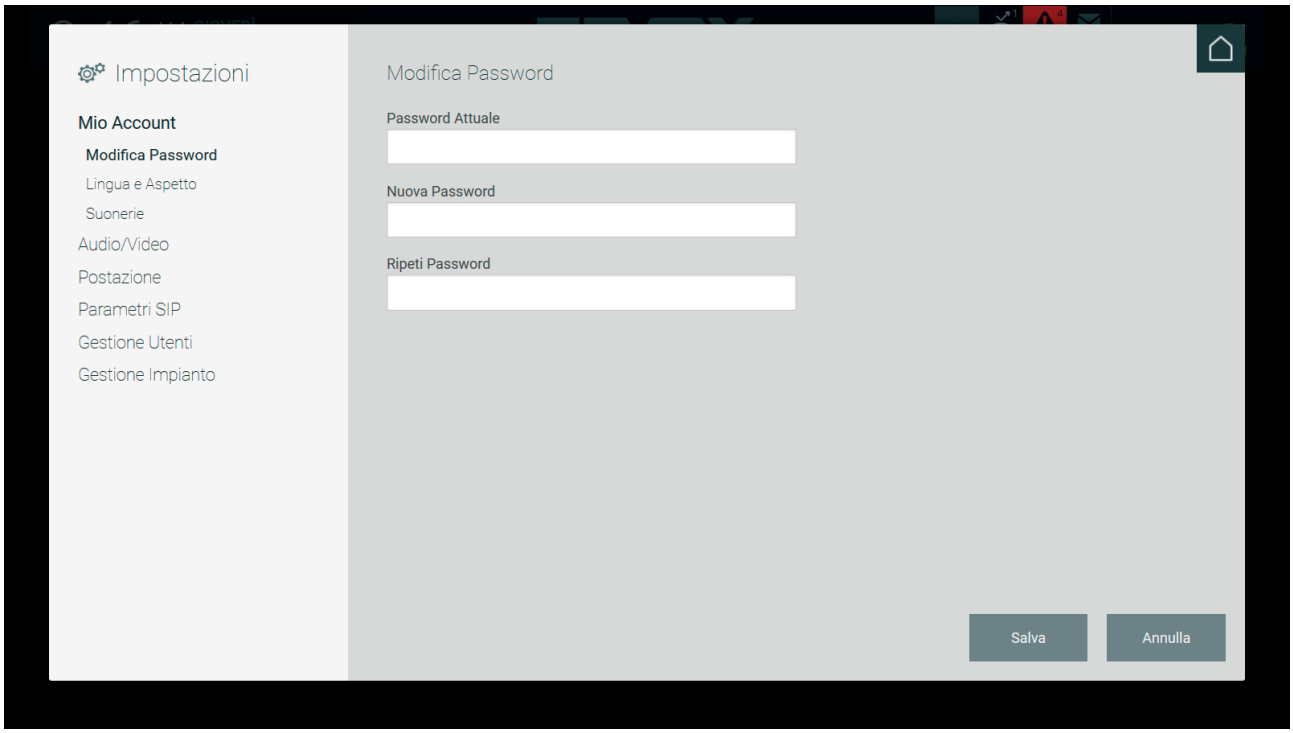
The SETTINGS window, which can be activated by pressing the status icon at the top right, contains several functions for configuring and customizing the Porter Switchboard. Some settings are for use by Manager users only, and are therefore unavailable to Normal users.

5.2. My Account

5.2.1. Change password

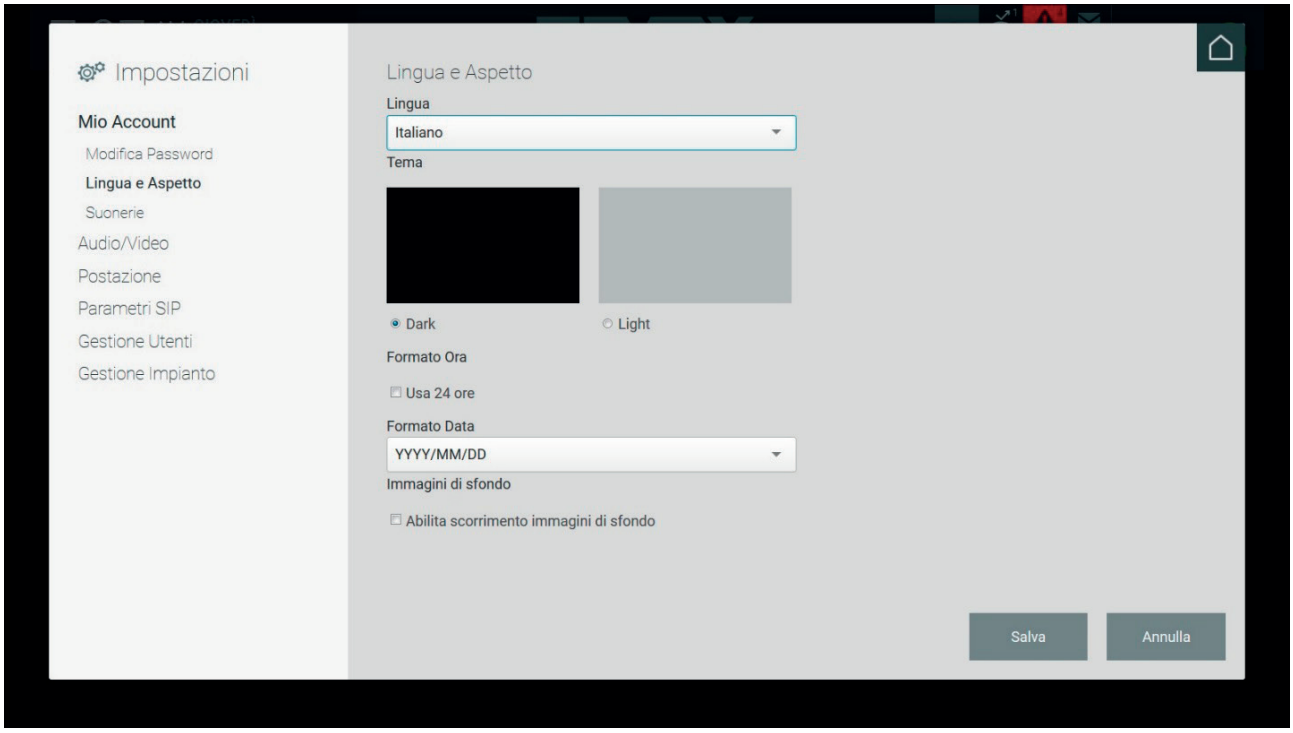
The “Change Password” function under “My Account” allows you to change the password. For security reasons, you also need to enter the current password. You are required to enter the new password twice to ensure that it is valid.

Pressing the Save button immediately activates the new password. The program then performs a forced logout and the user is obliged to perform the authentication procedure again.



5.2.2 Language and appearance

On the “Language and appearance” page, the user can change the interface language that was previously set by the installer during the initial configuration.



The user can customise some features of the program:

- current language
- layout (dark and light)
- time format (24 hours)
- date format
- enable image slideshow in the Home Page Display Area

5.2.3 Ringtones

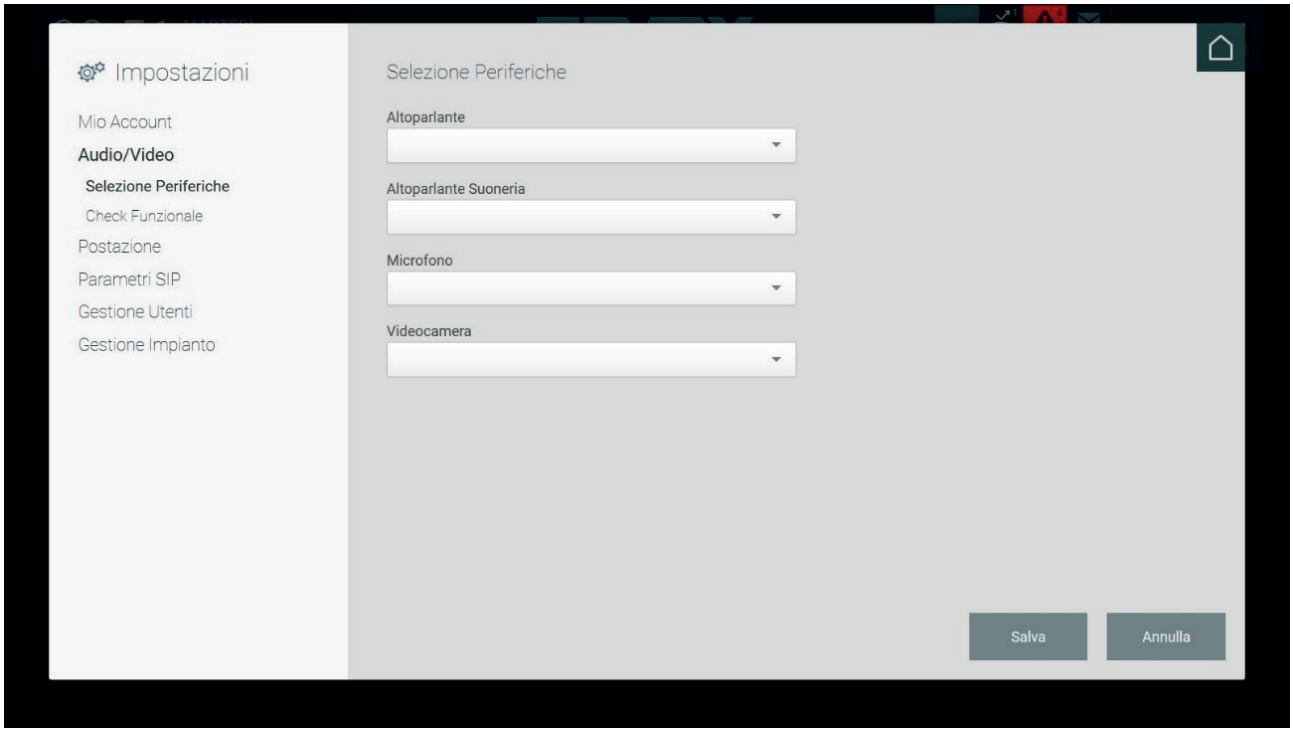
The ringtone setting page allows you to personalise the acoustic signals used for incoming calls, outgoing calls and newly received video entryphone messages.

Select the ringtone from among those available in the various menus; press the play button to hear a sample; press the SAVE key to confirm your choice.

5.3. Audio/Video

5.3.1. Device selection

If there are peripheral devices connected to the computer (speakers, microphone and video camera), you can connect them to the Porter Switchboard.

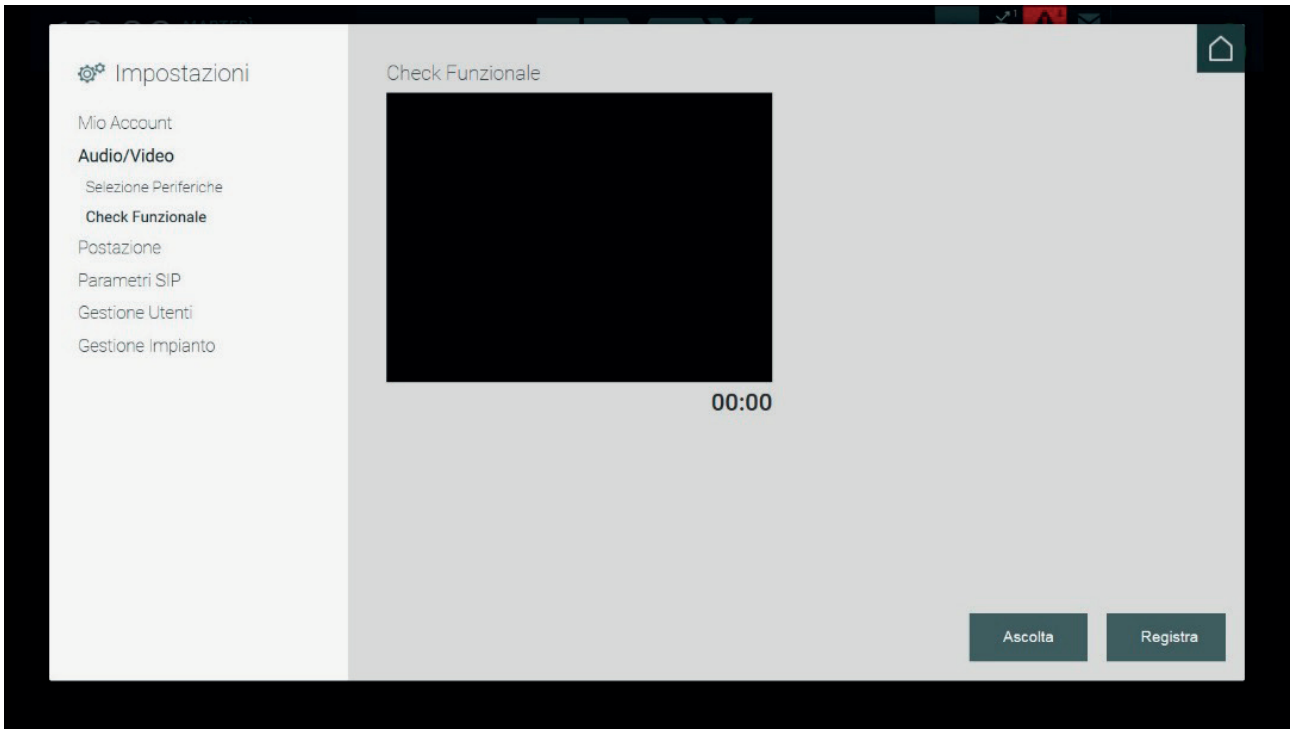


5.3.2. Functional check

This tests the efficiency of the switchboard computer's audio and video system.

Pressing the RECORD button starts recording a 10-second audio/video clip using the connected peripherals or incorporated devices.

You can view and listen to the recording by pressing the LISTEN button.

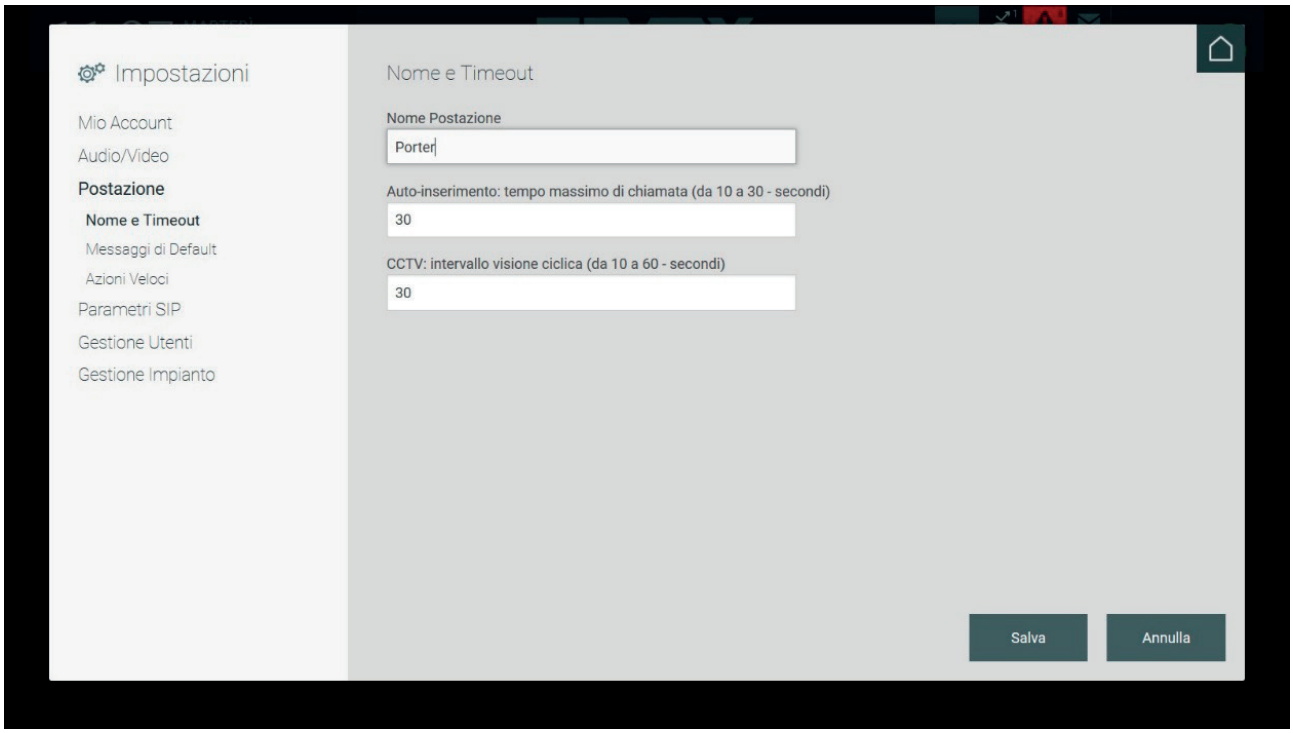


5.4. Station

5.4.1. Name and Timeout

The name of the porter station, which was initially set by the administrator during configuration, can only be customised by a user with Manager rights.

The user can set the maximum duration of a self-start and calls to an entrance panel by entering a value (in seconds) in the corresponding fields.



5.4.2. Default messages

You can send an alert message to video entryphones in the coverage area of the Porter Switchboard. This message will be displayed on the video entryphone in the apartments.

The switchboard operator can edit the alert message by typing it directly in the “Default alarm message” field in the “Default messages” section of the settings window.

In the “Default messages” section of the Settings window, you can record audio messages that will be played by the entrance panel and video entryphone if the Porter Switchboard fails to answer.

Specifically, the Out Of Office message will be played in the case of direct calls made to the switchboard when it is in Out Of Office status and there are no substitutes (no substitute configured or none available) and Voice Message is selected as the Fallback Action in the “Operating Mode” area. If the Fallback Action is set to ‘Video Mail’, then the audio followed by the recording will be played on the entrance panel or video entryphone.

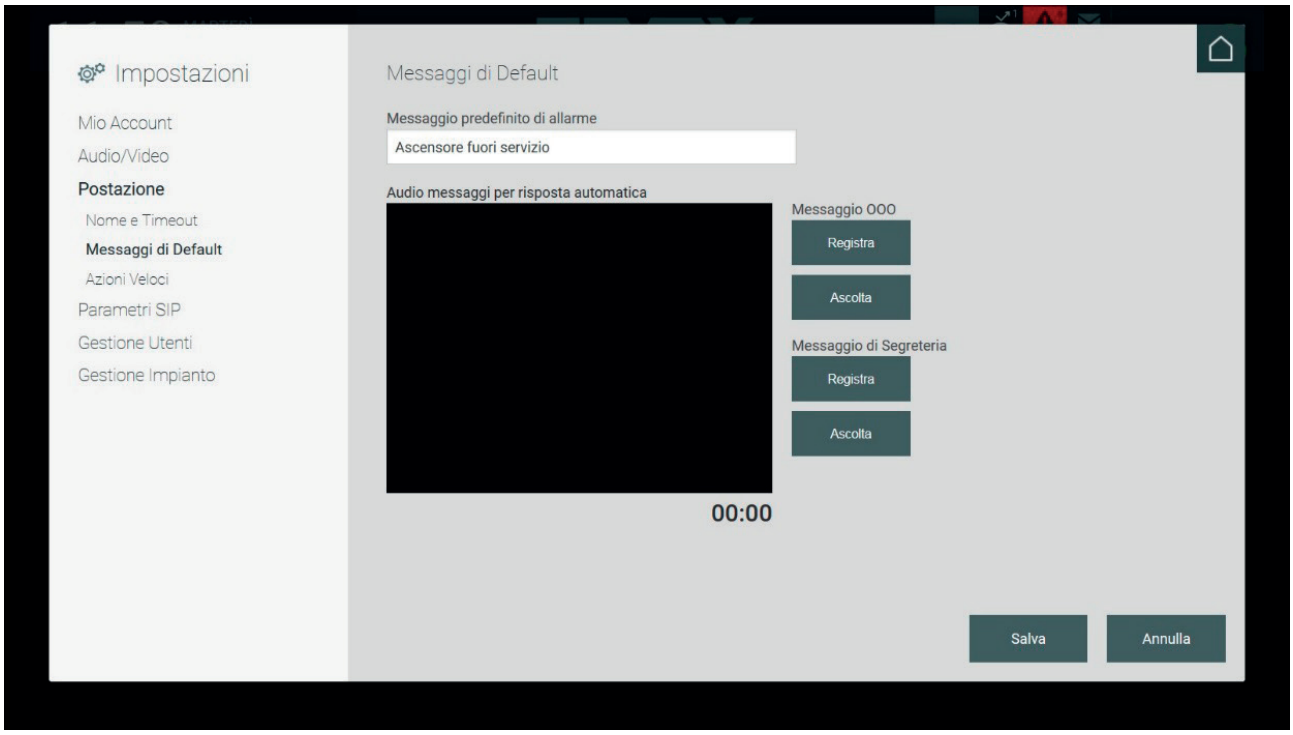
If the porter station is unmanned due to the operator’s temporary absence or because Out Of Office mode is activated, calls from the entrance panel or video entryphone are diverted to the substitutes and finally to the destination apartment.

Cases in which Fallback Action is enabled:

- Status set to Out Of Office (OOO)
  - o There are no substitutes for the porter switchboard or no answer from the substitute switchboards

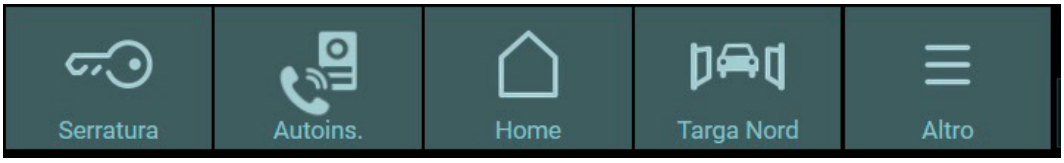
- Status set to Normal
  - o Call refused by the operator
  - o No answer within 25 sec. and no substitute for the porter switchboard or no answer from the substitute switchboards

By default, there are already pre-recorded messages for Out Of Office mode and for Video Mail; you can still record a custom audio message by pressing the RECORD button and then listen to it by pressing the LISTEN button.



5.4.3. Configuring Quick Actions

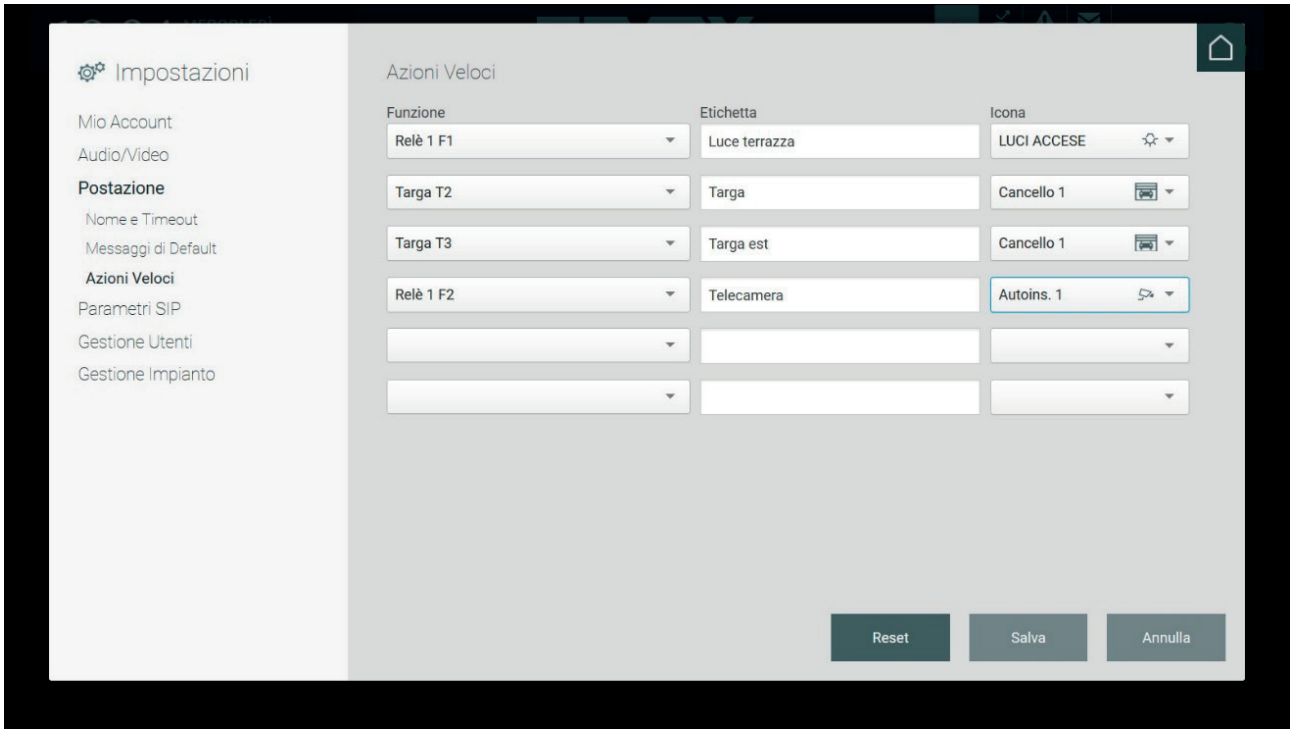
In the Home Page there is an area containing commands called “Quick Actions” that enable some functions to be executed simply by pressing a button.



Quick Actions buttons are configured from the Settings window in the Station section, which is divided into three parts:

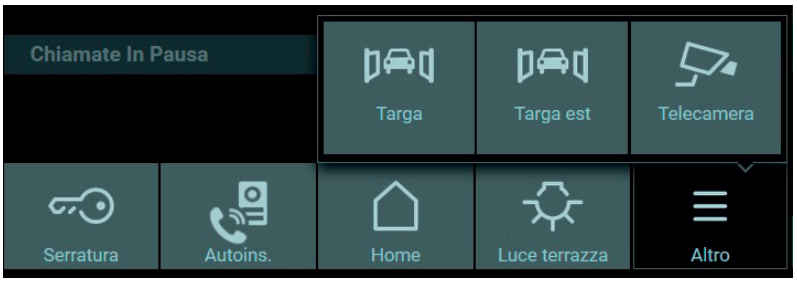
Function	Label	Icon
The functions, which can be selected from the dropdown menus, refer to pre-configured actions in the video door entry system that relate to the activation of actuations (opening of an entrance panel lock or activation of a relay).	For each type of function, a description of the action must be entered in the appropriate text field. The description will then be displayed on the Quick Action button on the home page.	You can select a descriptive icon for each action, which is then displayed in the relevant button on the home page.

Important: Although you can set up multiple buttons for the same Quick Action on the home page, only the first button for each action will be shown.



After setting the Quick Actions, you need to save the changes made. If you want to delete the created actions, press the RESET button.

Two new actions can be added to the bar in the Quick Actions section of the home page. However, if more than two icons have been created, the “Other” button will appear and pressing it will display a menu containing the other configured quick actions.



5.5. SIP parameters

5.5.1. Parameter setup

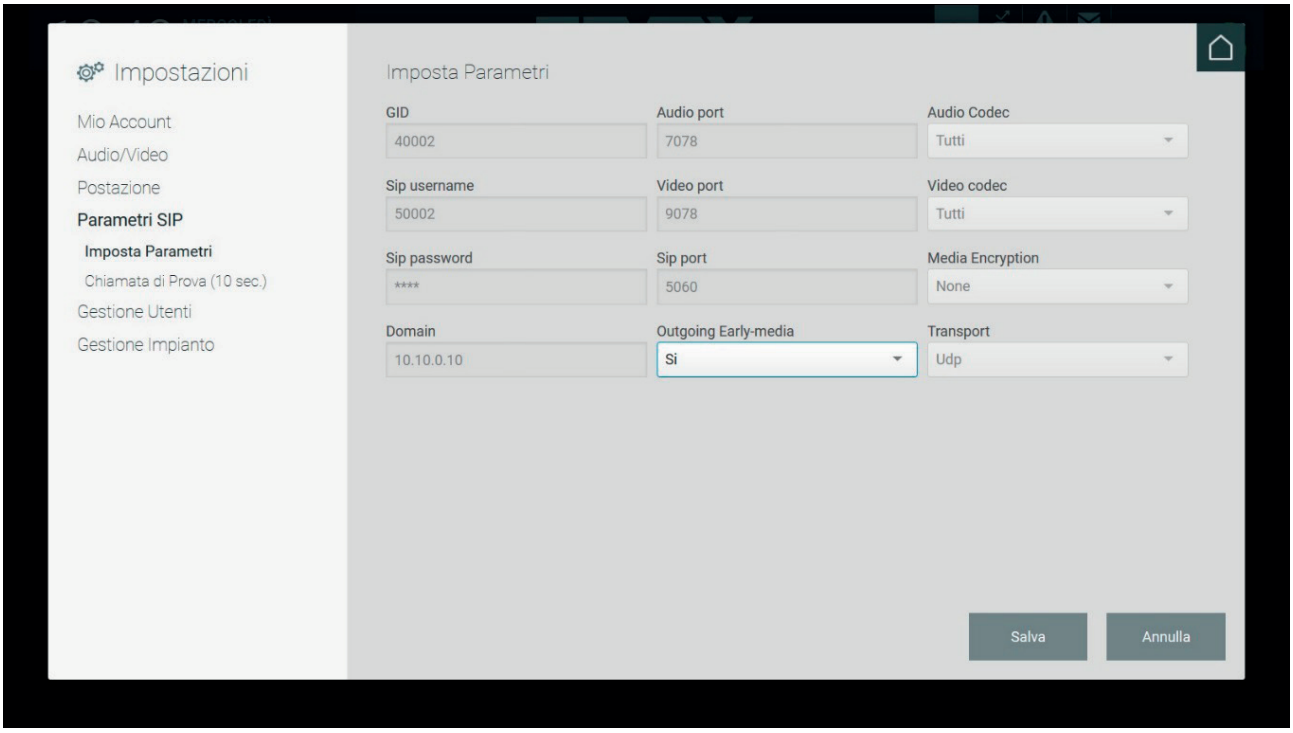
In the “SIP Parameters” section of the Settings window, you can insert parameters for connecting devices in the video door entry system.

This operation must be performed by the Administrator user. Manager users do not have permission to edit these parameters, they can only edit the “Outgoing Early-media” option. For Normal users, information regarding SIP parameters is hidden.

The installer inserts SIP parameters into the configuration software when setting up the video door entry system.

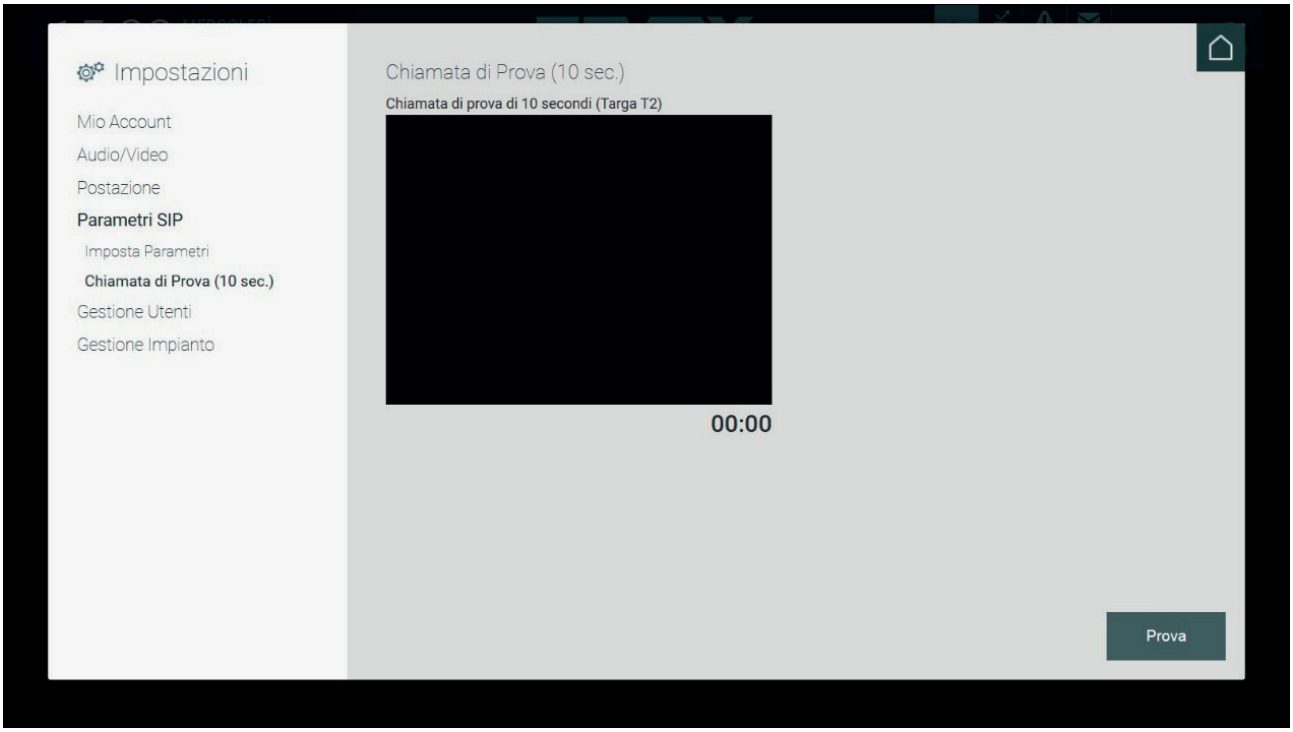
The only option that can be edited by Manager and Normal users is “Outgoing Early-media”. If this option is set to “Yes”, in the case of a call is made from the porter switchboard, it enables the monitor of the called device to display the operator’s image captured by the porter station’s camera, even before the caller accepts the call.

If the “Outgoing Early-media” function is set to “No", the call recipient will only be able to see the caller after answering.



5.5.2. Test call

To test the correctness of the SIP parameters entered by the Administrator user, a 10-second test call can be made to the default Entrance Panel (via the Configuration Software) by pressing the TEST button.



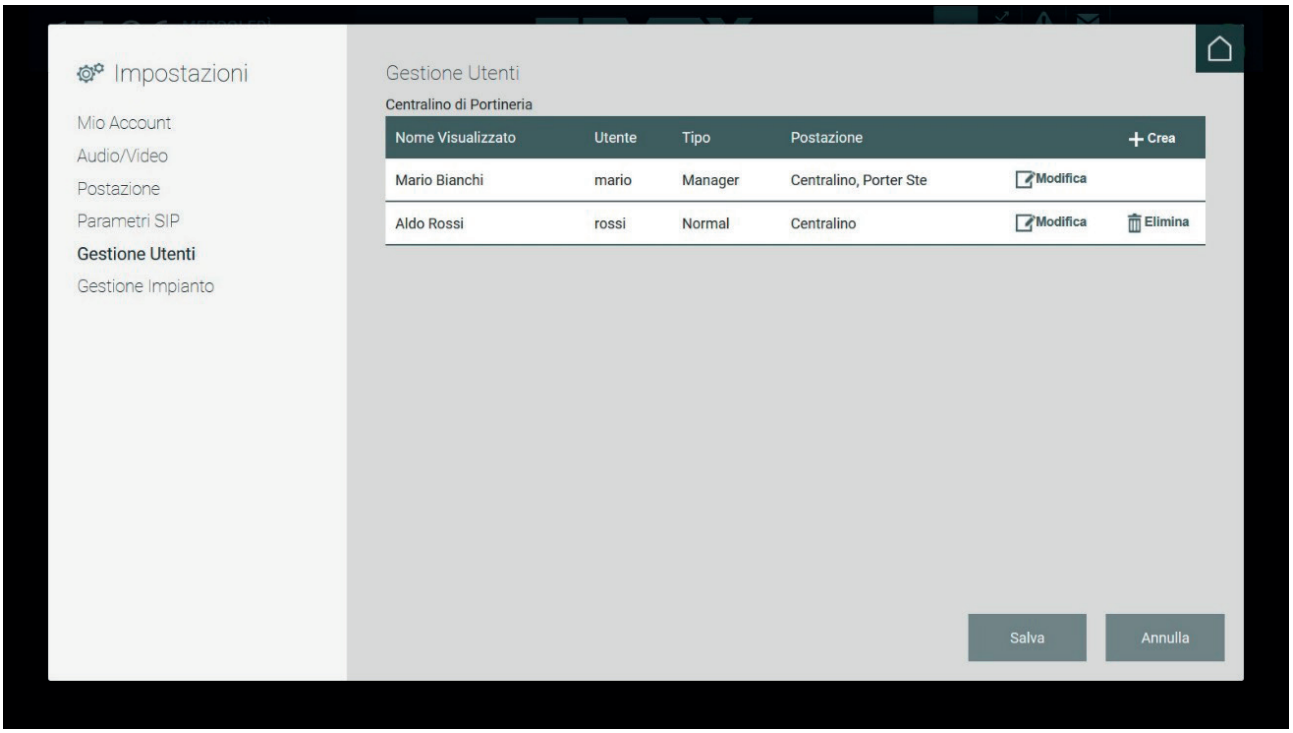
5.6. User Management

User Management is visible only to Administrator or Manager users, since only they can create, edit, and delete other users. User Management settings are not visible to Normal users.

In the “User Management” settings window, Manager and Normal users created by the Administrator are listed initially.

The following information is displayed for users:

- **Displayed Name**: the name of the switchboard operator that is shown on the home page in the Station menu
- **User**: the username used for logging in
- **Type**: the type of user (Manager or Normal)
- **Station**: the name of the porter station on which the user can be authenticated



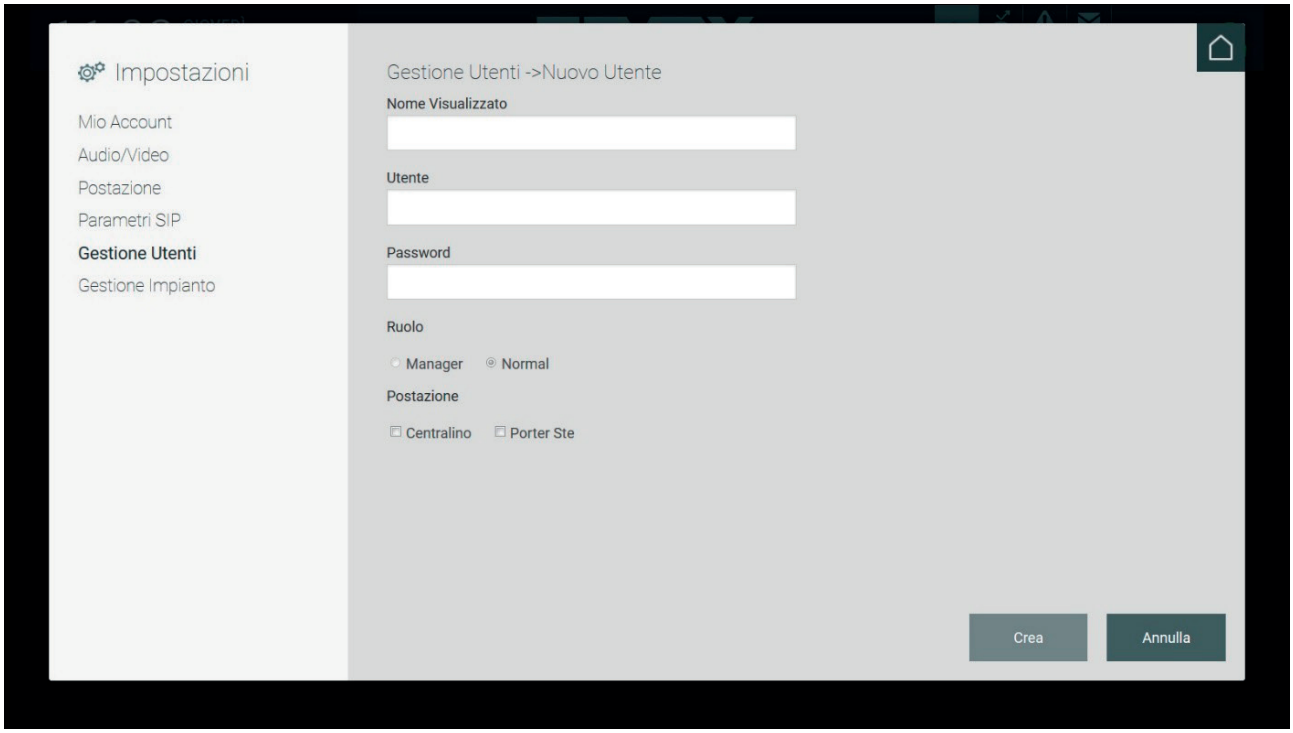
The Create button activates the data entry page for creating a new user.

The following data is required to create the new user:

- **Displayed Name**: the name displayed on the Switchboard's Home Page.
- **User**: the identifier that the user must type in to access the Switchboard
- **Password**: the code required to access the Switchboard

Complete the information by selecting the new user’s role and associated station.

After creating the new user, you will be returned to the updated list of users.



The Edit button allows you to make changes to the credentials of the corresponding Manager or Normal user.

If the current user is Administrator, the settings for both Normal and Manager users can be edited.

If the current user is Manager, the settings of Normal users associated with the station(s) managed by the Manager can be edited.

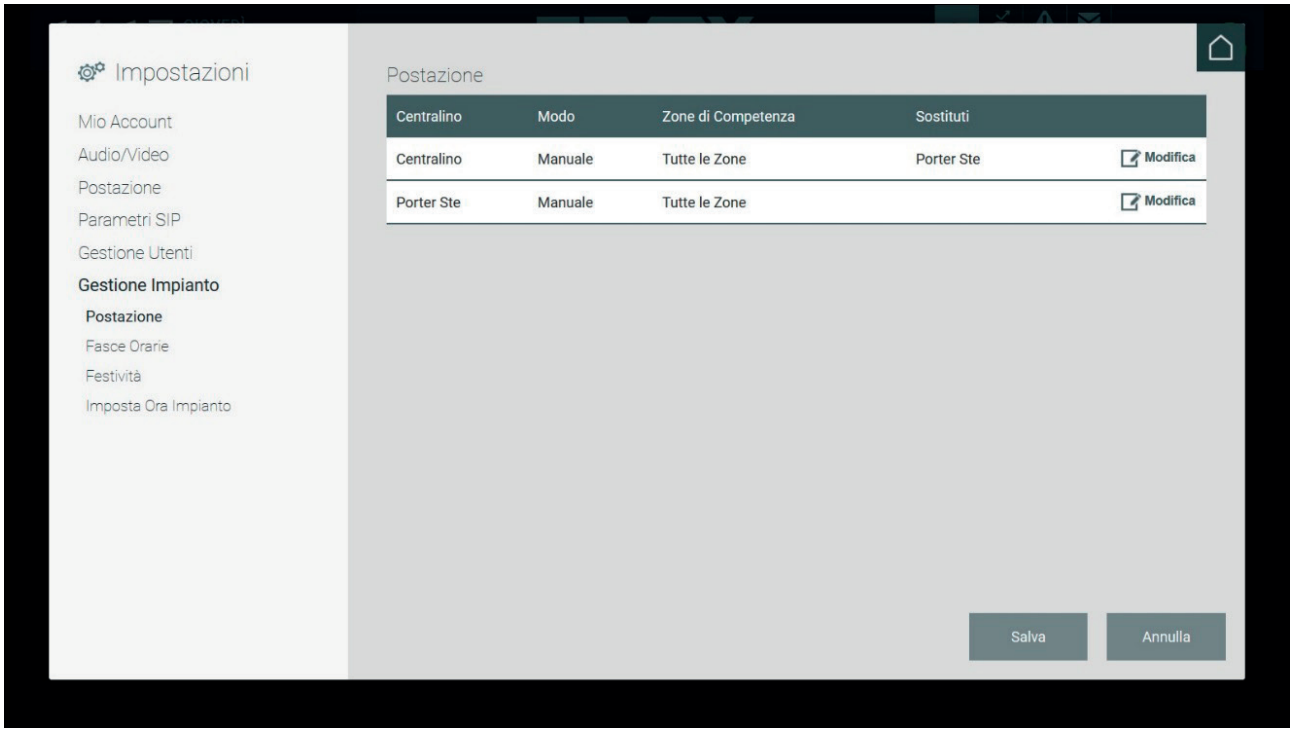
5.7. System Management

5.7.1. Introduction

The porter stations in the building are visible from the Settings page, in the Station section of System Management.

The information displayed in the list shows the station's name, operating mode, coverage zones and any substitutes (switchboards to which calls are diverted if video mail is activated).

The settings on the "System Management" page are for the exclusive use of Administrator and Manager users. The settings are not visible to Normal users.



There are two distinct functional modes for each porter station:

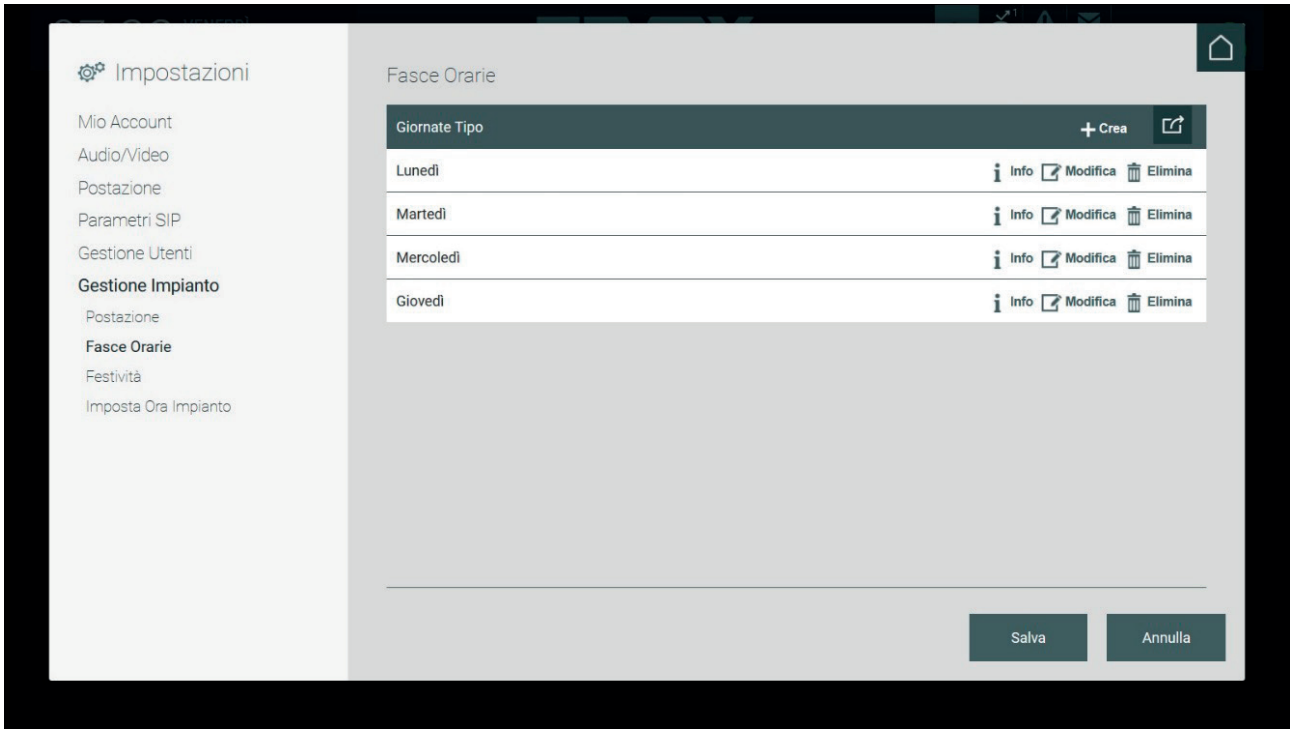
- **Manual**: in this mode, the porter switchboard can independently use the **Day**/**Night**, **Normal**/**Out Of Office** and **Fallback Action** functions.

  In Settings > System Management > Station, Manager users can configure one or more coverage zones to determine which video entryphones are controlled.

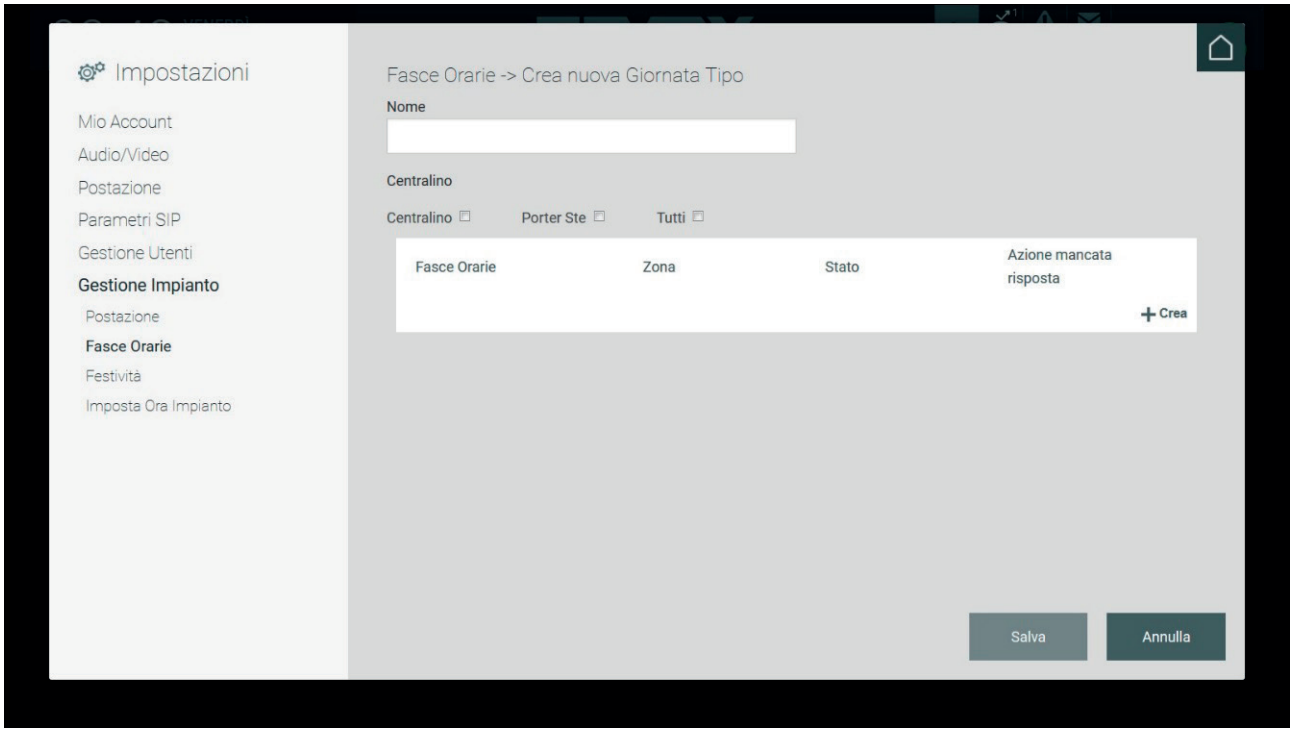
- **Time Slots**: in this mode, the Porter Switchboard cannot manually set the Day/Night, Normal/Out Of Office and Fallback Action commands, as these commands are automatically activated at time intervals that are preset by the Administrator or Manager user in the “Time Slots” window under Settings.

5.7.2. Time Slots

The functional modes of the Porter Switchboard can be defined on a timed basis; the time intervals must cover 24 hours. Different time slots can be defined for every day of the week.



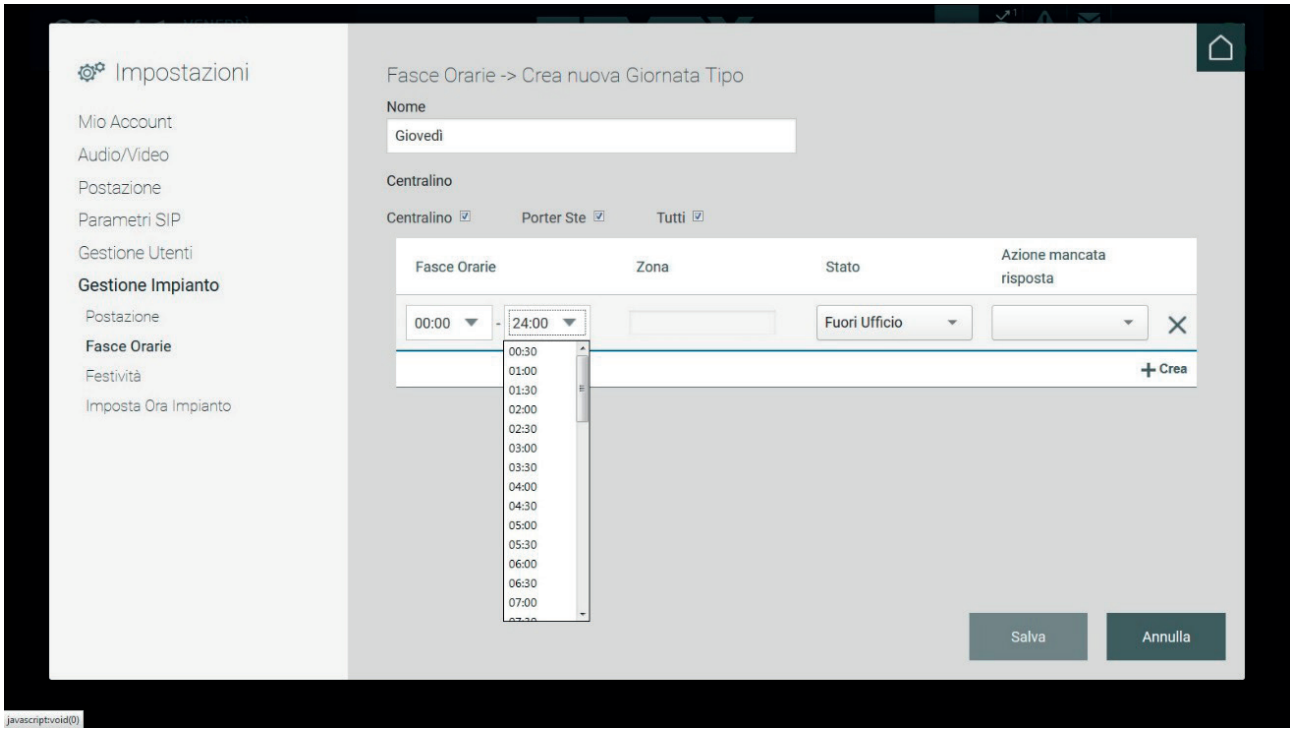
The Time Slots page displays the Typical Days list. Pressing the CREATE button displays the section for setting up a new “typical day” and the corresponding time slots.



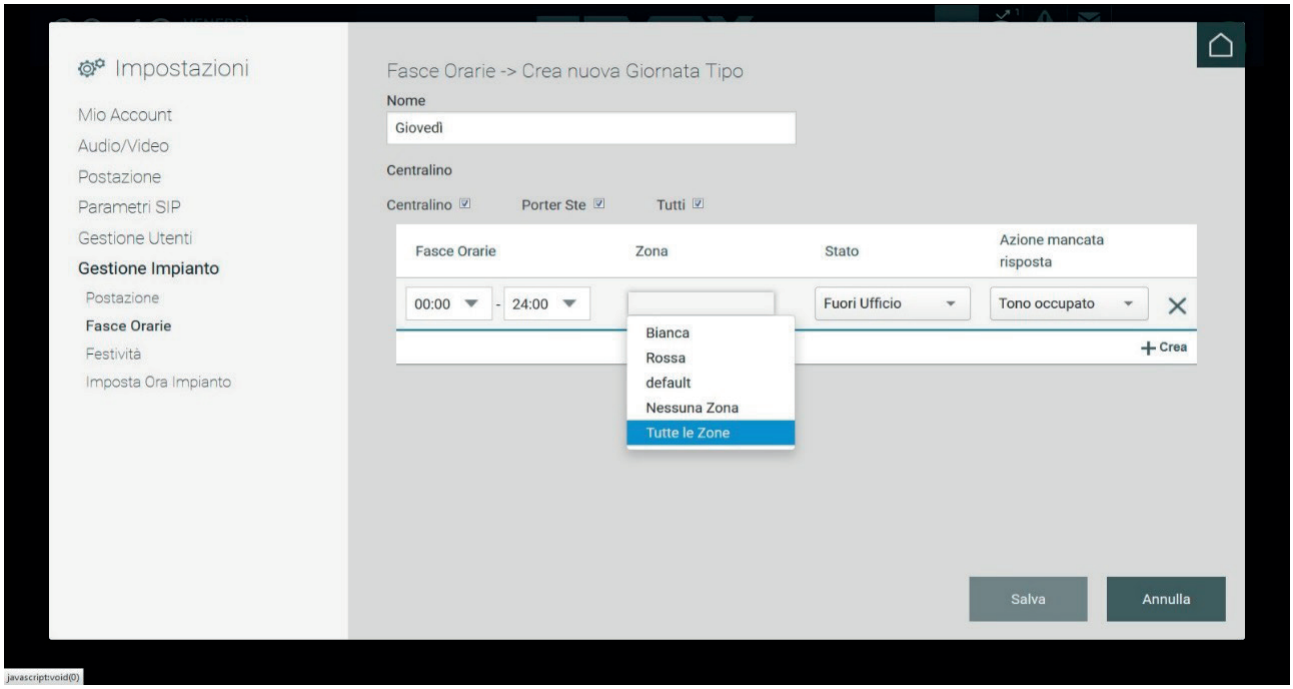
Creating a Typical Day requires the user to input an optional identifier (Name) and select one or more stations to which the time slots will be associated. Checking the All box associates the Typical Day to all stations.

Time Slots require a specific configuration. The Create button can be used to define a single time slot, which requires the user to, among other things, set the coverage zone, status and the Fallback Action to be performed if the station does not answer.

By default, a single time slot is provided for the Typical Day, which starts at 00:00 and ends at 24:00. To create other time slots, select a different value from the current one in the dropdown menus of the two available fields (e.g. 00:00 -> 08:00).

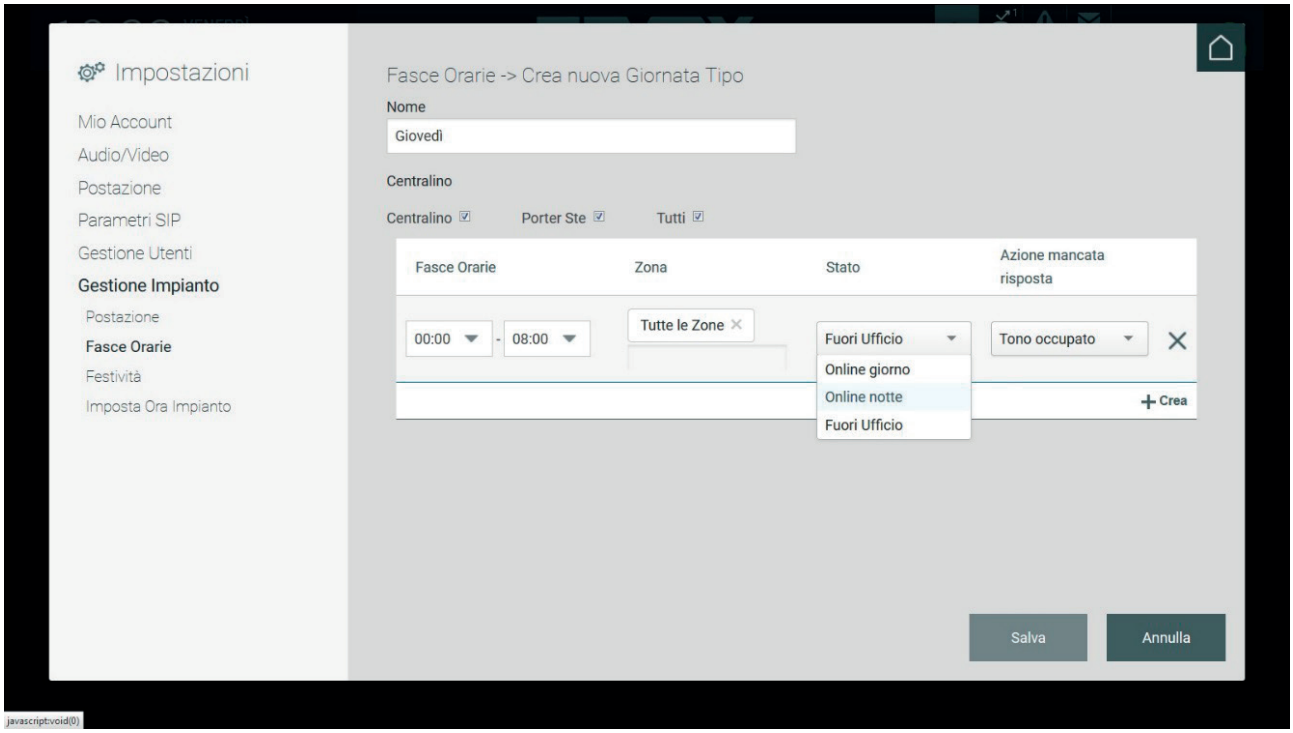


At least one zone must be associated with the time slot. Use the relevant dropdown menu to select the setting.



The Status field allows you to select the switchboard's operating mode during the time slot. The following values are allowed:

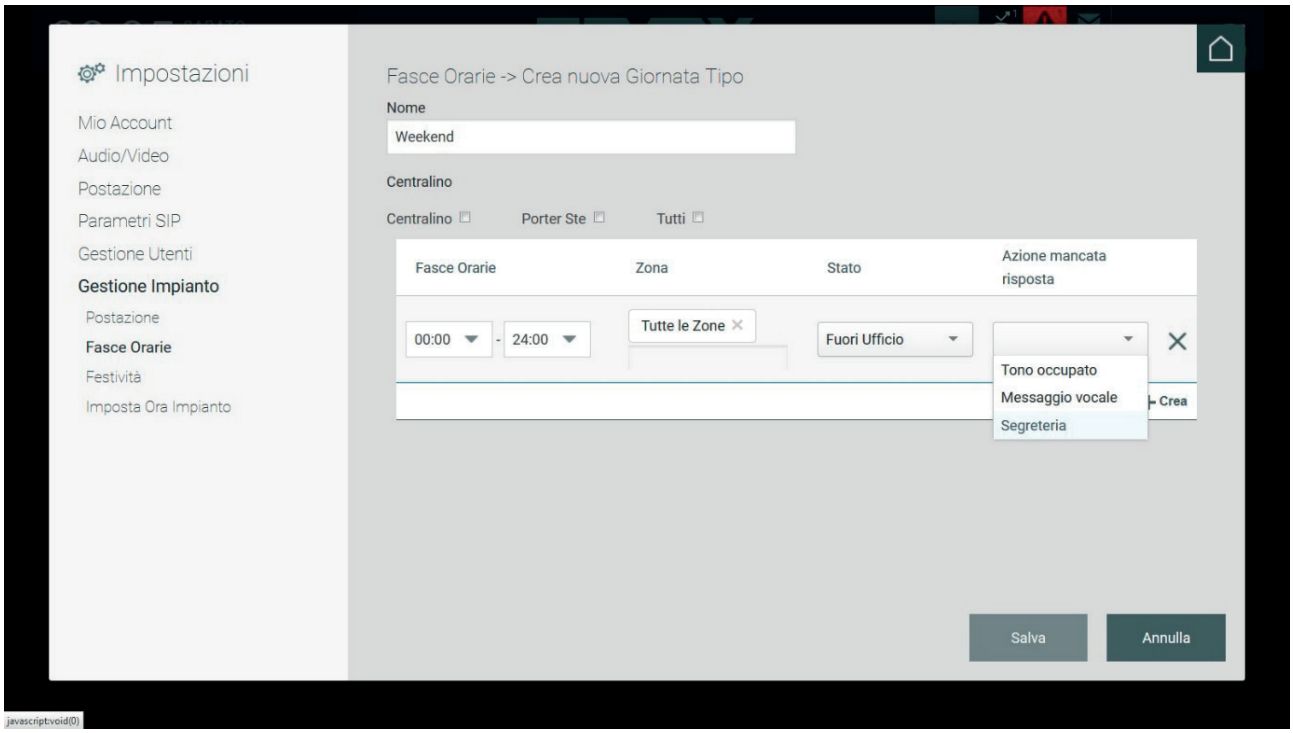
- Online Day: operator present during daytime hours – calls are always forwarded to the switchboard even if they are intended for apartments
- Online Night: operator present during evening hours
- Out Of Office: switchboard operator absent



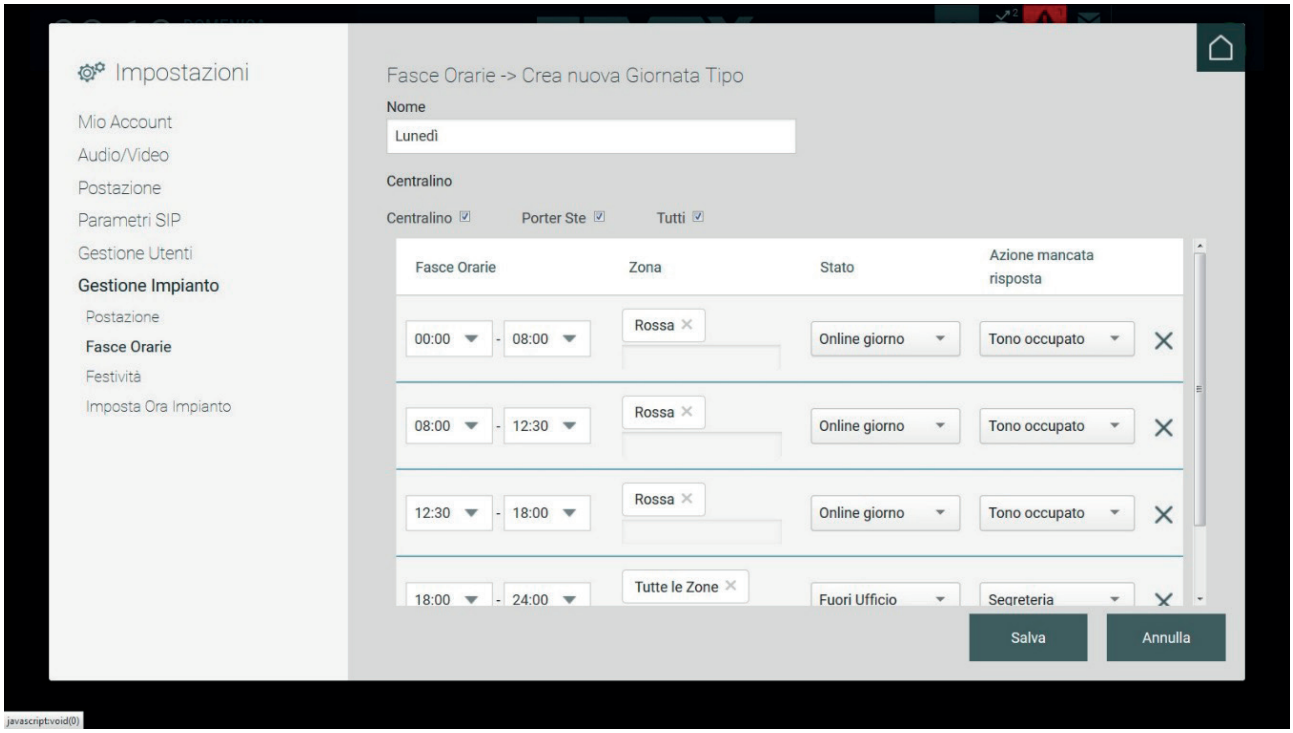
For each time slot, you can set Fallback Actions which can be selected in the “No Answer Action” menu.

The following Fallback Actions can be set:

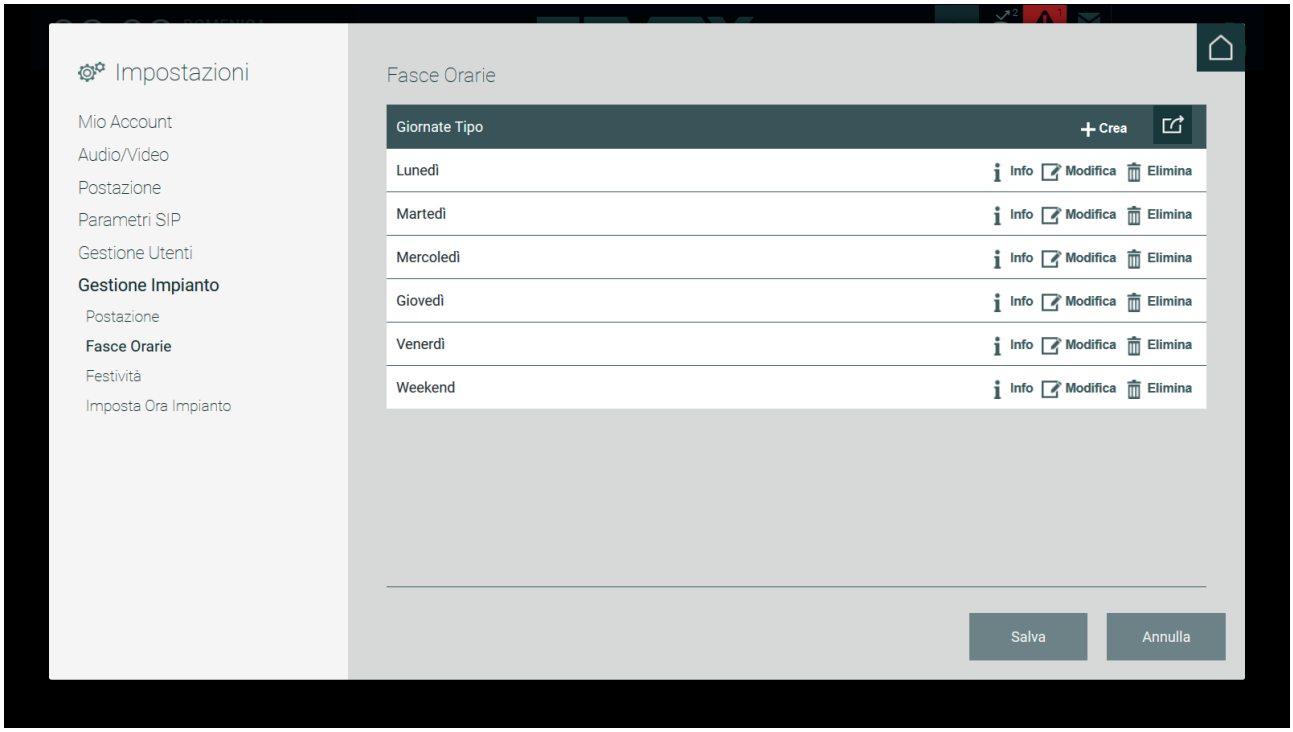
- **Engaged tone**: if there is no answer, an audio signal (engaged tone) is played and the call is terminated.
- **Voice message**: if there is no answer, a pre-recorded voice message is played.
- **Answering machine**: If there is no answer, a voice message is played and the caller can leave a video message



You will not be able to save the “Typical Day” until the defined time slots cover all 24 hours.



After you have finished defining Typical Days, you can display the summary list of created days.

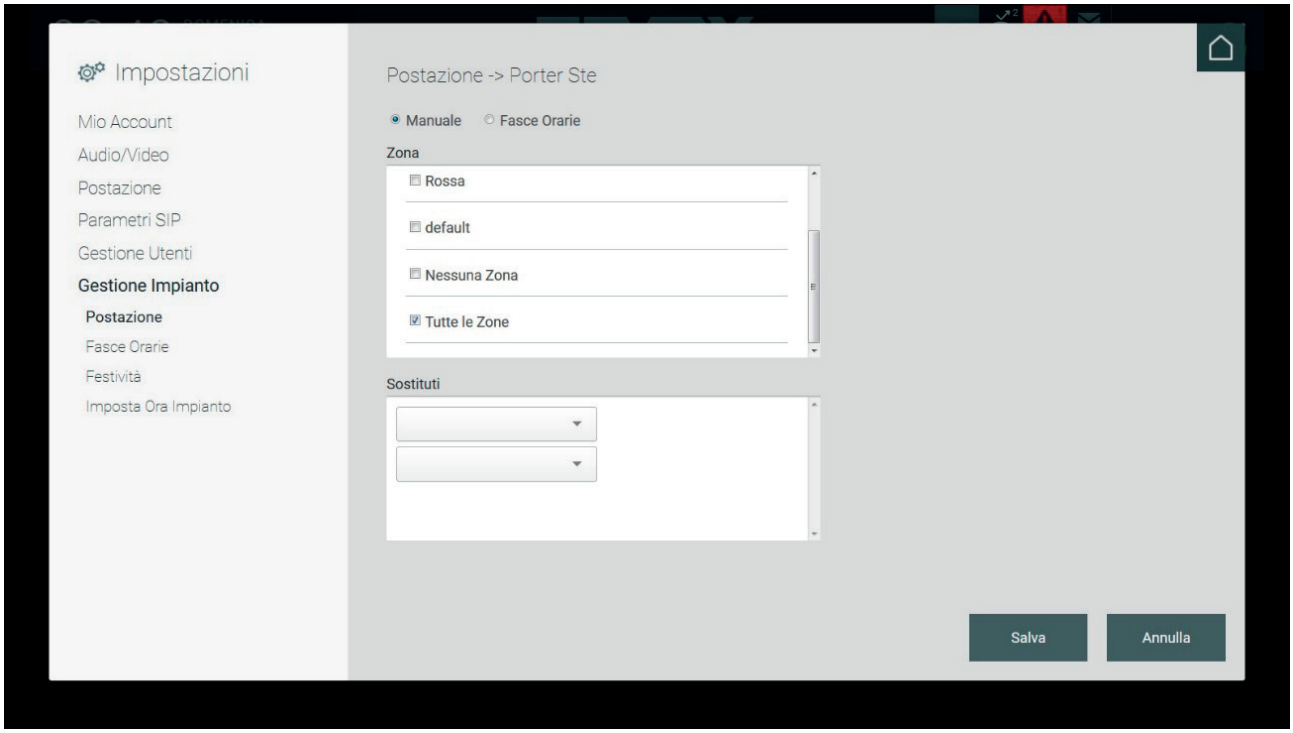


5.7.3. Station

This section displays the list of porter stations already configured by the installer.

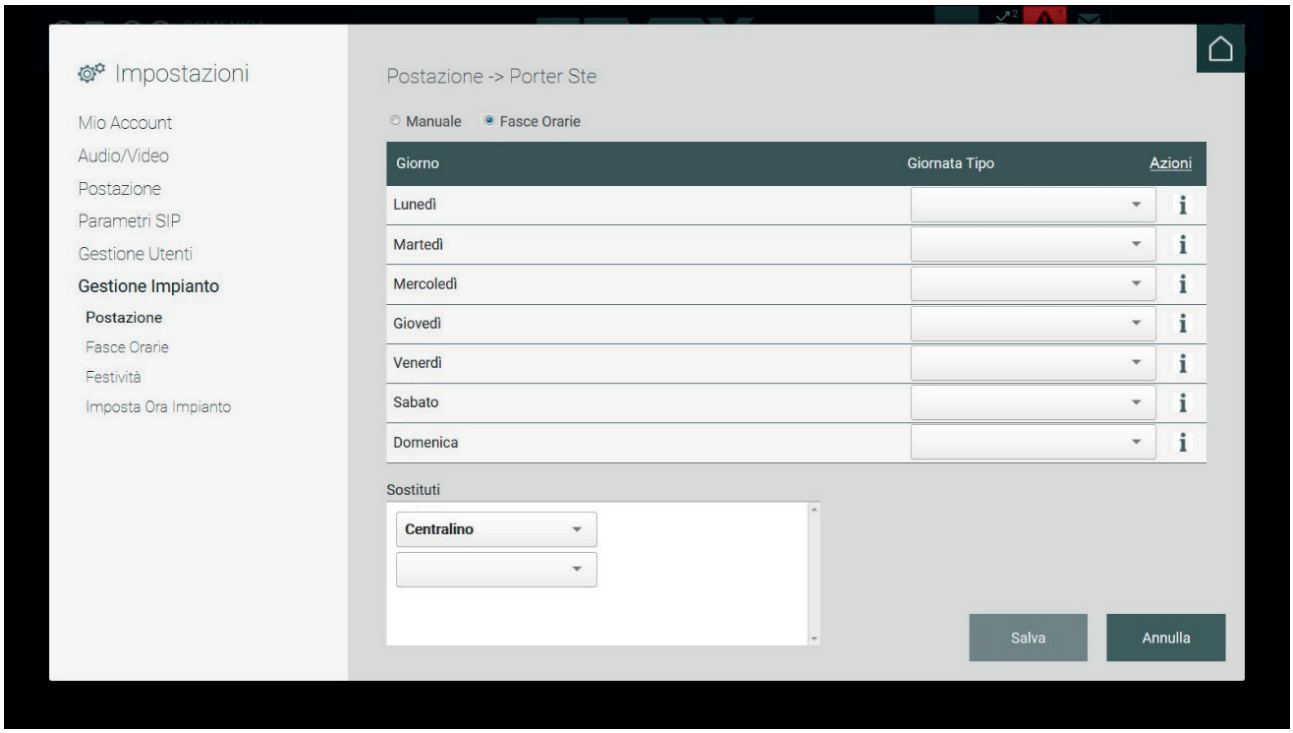
As previously described, for each porter station there are two functional modes, namely “Manual” or “Time Slots”.

Administrator and Manager users can set one of the above-mentioned functional modes by pressing the EDIT button for a station in the list, which will bring up the following page.



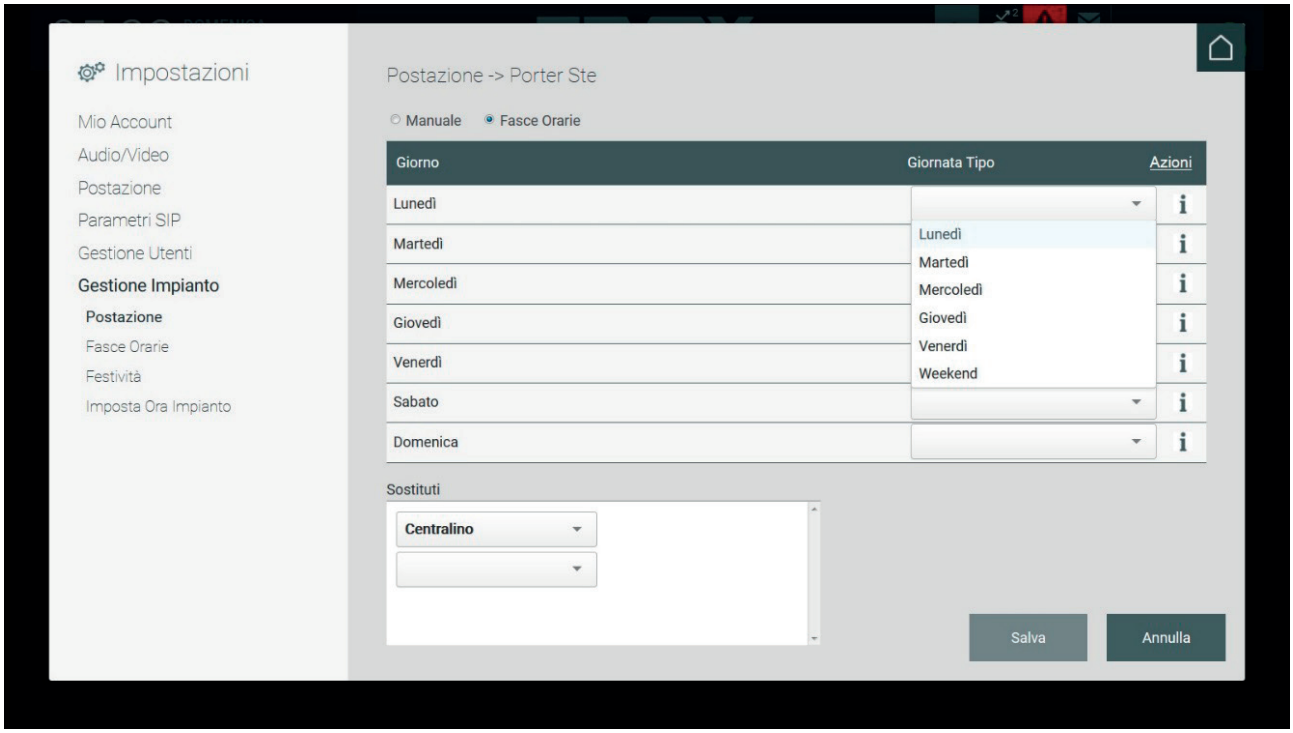
On the functional mode configuration page for each station, Manual mode is set by default, which enables you to determine the coverage zone(s) of that station (one or more zones can be selected) and set the “Substitute” switchboards to which calls are forwarded if there is no answer.

Pressing the “Time Slots” button displays the following configuration page.



Configuring Time Slots mode involves associating a previously created “Typical Day” ***(see paragraph 5.7.2. Time Slots)*** to a day of the week; to do this, simply select the desired typical day from the dropdown menu for one of the listed days. This operation will cause the switchboard to function based on the previously configured time slots and related functions.

In addition, as with the Manual mode, you can set “Substitute” switchboards to which calls are sent if there is no answer.

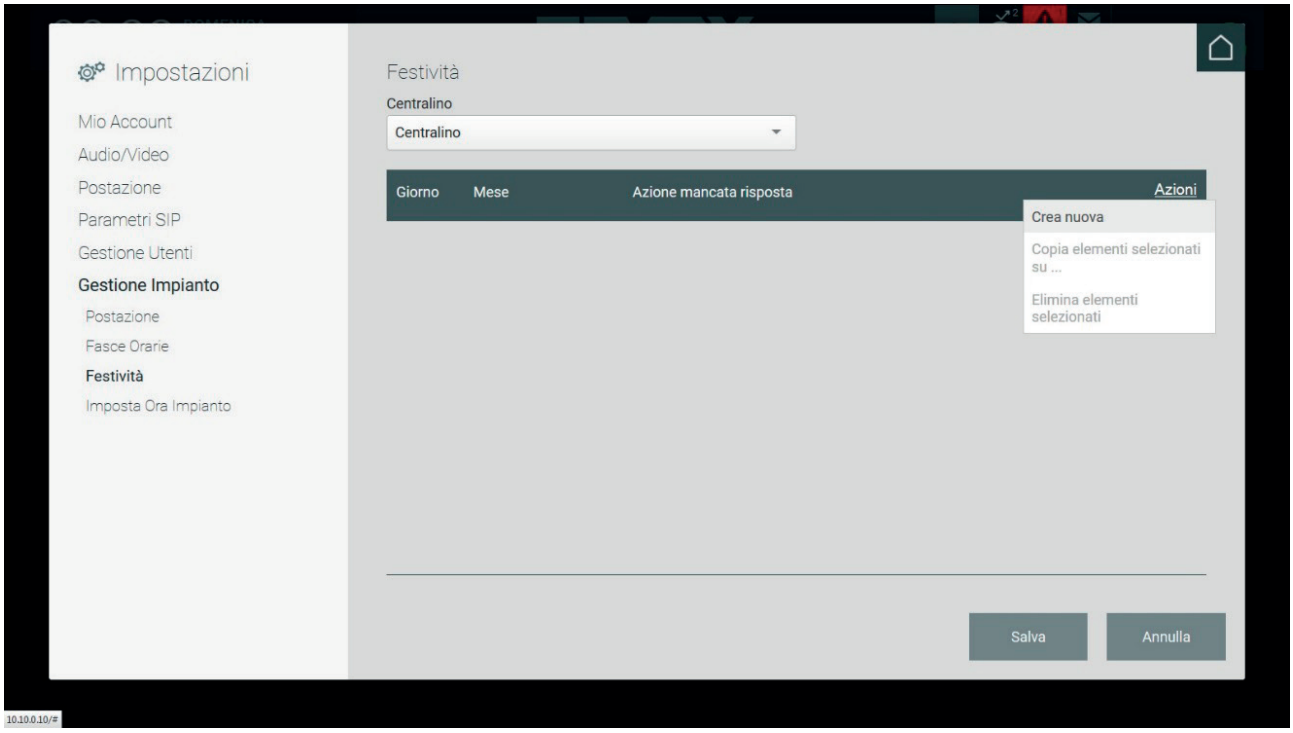


Pressing the SAVE button saves the completed operations and brings up the station list page again. You also have to press the SAVE button on this page in order to activate Time Slots mode.

5.7.4. Public holidays

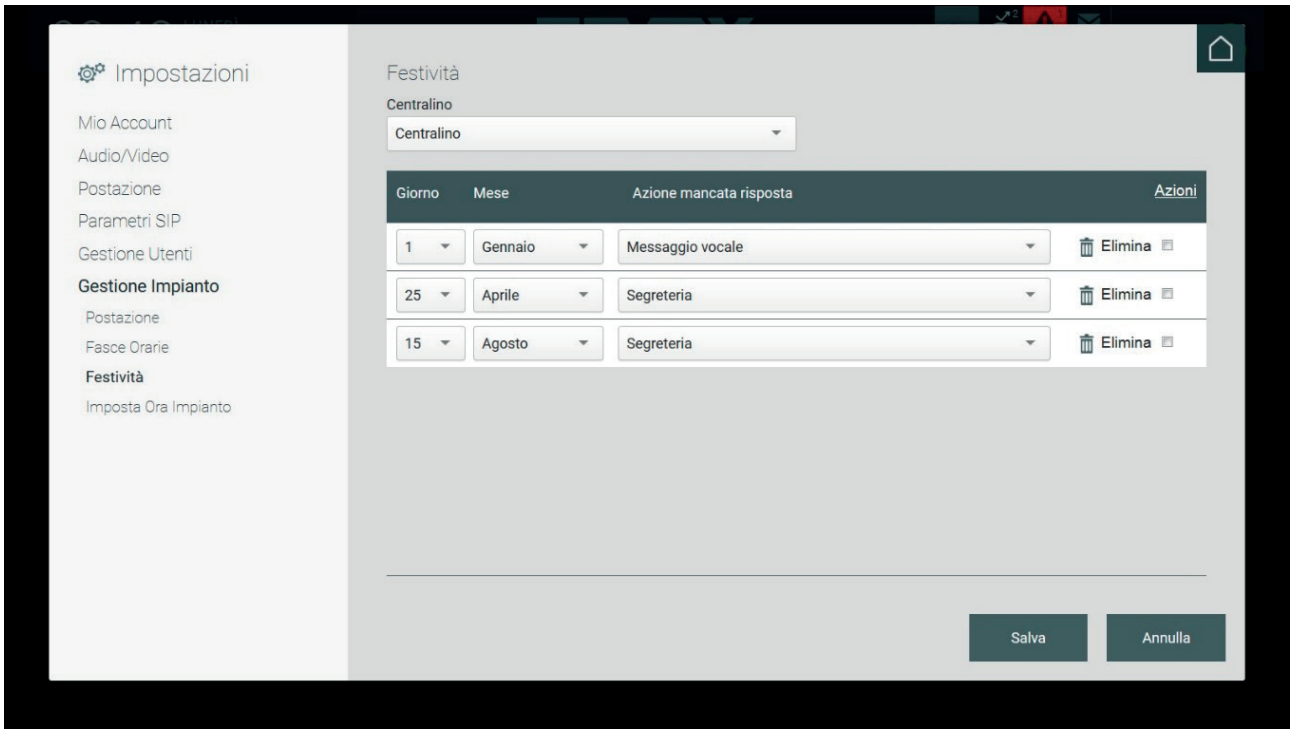
Public holidays can be set when the station is configured in Manual or Time Slots mode.

Adding a holiday requires the user to select the station and then Action>Create new.

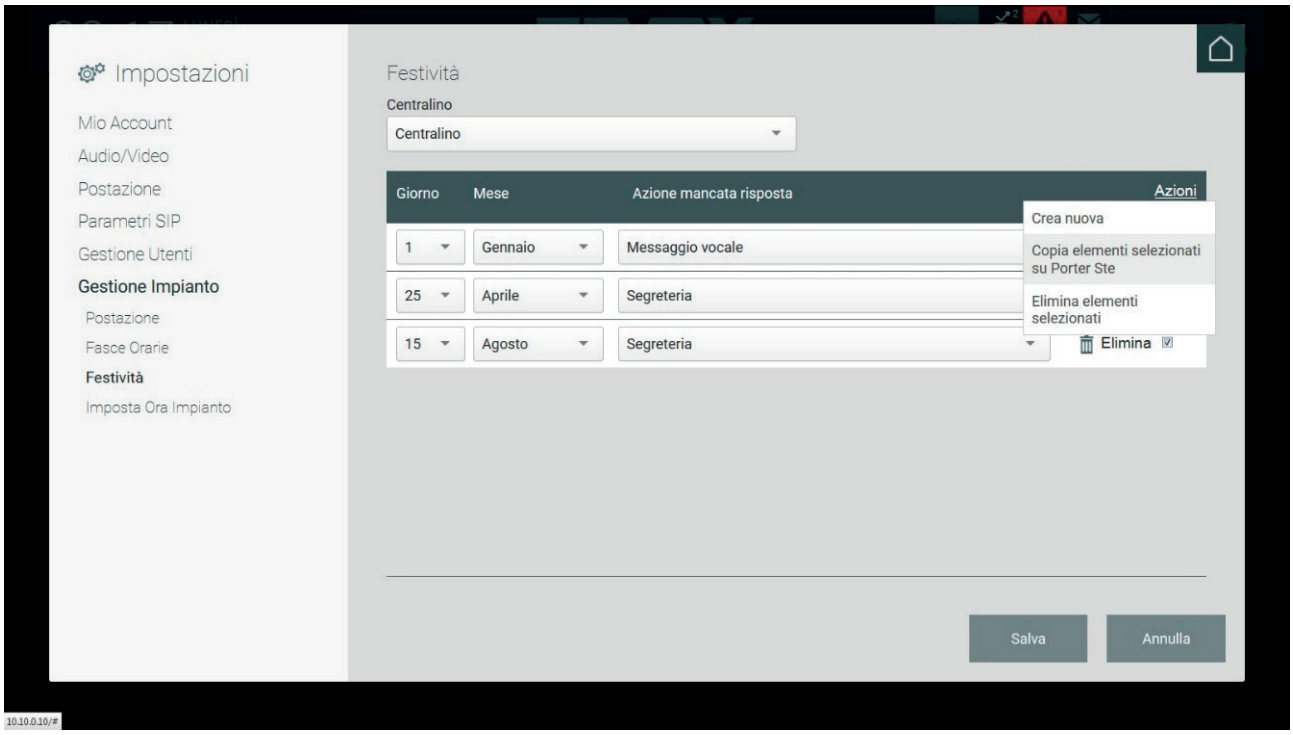


5.7.4.1. Adding a holiday with station in Manual mode

To create a new holiday when a porter station is in Manual mode, select the date (day and month) and execute a Fallback Action, i.e. the action to be performed automatically if a call made to the switchboard goes unanswered.



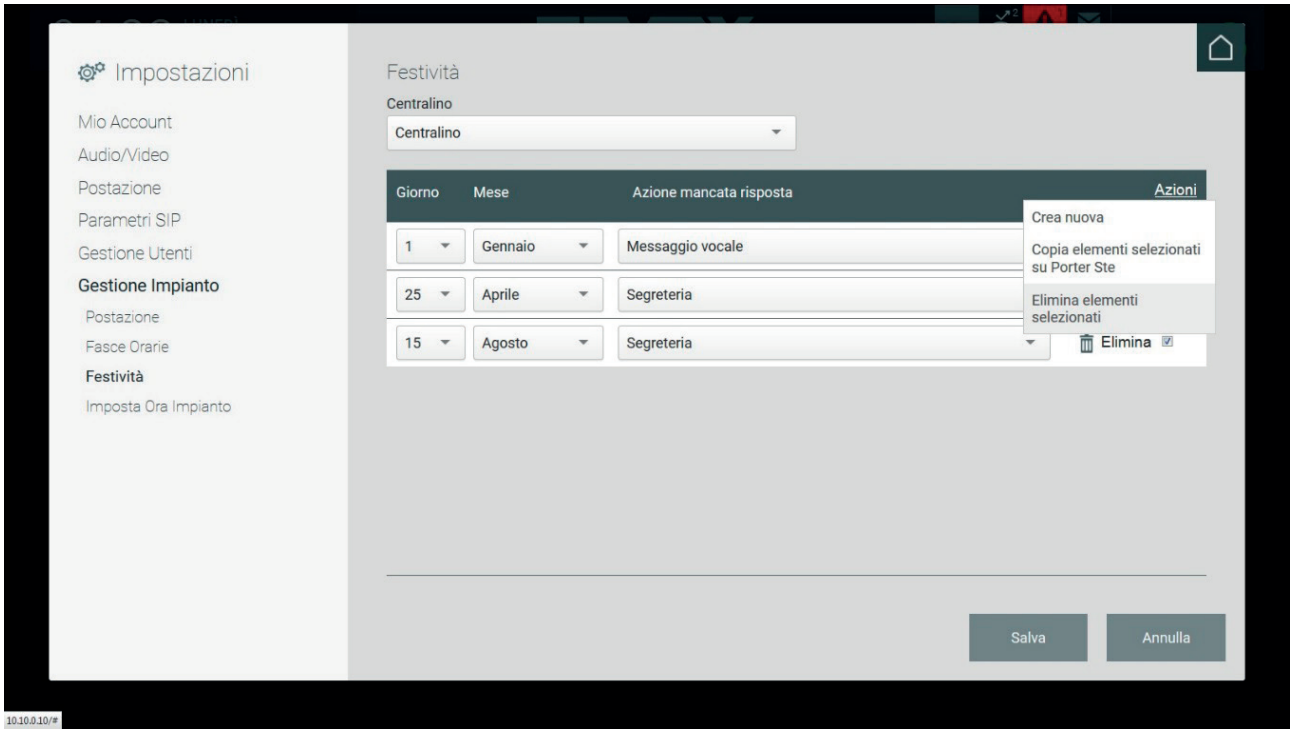
Created holidays can be copied and associated with other Stations: to do this, select the holidays by ticking the checkbox on the right and execute the “Copy selected items to...” command from the Actions menu.



Copying a holiday is only allowed between stations in the same operating mode. Otherwise, the “Copy selected items to...” command in the Actions menu will be disabled.

Created holidays can be deleted: to do this, select the holidays by ticking the checkbox on the right and execute the “Delete selected items” command

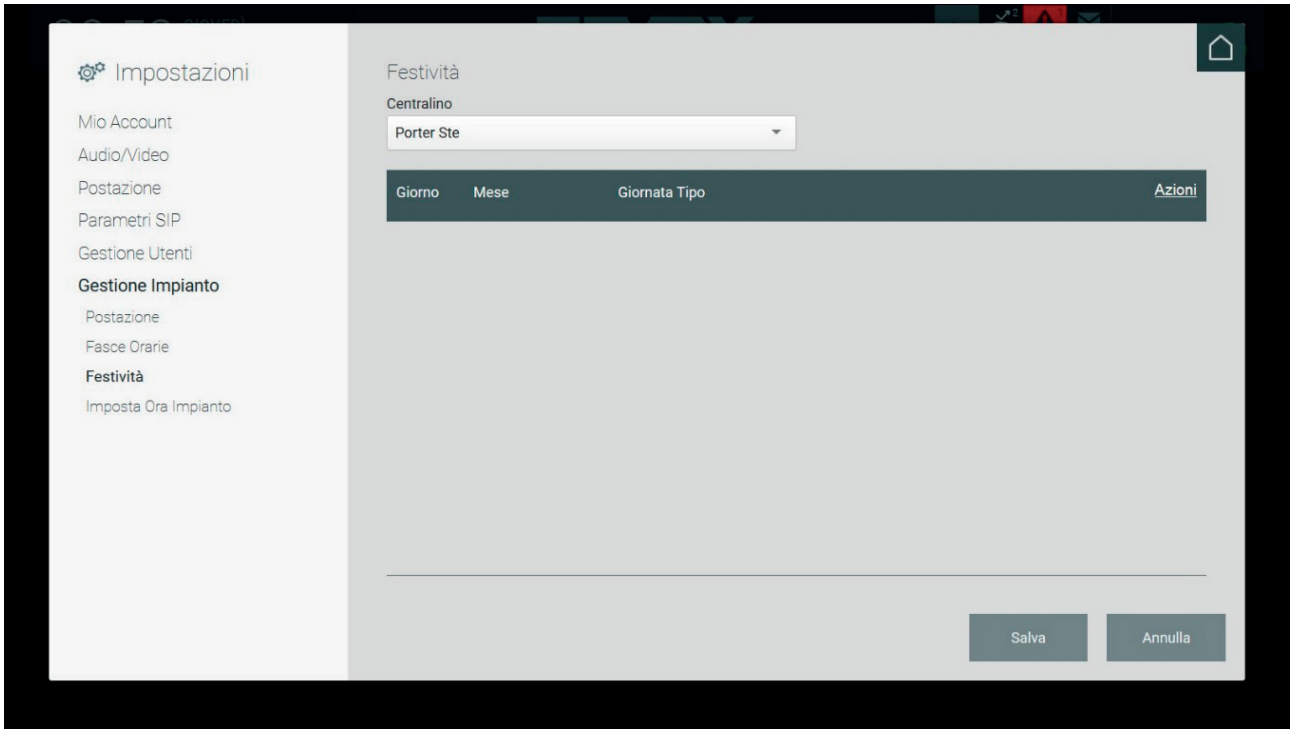
from the Actions menu.



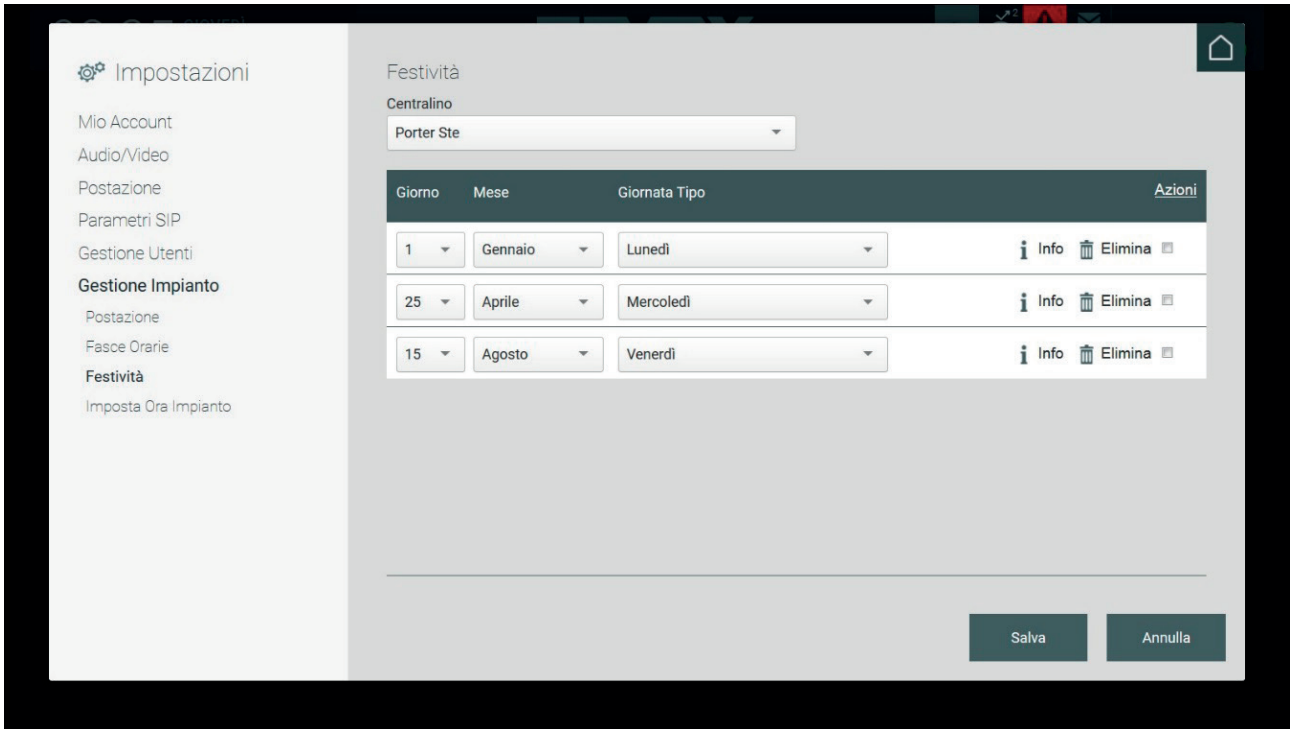
To activate created holidays, save them by pressing the SAVE button.

5.7.4.2. Adding a holiday with station in Time Slots mode

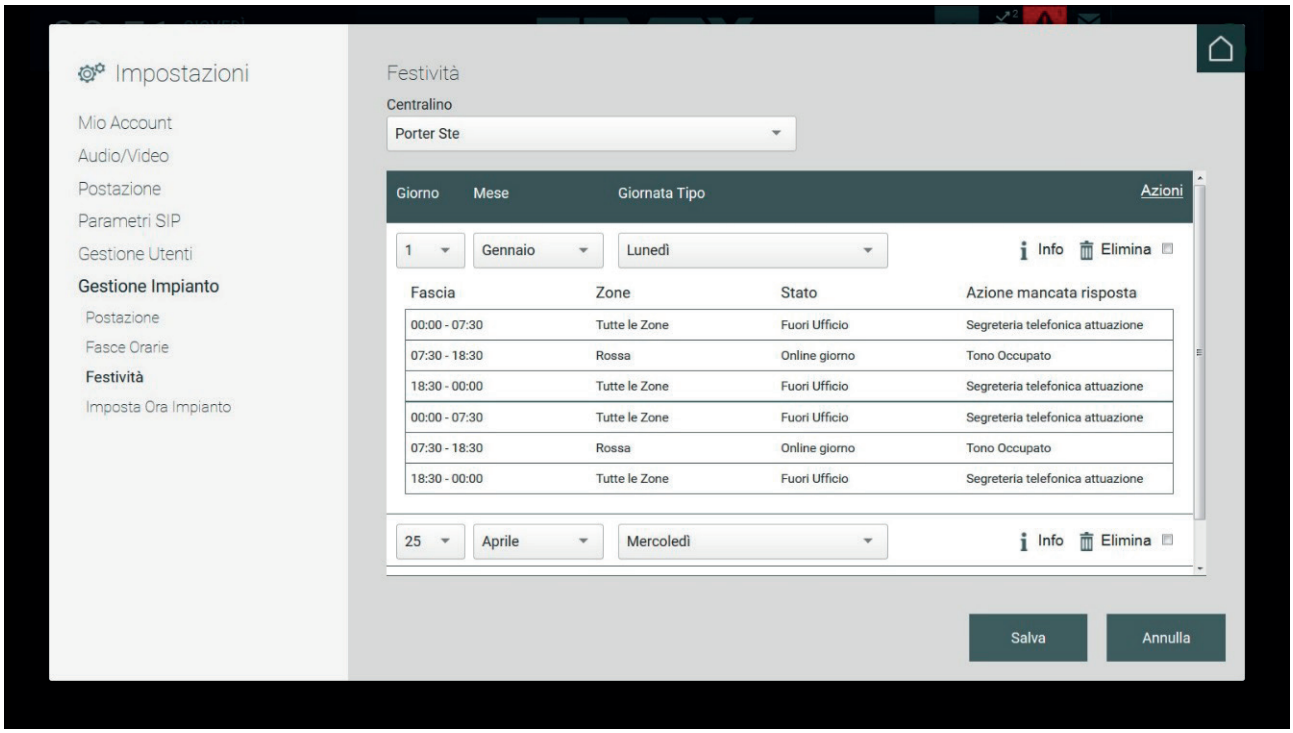
To create a new holiday, in the case of a Porter Station in Time Slots mode, select the date (Day and Month) and choose the typical day to assign to it.

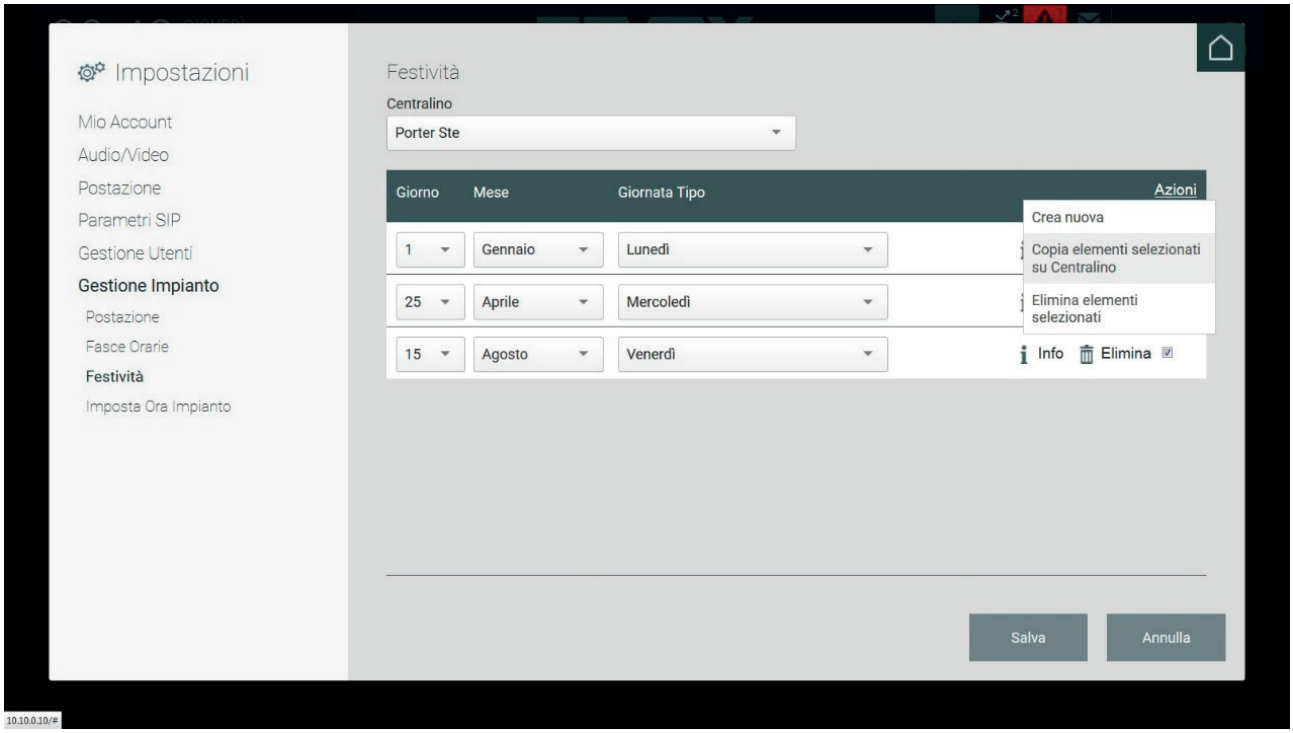


The procedures for creating a new holiday, copying, and deleting holidays are described in the previous chapter.

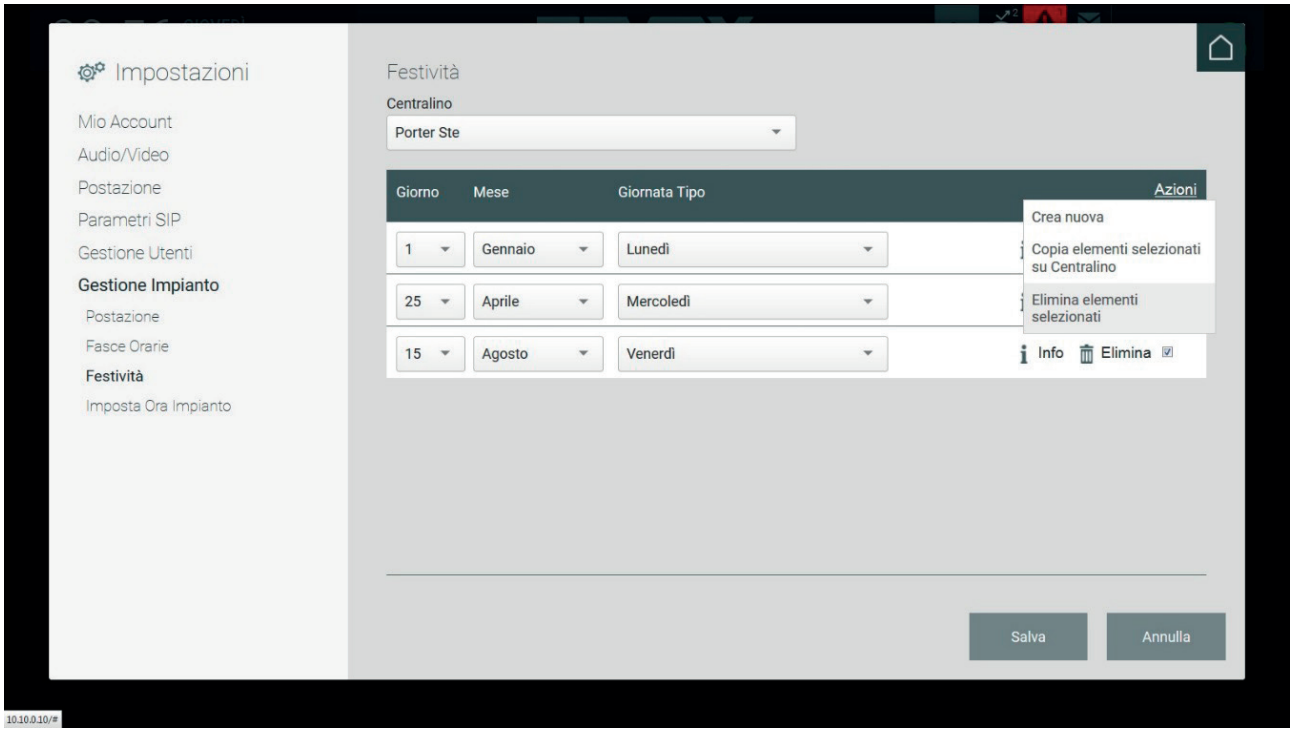


The INFO button on the right of each line allows you to view information regarding the set time slots, coverage zones, status (Online day – Online night – Out of Office) and Fallback Action for when there is no answer.



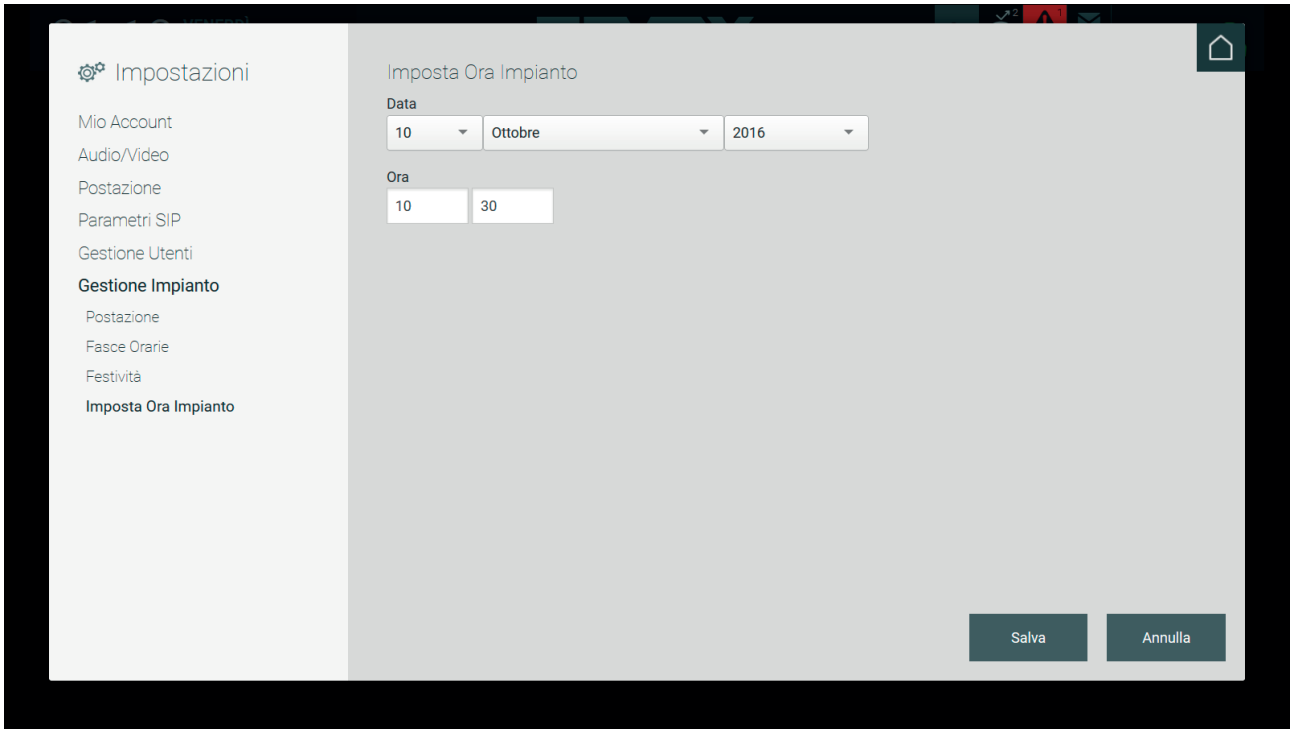


Holidays can only be copied between stations in the same functional mode (Manual or Time Slots). If there are no stations in the same mode, the command “Copy selected items to...” will not be selectable.



5.7.5. Set system time

Allows you to set the date and time of the video entryphone system, which is displayed at the top left of the Porter Switchboard’s Home Page.


Impostazioni
Mio Account
Audio/Video
Postazione
Parametri SIP
Gestione Utenti
Gestione Impianto
Postazione
Fasce Orarie
Festività
Imposta Ora Impianto
Imposta Ora Impianto
Data
10
Ottobre
2016
Ora
10
30
Salva
Annulla

6. Home Page

6.1. Introduction

On the Home Page of the Porter Switchboard, the operator can manage and view the portion of the video door entry system that is located within the coverage area associated with the switchboard, as well as activating actuations, sending text messages and so on.

6.2. The Station

The menu in the upper right corner shows the name of the Station and the name of the User in charge of the porter station.

From the menu, which is displayed by clicking on the icon, you can activate or block the Station by selecting the “Online” and “Absent” commands respectively. If you decide to block the station by setting it to “Absent", a popup notification will appear prompting you to input the password to restore the station to Online mode.

IP porter switchboard

7. Contacts List

The Contacts List section, located on the left side of the Home Page, is divided into the following sections:

Favourites: The Favourites section lists the video entryphone devices set by the Porter Switchboard operator.

To add a device to the favourites, select a name from the Contacts List and select the button on the scrolling command bar that appears.

The Favourites section won't appear in the Contacts List until you have added at least one device.

Users: Users denotes video entryphones in apartments that are inside the coverage zone of the porter station.
Users in the Contacts List may have a status icon indicating one of the following statuses:

Online

Call in progress

Offline

Do not disturb

Selecting a User from the Contacts List brings up the following commands:

to call a User

to send a text message to a User

to view information about a User

to add a User to the Favourites section of the Contacts List

Entrance panels: this section shows the list of outdoor entrance panels in the coverage zone of the Porter Station.

The entrance panels in the Contacts List may have a status icon indicating one of the following statuses:

Online

Call in progress

Offline

Selecting an Entrance Panel from the Contacts List brings up the following commands:

to call the entrance panel

to open the lock

to view information about the entrance panel

to add an Entrance Panel to the Favourites section of the Contacts List

Switchboards: you can send and receive calls from one station to any another station in the building, so this section shows the other Switchboards in the building, if any.

Switchboards in the Contacts List also have a status icon indicating one of the following statuses:

Online

Call in progress

Offline

Selecting a Switchboard from the Contacts List brings up the following commands:

to call the Switchboard

to send a text message to a switchboard

to view information about the Switchboard

To add a Switchboard to the Favourites section of the Contacts List

CCTV: the CCTV (Closed Circuit Television) symbol identifies the video surveillance system of a apartment complex. This section lists video surveillance cameras for the purpose of displaying their captured images.

The status icon for CCTV cameras may vary as follows:

Online

Offline

Selecting a CCTV Camera from the Contacts List brings up the following commands:

to perform self-start of the CCTV camera

to display video footage from the camera in miniature in the right section

to view information about the CCTV camera

to add a CCTV camera to the Favourites section of the Contacts List

Actuations: This section shows actuations (if any) present in the system, that can be used to remotely open a lock, turn on a light, etc.

The Actuations' status icon may show the following statuses:

Online

Offline

Selecting an Actuation from the Contacts List brings up the following commands:

for lock-type actuations

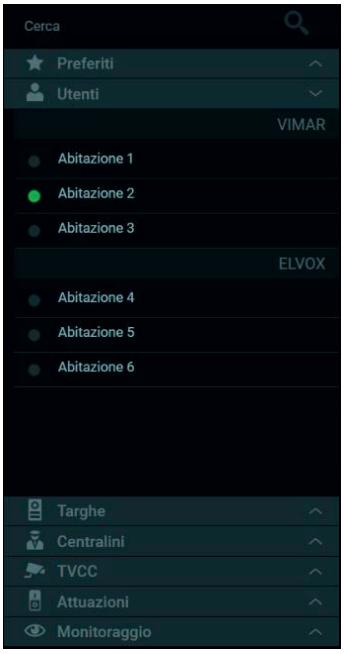
for relay-type actuations

to view information about the Actuation

to add an Actuation to the Favourites section of the Contacts List

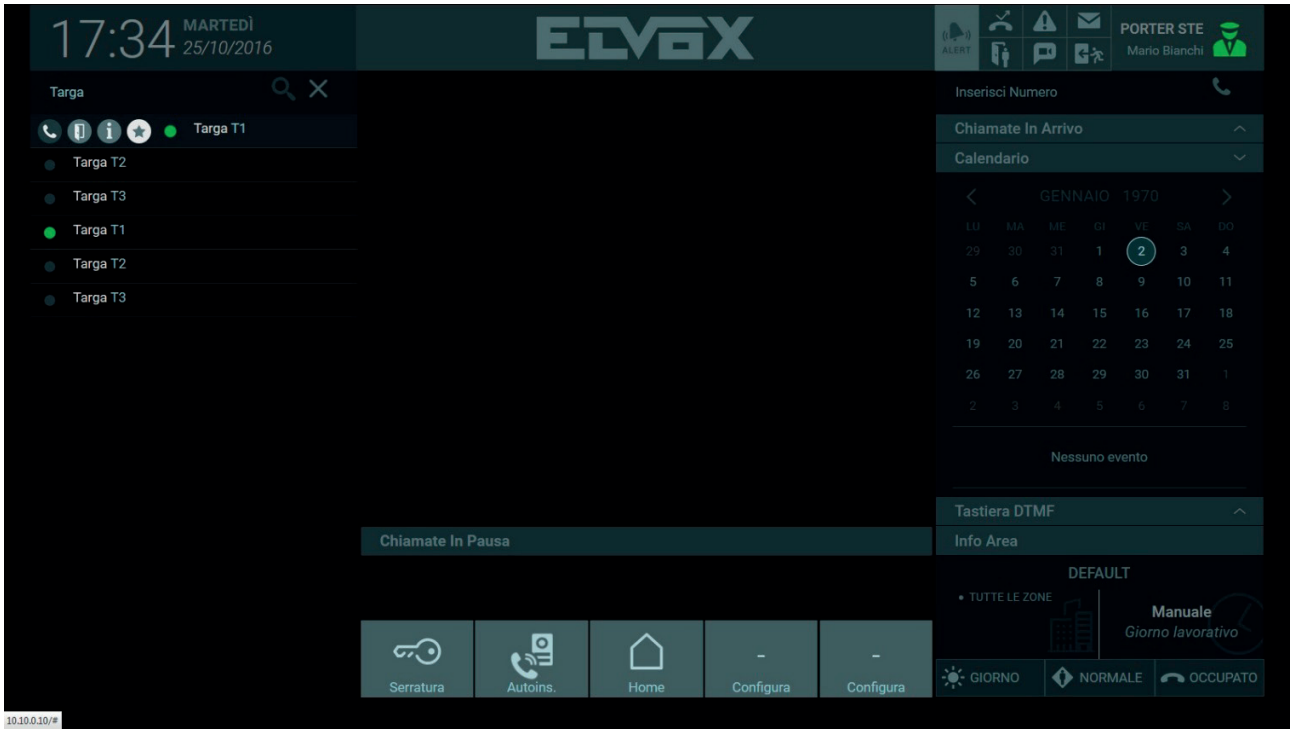
Monitoring: the commands in the Monitoring section allow you to activate self-start, i.e., to display images captured by entrance panels and CCTV cameras.

Each porter station is in charge of a coverage area of the apartment complex. This coverage area can be divided into different zones consisting of distinct groups of video entryphone devices in the system. In addition to this division of devices, the configuration software can be used to associate the porter switchboard to a specific group/owner; In this case, Users in the Contacts List will be divided by group to make the switchboard operator's job easier (see an example of how users of VIMAR and ELVOX groups are displayed).



At the top of the Contacts List there is a field for searching for devices.

Typing the name of a device instantly brings up a list of search results.



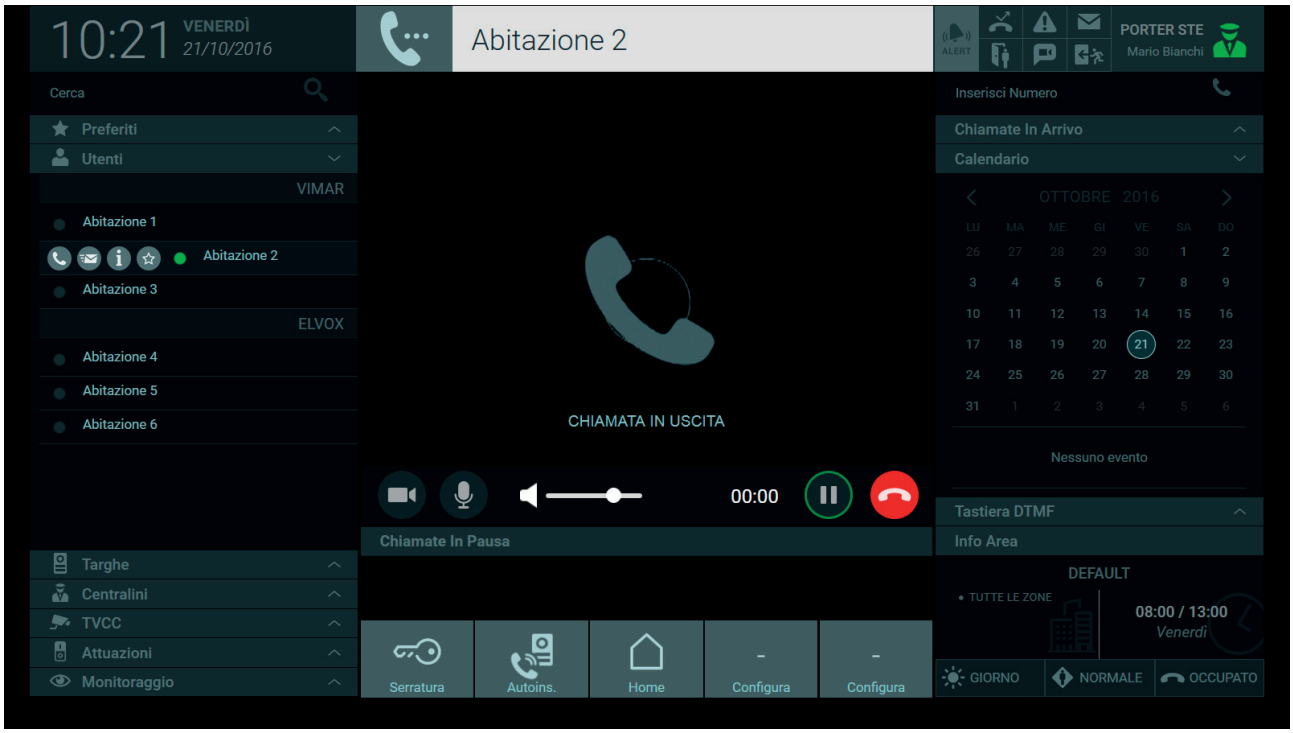
8. Call management

8.1. Introduction

The Porter Switchboard operator can make a call to a User or Entrance Panel listed in the Contacts List, forward the call to another User and send a text message with attachments.

8.2. Making a call to a User in the Contacts List

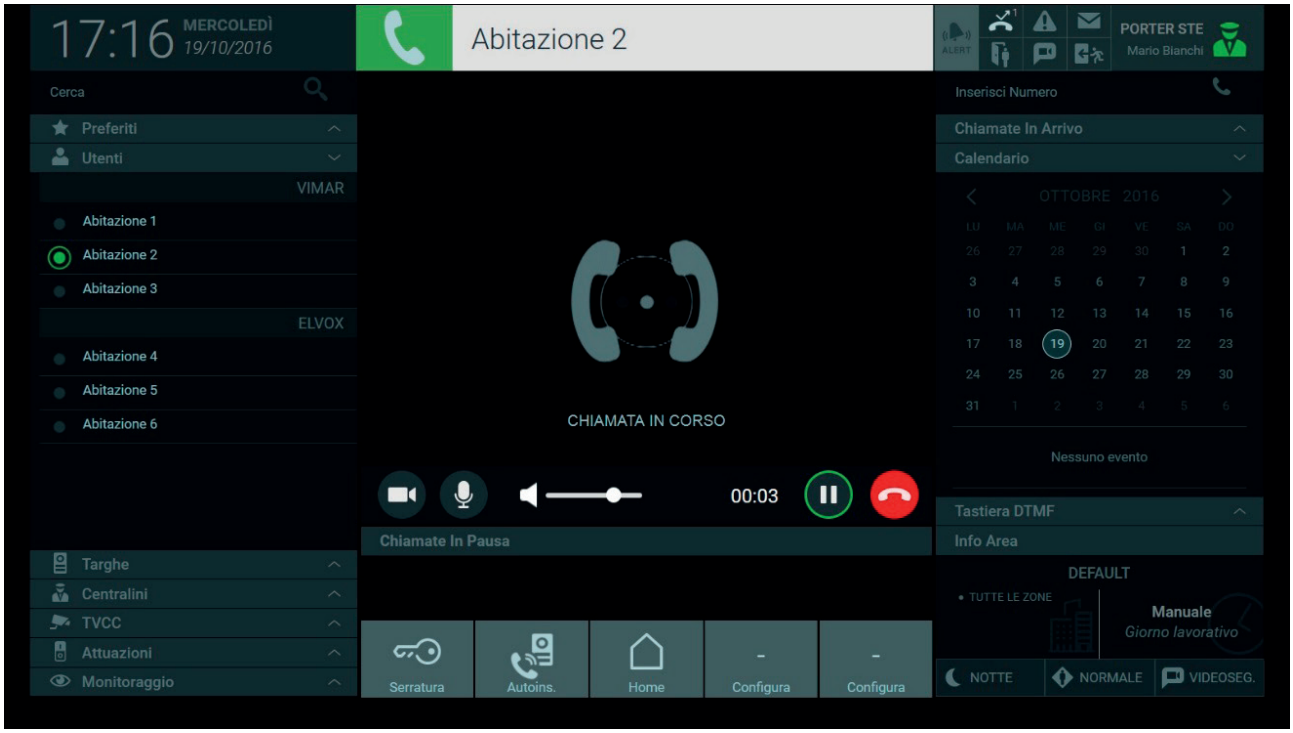
To make a call to a User, select the User's name and select the button on the scrolling command bar that appears.



When the call is made, the message "Outgoing Call" appears in the Display Area and the displayed contact name is displayed in the Information Area above.

If the call is answered, the User's status icon changes from "Online" ( ) to "Call in progress" ( ), as shown in the following image.

Note: calls can also be made by inputting the ID code using the DTMF keypad or by directly inserting it in the "Insert number" field at the top right.



When a call is initiated, the following commands for handling calls are displayed in the bar under the Display Area:

Pressing this button pauses the conversation in progress so that you can answer another incoming call or forward it to another User.

By pressing this button, you can activate or deactivate the switchboard microphone.

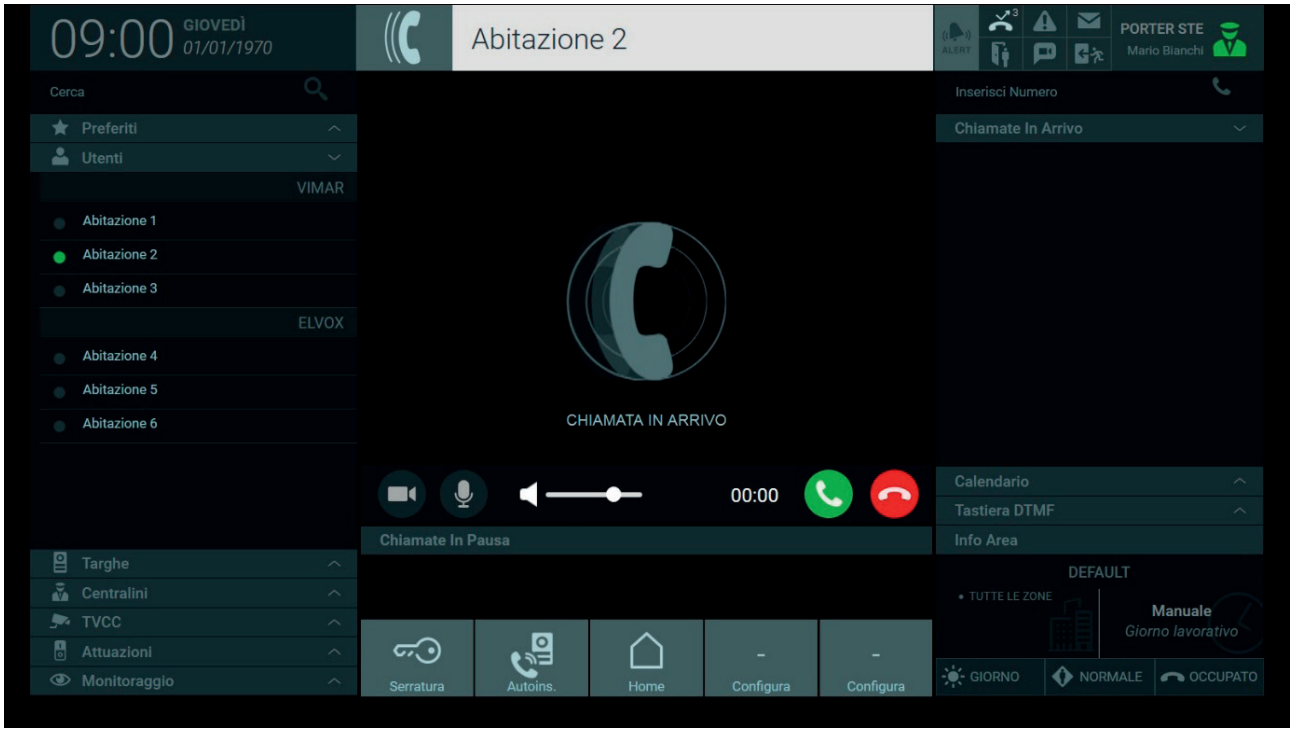
The slider allows you to adjust the volume of audio coming from the video entryphone or entrance panel.

This button allows images from the porter station to be hidden from the User. This function can only be activated when a conversation is in progress.

Pressing this button ends the call in progress.

8.3. Answering a call from a User

When receiving a call from a User, an animation and the words “Incoming Call” are shown in the Display Area. Furthermore, the label with the name of the calling User (if listed in the Contacts List) is displayed in the Information Area.

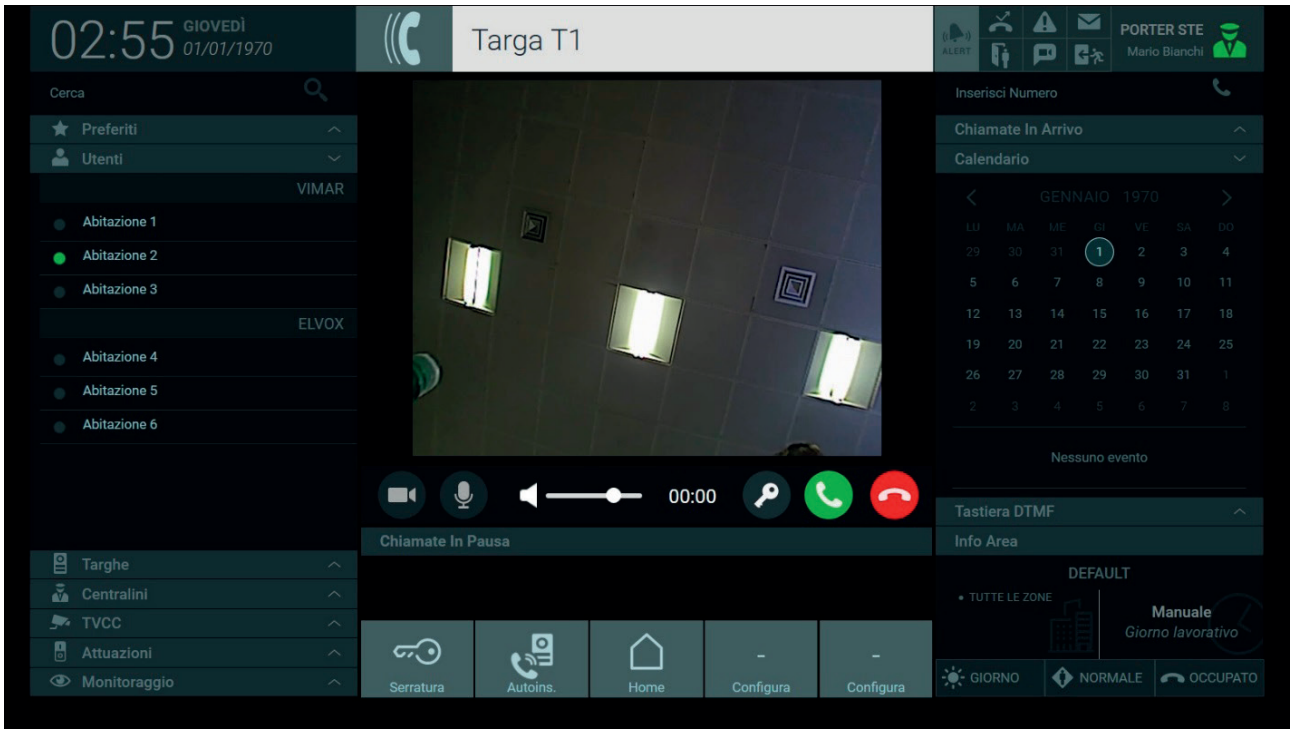


In addition to the commands already described in the previous paragraph, the following command is displayed when a User calls the Switchboard:

to answer the call.

8.4. Answering a call from an Entrance Panel

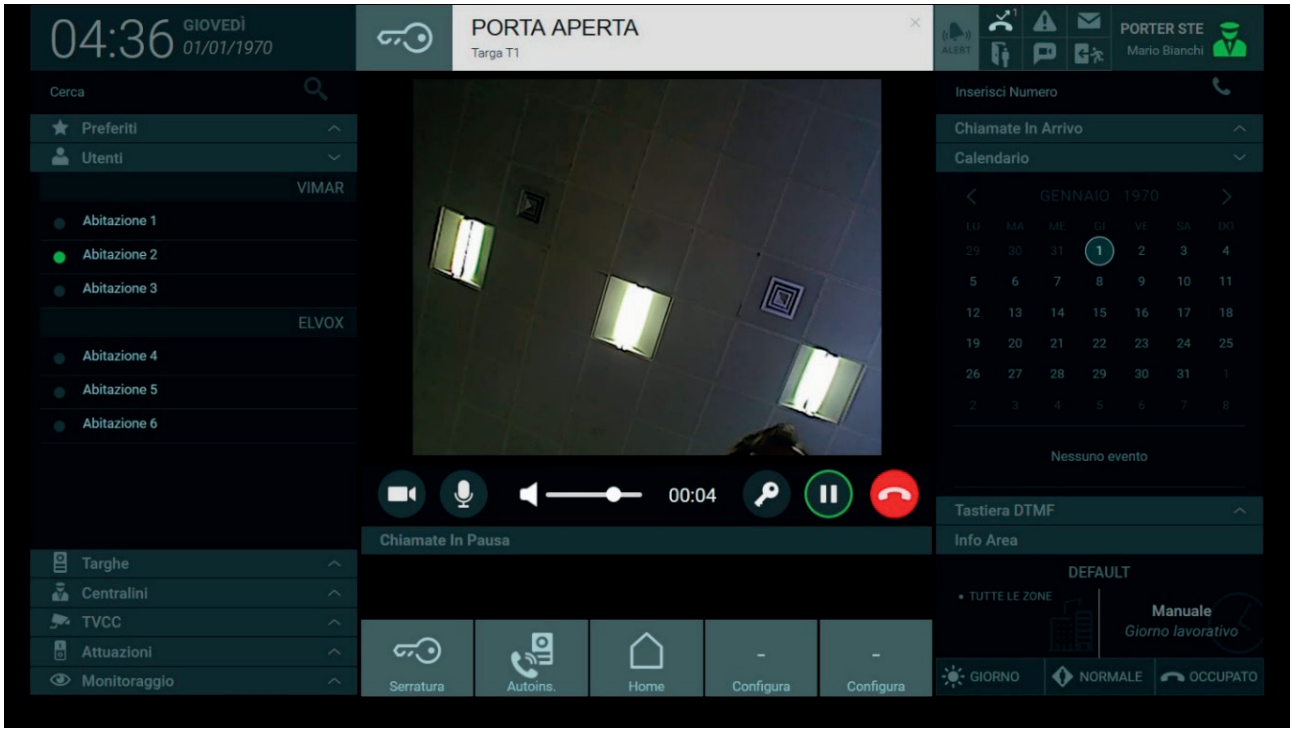
Whenever a call is received from an Entrance Panel with built-in video camera, an image of the caller is displayed in the Central Display Area and the name of the entrance panel used to make the call is displayed in the Information Area.



You can answer a call from an Entrance Panel by pressing the button on the bar under the Display Area.

Pressing the following button opens the lock associated with the entrance panel from which the call was made. The same command can be executed at any time by pressing the button that appears when you select the name of the entrance panel in the Contacts List.

Activating lock-opening commands in the information area brings up the corresponding notification, as shown in the following image.



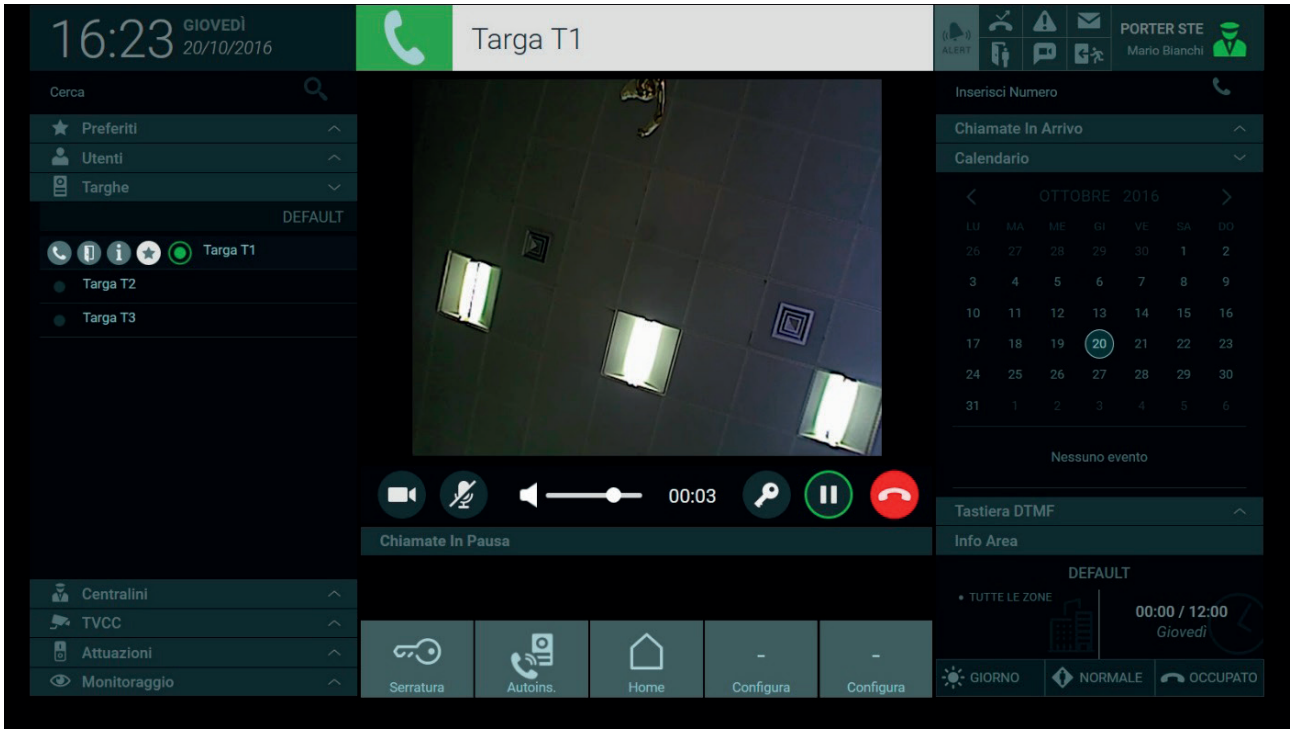
In the same way as for calls from Users, pressing the button disables the output audio in order to mute sound at the entrance panel, but without interrupting the call in progress.

The slider allows you to adjust the volume of the audio coming from the Entrance Panel.

Simply press the button to end the call.

8.5. Self-start of an Entrance Panel

From the Porter Switchboard you can view images captured by outdoor entrance panels following the same procedure described for calls to Users.



To execute self-start of an entrance panel in the Contacts List, press the button in the command bar to view images captured by the device.

The self-start duration of the entrance panels can be set in Settings > Station > Name and Timeout, from a minimum of 10 to a maximum of 30 seconds.

For more information, see paragraph "5.4. Station".

Note: self-start can also be executed by inputting the entrance panel's ID code using the DTMF keypad or directly in the "Insert number" field at the top right.

8.6. Calling and answering a call from another porter station

Porter stations installed in the apartment complex can always communicate with each other, even if they have different coverage zones.

When a call is received from another switchboard, i.e., from another porter station in the apartment complex, images taken from the webcam of the caller's switchboard terminal are displayed.

The Switchboards in the apartment complex are also listed in a special section of the Contacts List, in the same way as for Users and Entrance Panels.

Selecting one of the listed stations and pressing the button starts the call.

The commands and procedures for handling calls to Switchboards are the same as those described in the previous paragraphs for Users and Entrance Panels.

8.7. Paused calls

From the Porter Switchboard, you can pause an incoming call from a User or entrance panel. This function is useful for forwarding a call to a recipient, as explained in the following paragraph.

To pause a call, follow the procedure below:

1. Answer the call from the Entrance Panel by pressing the button.
2. To pause the call, press the button, paused calls are displayed in the list below the Display Area.

3. You can restore communication by again pressing the button in the Paused Calls list.
4. If you want to forward the call to another recipient, press the button.

For more information, see the next paragraph "8.8. Forwarding a call";

5. If you want to interrupt one of the paused calls, first select the right-hand bar " " to display the button.

8.8. Forwarding a call

From the Entrance Panel you can make a direct call to a User in the Contacts List, or call the porter station to ask for the call to be transferred.

To forward the call so that the Entrance Panel and indoor video entryphone Users are in communication with each other, perform the following steps:

1. Answer the call from the Entrance Panel by pressing the button.
2. Before you can transfer the call to the desired User, you need to pause the ongoing communication with the Entrance Panel by pressing the button. Paused calls are displayed in the list under the Display Area.

3. From the Contacts List, select the User that you want to forward the call to and, from the commands that appear, select the icon to communicate with the indoor video entryphone.

4. Then press the button to forward the call to the desired user.

If you want to interrupt one of the paused calls, first select the right-hand bar " " to display the button.

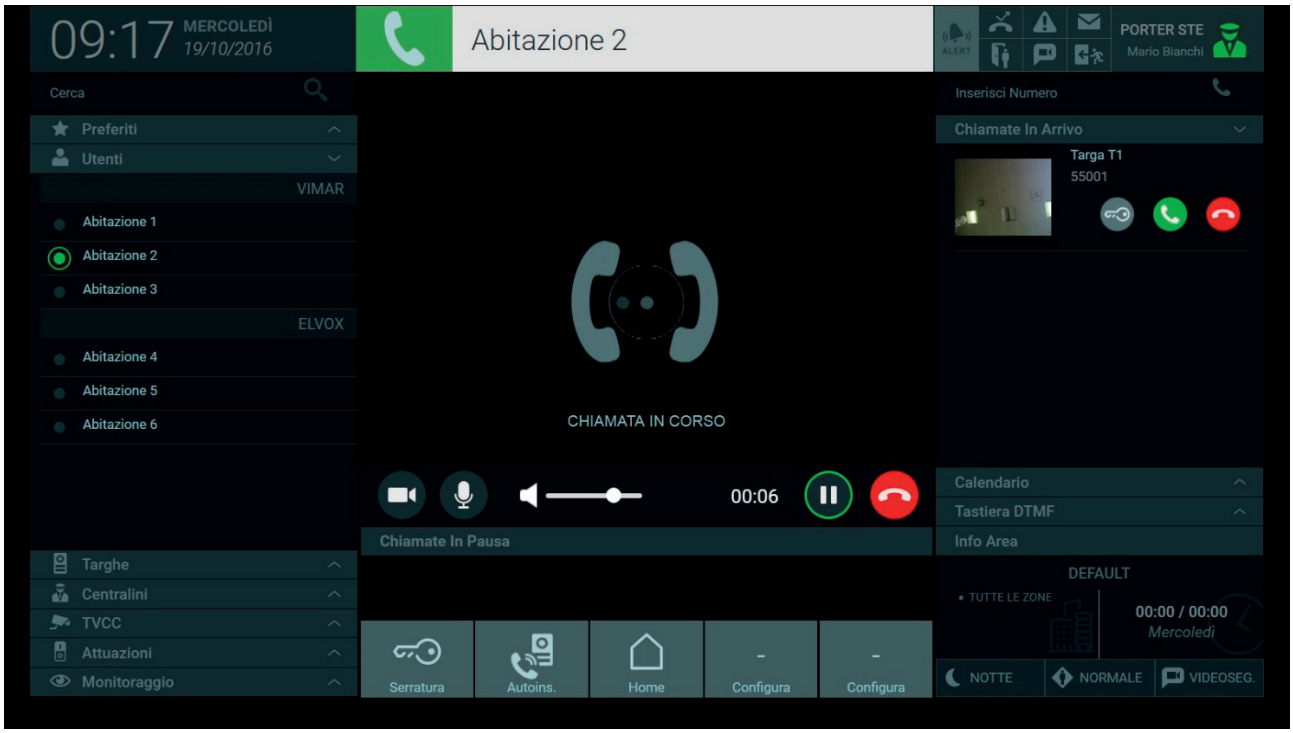
Incoming calls from a User may also be forwarded to another User or to another Switchboard, if present in the Contacts List.

Calls from another porter station can also be forwarded. Even if the stations are not in the same coverage area and do not cover the same zones, the call can be forwarded from one switchboard to another or to a User, if present in the Contacts List.

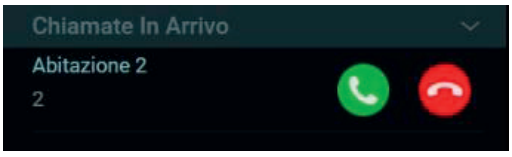
Whether a call coming from an entrance panel, Users or other porter switchboards, the call forwarding procedure is the same as that described above in steps 1, 2, 3 and 4.

8.9. Incoming calls list

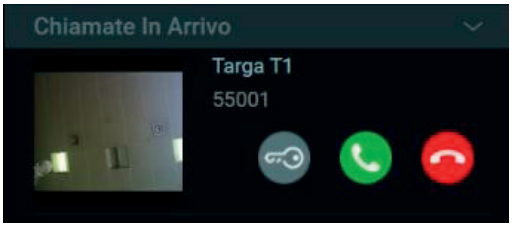
The Incoming Calls section displays incoming calls that are not yet served when another call is already in progress.



Incoming calls from Users show the name, the same as in the Contacts List section, the ID address and the commands for starting and ending communication.



In the case of incoming calls from entrance panels, the lock opening command and a preview of the images captured by the entrance panel are also displayed.



Pressing the answer button for each incoming call automatically enters the call already in progress into the Paused Calls list.

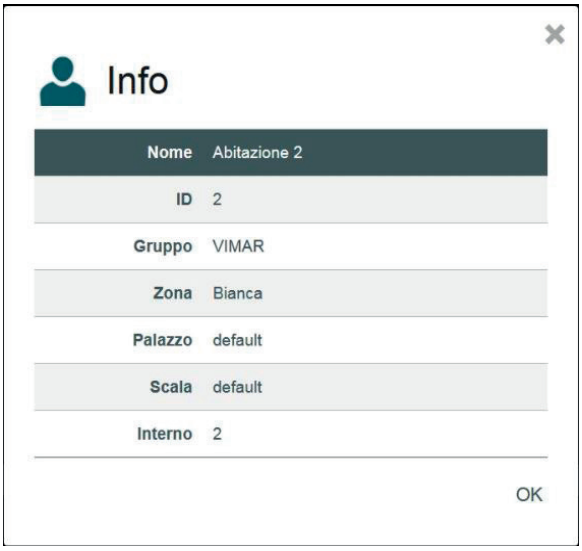
Incoming calls can be forwarded to Entrance Panels or to Users in the Contacts List by following the procedure described in paragraph ***"8.2. Forwarding a call".***

8.10. DTMF keypad

The DTMF keypad is displayed by pressing the corresponding tab. It can be used to execute a call or a self-start by directly dialling the ID address of video entryphone devices, including those that are not within the Station's coverage area.

You need to know the ID of the video entryphone device that you want to call. If the device is in the Contacts List, you can view its ID in the window that appears when you press the Information button ( ) in the command bar, as shown in the following image.

The data shown in the information window may vary depending on the device. In the case of a User, information about the video entryphone is displayed.



Once you have entered the ID address using the keypad buttons, press the

key to make the call or activate self-start on the video entryphone device.

You can also type the ID address of the video entryphone device to be contacted in the text field at the top right and press the button to start the call.

9. CCTV

The CCTV section of the Contacts List contains video surveillance cameras, if present in the system.

In the command bar that appears when you select one of the cameras in the Contacts List, press the button to activate self-start of the camera and view the captured images in the Display Area, as shown below.

You can also activate self-start of the camera by pressing the button, although the captured images are displayed in a smaller pane on the right side of the home page.

IP porter switchboard

When you activate self-start of a camera under the Display Area, the following commands are available:

Press this button to switch between viewing camera images in the Central Display Area and viewing them in the smaller pane on the right side of the Home Page, which allows you to answer or make calls, etc.

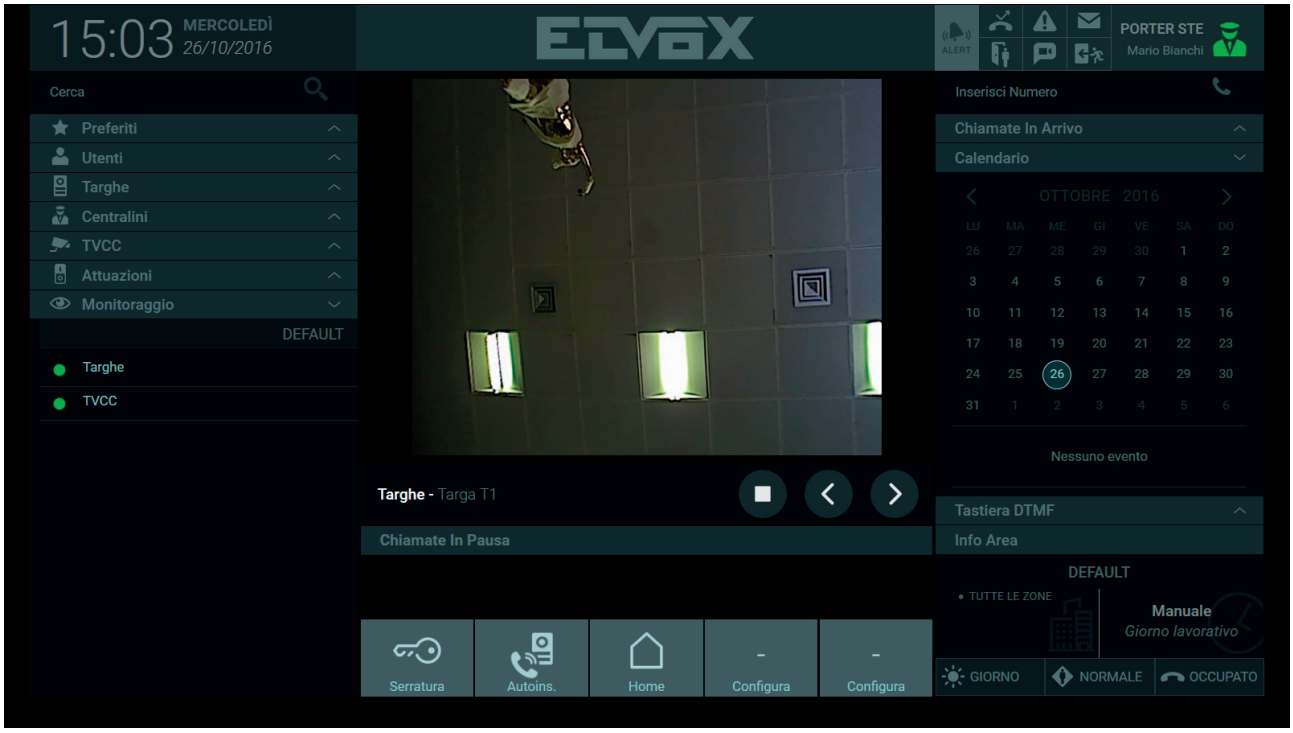
Press this button to start/stop the automatic cyclical display of all cameras in the system. You can set the length of time that each camera is displayed (from 10 to 60 seconds) in Settings > Station > Name and Time-out.
For more information, see paragraph "5.4. Station".

Use these buttons to manually scroll through the images captured by each camera in the system.

Press this button to end self-start of the camera.

10. Monitoring

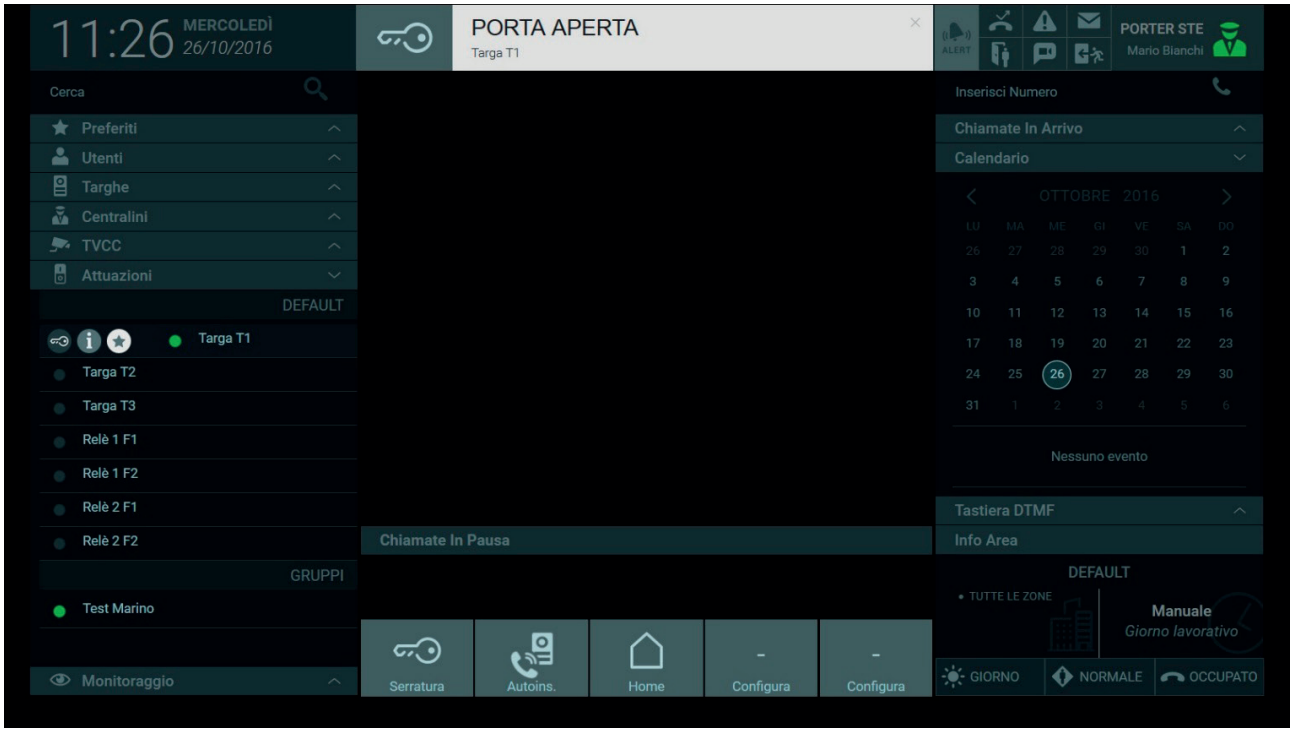
Using the configuration software, you can define playlists of entrance panels or CCTV cameras that are listed in the Monitoring section; these playlists are used to show sequential displays on specific devices.



Press the button in the command bar to view footage from outdoor entrance panels or CCTV cameras in the playlist one by one.

11. Actuations

Actuations in the Contacts List are devices within the video door entry system that enable you to activate various functions, such as opening a door or switching on a light.



The Actuations in the list may be of different types depending on the devices in the video door entry system.

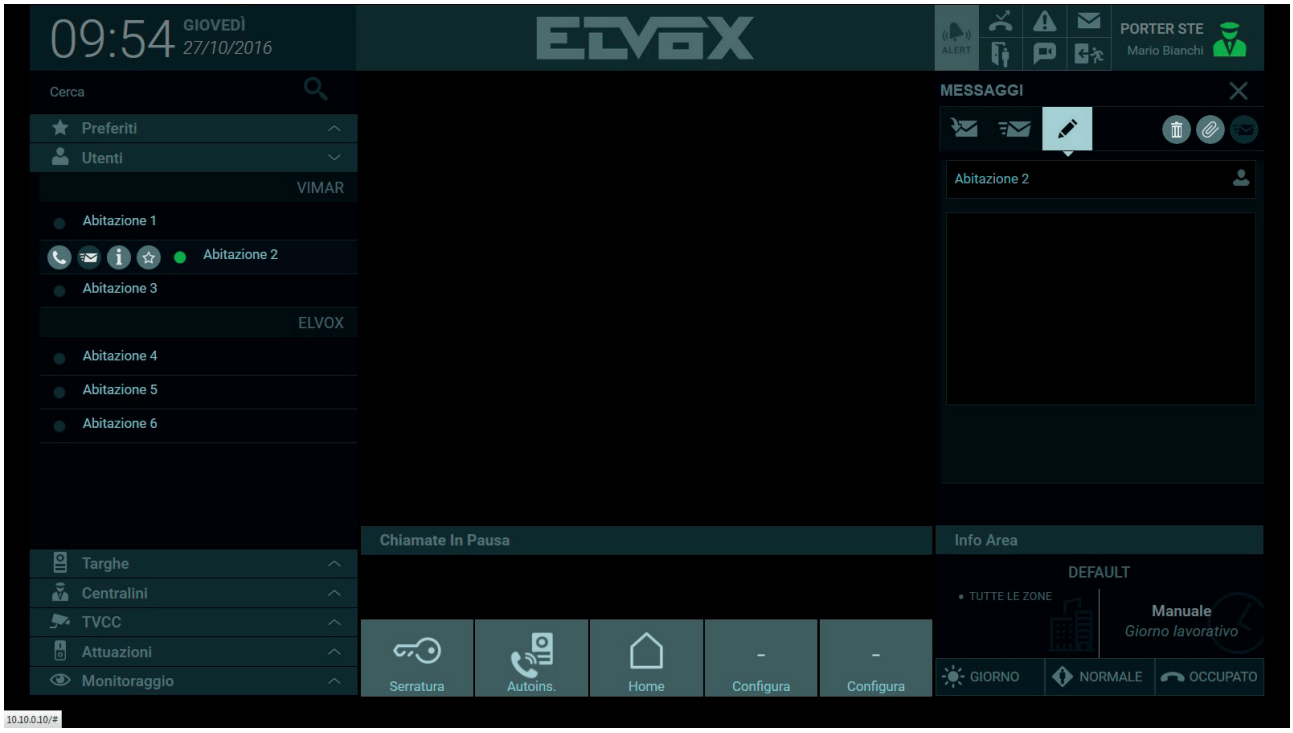
To activate an Actuation, press the first button in the command bar.

11.1. Actuation groups

You can also configure Actuation groups, which are displayed in the Contacts List under a single name. Activating a group enables you to perform several functions simultaneously depending on which Actuations are configured, such as opening a gate and switching on the lights, etc.

12. Messages

You can send text messages including image attachments from the Porter Switchboard to Users and to other Switchboards, and you can send messages to a group that includes several Users and Switchboards.



12.1. Sending a message

To send a message, select a User or Switchboard from the Contacts List and on the command bar that appears, press the button to open the section for creating the text message.

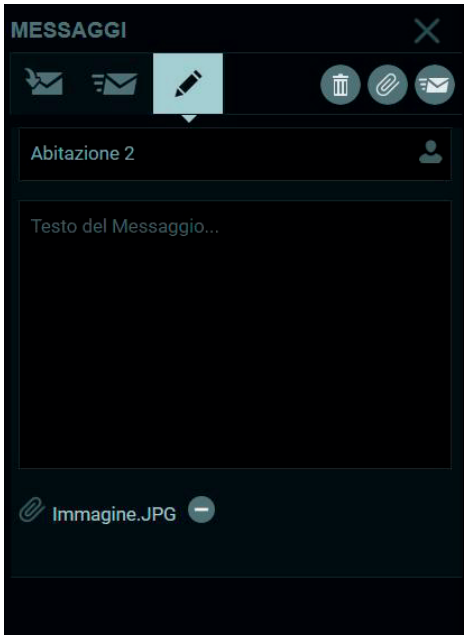
The sender bar displays the name of the User or Switchboard that the message will be sent to.

Type the content of the message in the box below.

Press the button to attach an image to the message (maximum size 200 kB).

To send the message, press the button; a confirmation that the message has been sent will immediately appear in the Information Area.

Press the button to delete a message before it has been sent.

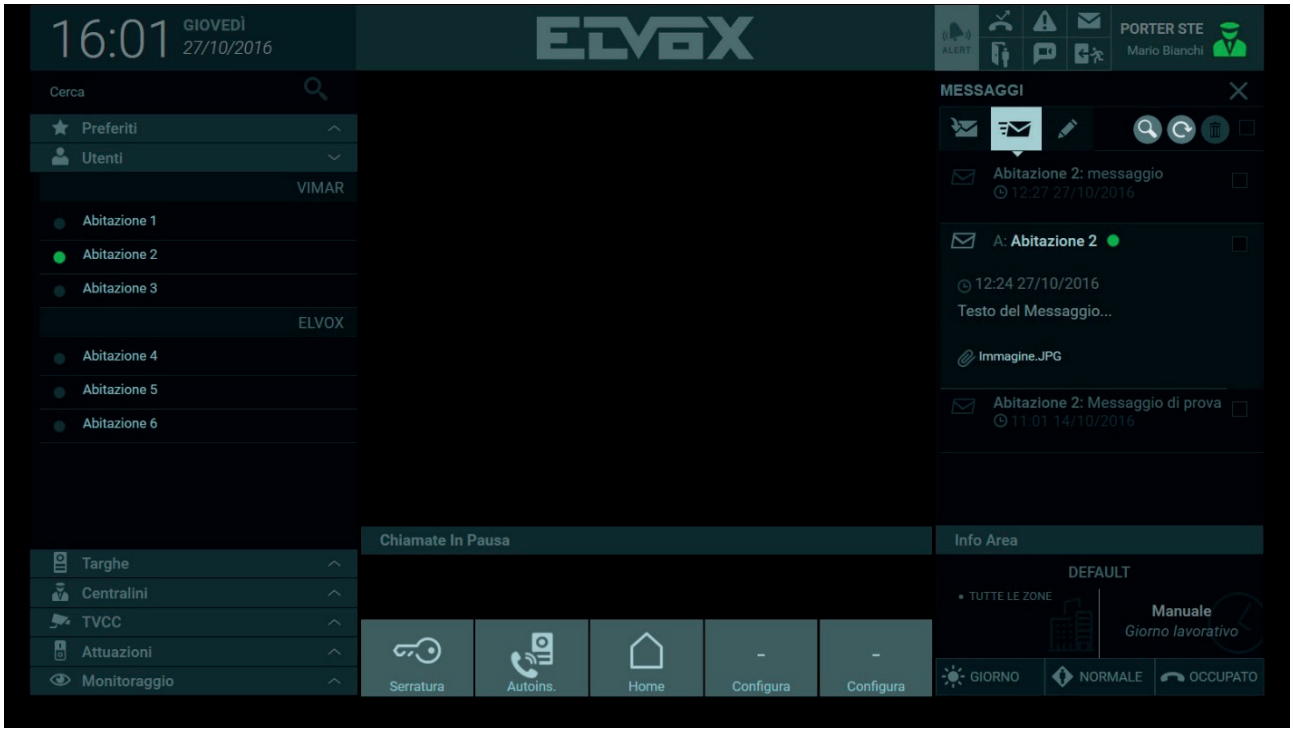


12.2. Sending a message to a group of recipients

To send a message from the Switchboard to a group, which may include Users and Switchboards, press the icon on the recipient bar and from the list that appears, select the group that you want to send the message to.

Selecting the checkbox “All” sends the message to all Users and Switchboards in the Contacts List.

The buttons allow you to view the received messages list and the sent messages list respectively.


16:01
GIOVEDÌ
27/10/2016
ELVOX
PORTER STE
Mario Bianchi
Cerca
Preferiti
Utenti
VIMAR
Abitazione 1
Abitazione 2
Abitazione 3
ELVOX
Abitazione 4
Abitazione 5
Abitazione 6
MESSAGGI
Abitazione 2: messaggio
12:27 27/10/2016
A: Abitazione 2
12:24 27/10/2016
Testo del Messaggio...
Immagine.JPG
Abitazione 2: Messaggio di prova
11:01 14/10/2016
Chiamate In Pausa
Info Area
DEFAULT
TUTTE LE ZONE
Manuale
Giorno lavorativo
Targhe
Centralini
TVCC
Attuazioni
Monitoraggio
Serratura
Autoins.
Home
Configura
Configura
GIORNO
NORMALE
OCCUPATO

13. Info Area and Operating Mode

The Info Area section shows information about the zones of the system contained in the coverage area of the Switchboard Station.

Additionally, if set by an Administrator or Manager user, the section shows the active time slot.

At the bottom are buttons for changing the Switchboard operating mode from DAY to NIGHT or from NORMAL to OUT OF OFFICE.

In addition, for calls received when the operator is absent, you can activate a Voice Message or Video Mail as a Fallback Action instead of the default option, which is the Engaged Tone.

13.1. Info Area

This section shows the following information:

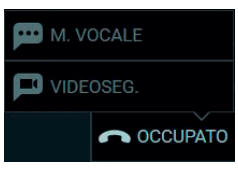
- The ID of the building where the Porter Station is located.
- Zones controlled by the Porter Switchboard.
- The usage mode, which can be set to the following options:
  - **Manual**: in manual mode, you can select Day/Night, Normal/Out Of Office and Fallback Action commands as preferred.
  - **Time slots**: You can configure the functional modes of the Porter Switchboard to change at preset time slots. In Time Slots mode, you cannot manually set Day/Night, Normal/Out Of Office and Fallback Action commands, as these commands are automatically activated at the time intervals preset by the Administrator or Manager user in the “Time Slots” window under Settings.***For more information, see paragraph “5.7. System management”.***

13.2. Operating mode

The Operating Mode of the Switchboard can be set using the buttons at the bottom right of the Home Page:

This command allows you to switch the operating mode from Online-Day to Online-Night.

By selecting this command, the Out Of Office function is activated and incoming calls from a video entryphone or entrance panel will be diverted to a substitute, i.e. to another porter station, if present in the system.



The following Fallback Actions can be set:

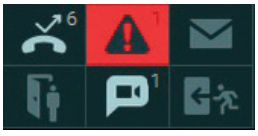
- **Engaged tone**: if there is no answer, an audio signal (engaged tone) is played and the call is terminated.
- **Voice message**: if there is no answer, a pre-recorded voice message is played.
- **Video mail**: if there is no answer, the caller can leave a message.

14. Notifications

In the upper right corner of the box, notifications report various events:

- missed calls
- video messages
- access control
- door opening
- alerts
- text messages

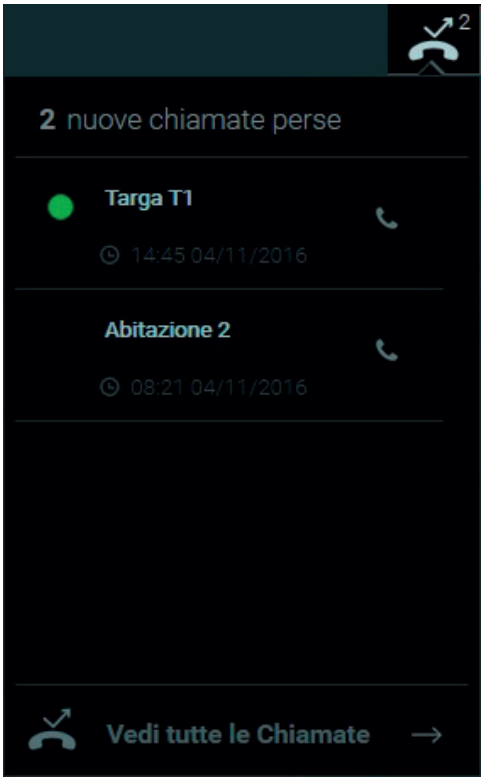
When a notification is received, the icon corresponding to the type of event lights up, and the number of occurred events is displayed.



14.1. Missed call notifications

Pressing the button displays the list of missed calls from Users or entrance panels.

In the missed calls notification list, information about the calling device and the time and date of the call are shown.



Selecting “View all Calls” at the bottom of the list enables you to view the log of missed calls, incoming calls and outgoing calls by selecting the corresponding buttons.

The call log window lists the following information:

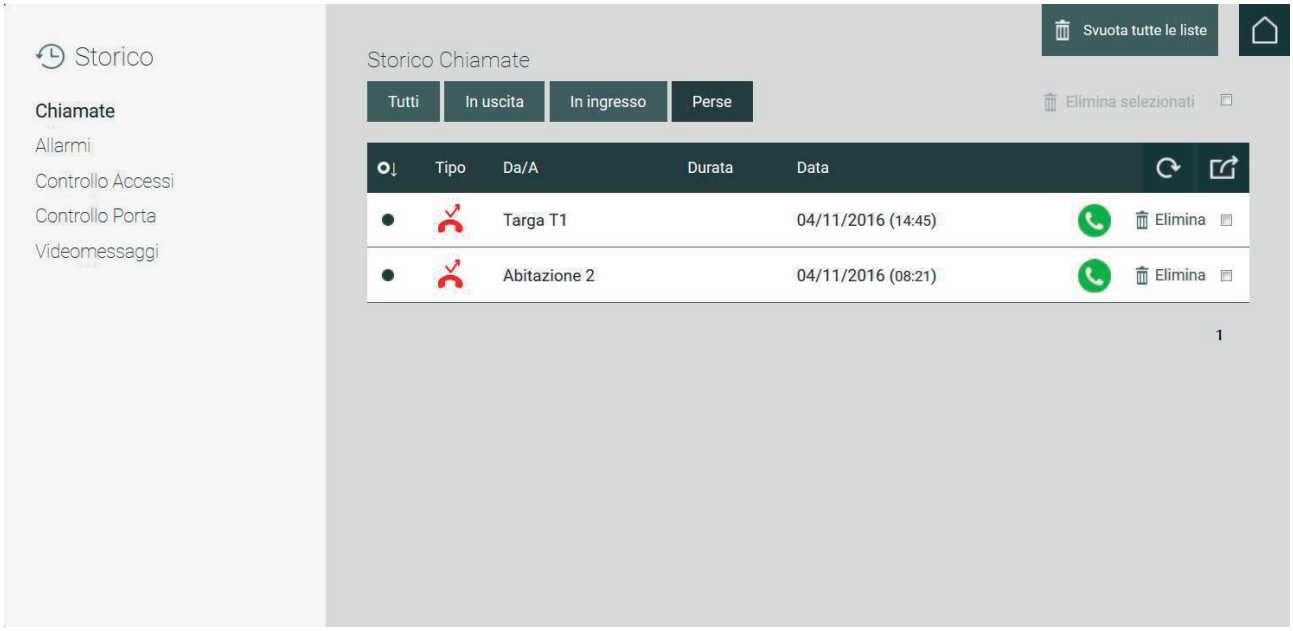
- **Type**: identifies the type of call by means of the appropriate icon:

  Missed call

  Incoming call

  Outgoing call

- **From/To**: the sender or recipient (Entrance Panel or User)
- **Duration**: the duration of the call in minutes and seconds
- **Date**: the date and time when the call was received or sent



The call log list provides a number of commands, which are described below:

- Pressing this button in the event of a missed call prevents the call from being included in the Missed Calls list.

This command on the right enables you to call the sender.

Command for updating the call log.

Pressing this button displays a menu for exporting the call log and login history to a file in .csv format.

Elimina This button is for deleting a call in the log.

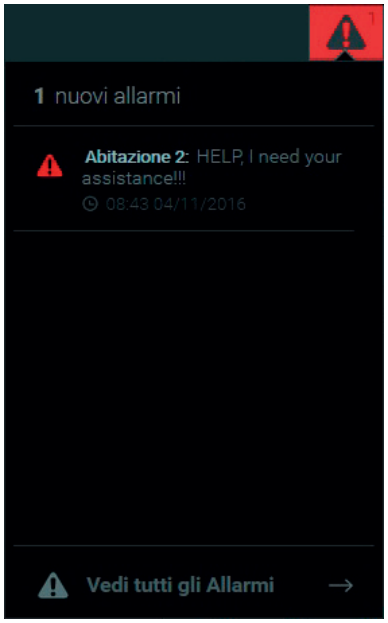
You can also delete multiple calls simultaneously by selecting the "" checkbox on the right side of each line and then pressing the "Delete selected" button.

Svuota tutte le liste Pressing this button deletes all lists in the Call log.

14.2. Alert notifications

Pressing the button displays the list of alerts received from Users.

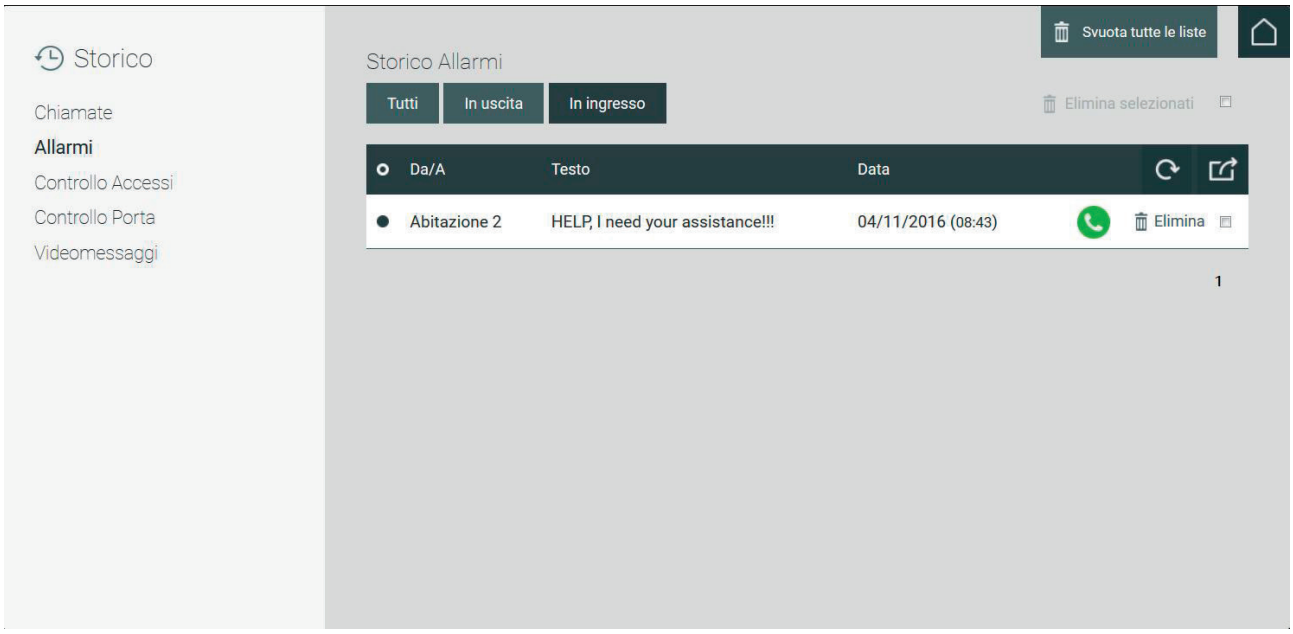
The list of alerts notifications shows information about the User that the alert came from, the content of the alert message and the time and date that the alert was received.



Selecting “View all Alerts” at the bottom of the list enables you to view the log of incoming and outgoing alerts by selecting the corresponding buttons.

The alert log window displays the following information:

- **From/To**: the User that sent or received the alert message
- **Text:** the text of the received or sent alert message
- **Date:** the date and time that the alert was sent or received



The Alert log list provides a number of commands, which are described below:

Pressing this button with reference to an alert in the list removes it from the list.

Command for updating the alert log.

Pressing this button displays a menu for exporting the alert log and login history to a file in .csv format.

Elimina This button is for deleting an alert in the log.
You can also delete multiple alerts simultaneously by selecting the "☐" checkbox on the right side of each line and then pressing the "Delete selected" button.

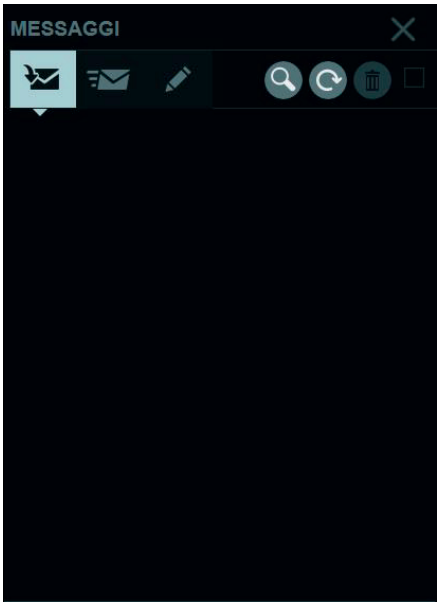
Svuota tutte le liste Pressing this button deletes all lists in the Alert log.

14.3. Message notifications

Pressing the button displays the log of messages sent to the Switchboard in the messages section of the Home Page.

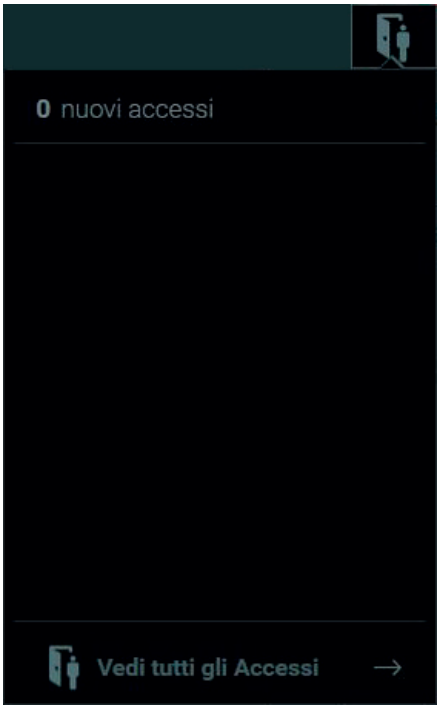
To view the log of sent messages, press the button.

For more information about message functions and the Messages section, see chapter ***"12. Messages"***



14.4. Access control notifications

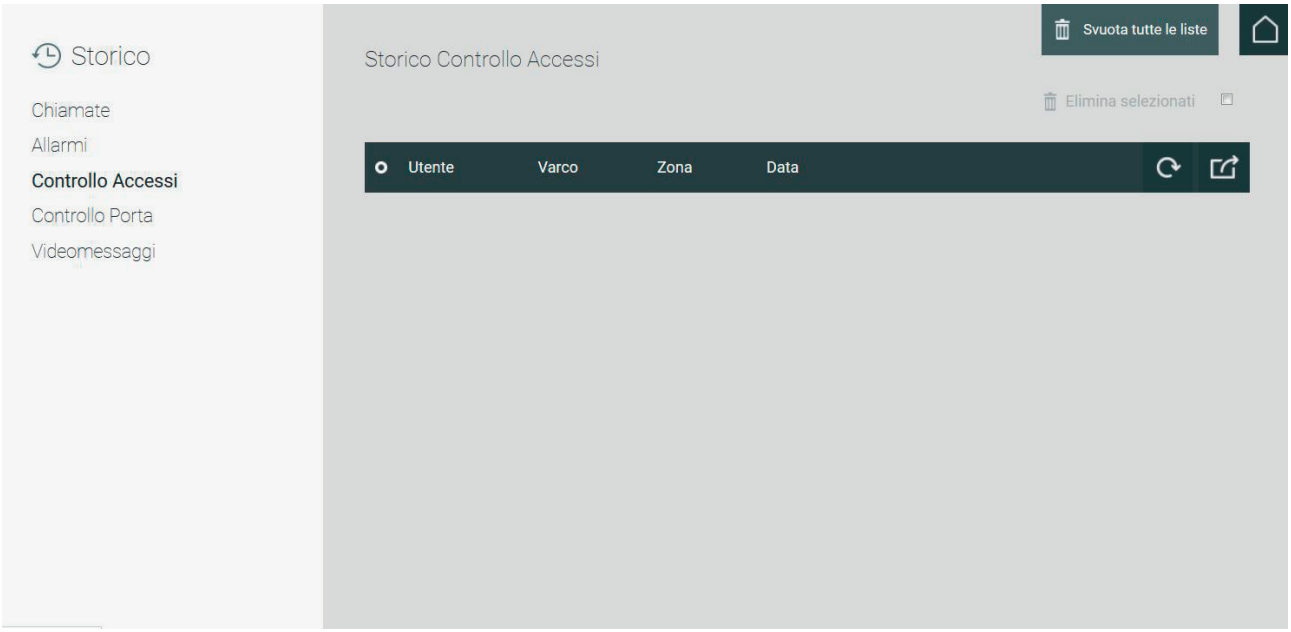
The list of access notifications is displayed by pressing the button...



Selecting “View all Accesses” at the bottom of the list displays the Access Control window, where you can view the log of these events.

The Access Control window lists the following information:

- **User**: the User who gained access
- **Access Point**: the door or gate where the User gained access
- **Zone**: the zone in which the User gained access
- **Date**: the day on which access was gained

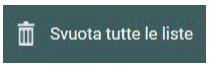


The Access Control list provides a number of commands, which are described below:

Command for updating the access log.

Pressing this button displays a menu for exporting the access log and login history to a file in .csv format.

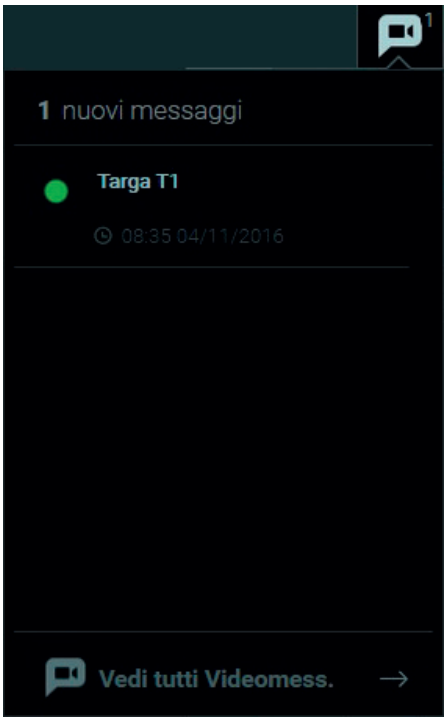
This button is for deleting an access in the log. You can also delete multiple calls simultaneously by selecting the " " checkbox on the right side of each line and then pressing the "Delete selected" button.



Pressing this button deletes all lists in the Access Control log.

14.5. Video messages

If Video Mail has been set as a Fallback Action for when a video message is received from a User or entrance panel, pressing the button displays the list of video message notifications received by the Switchboard.

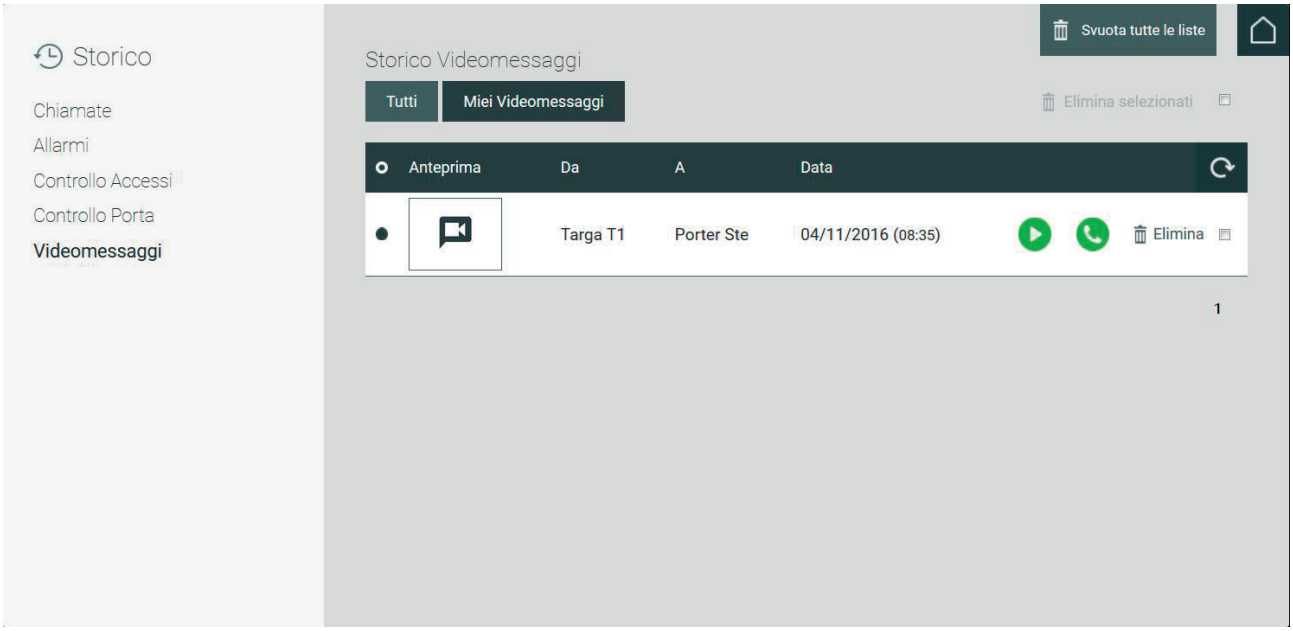


Selecting "View all Video Messages" at the bottom of the list enables you to view the log of Video Messages to this and other Porter Switchboards by selecting the corresponding buttons.

Note: you can only view video messages sent to other Stations if you access the Porter Switchboard as a Manager user.

The Video Messages log window lists the following information:

- **Preview**: each listed event includes a box with a preview image of the recorded video message (if available)
- **From**: the sender (User or Entrance Panel) from which the message was received
- **To**: the Porter Switchboard that received the video message
- **Date**: the day and time that the video message was received



The Video Message log list provides a number of commands, which are described below:

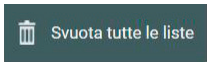
Pressing this button removes the corresponding Video Message from the list.

Pressing this button plays the video message in a window, as shown in the following image.

Pressing this button initiates a call to the User that sent the video message. If the video message was recorded by an Entrance Panel, you can use the same button to activate self-start of the Entrance Panel.

Command for updating the Video Message log.

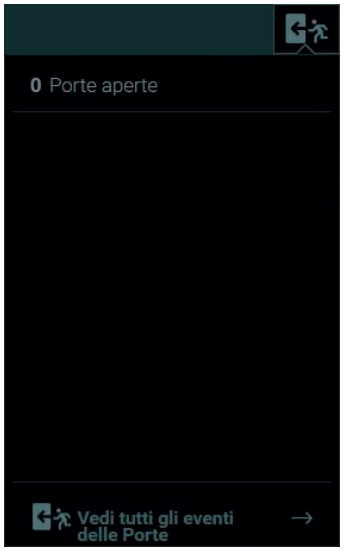
This button is for deleting a video message in the log.
You can also delete multiple video messages simultaneously by selecting the " " checkbox on the right side of each line and then pressing the "Delete selected" button.



Pressing this button deletes all lists in the Video Message log.

14.6. Emergency door notifications

The list of emergency door opening notifications is displayed by pressing the button.



Selecting "View all door events" at the bottom of the list displays the door opening log window and the list of currently open doors.

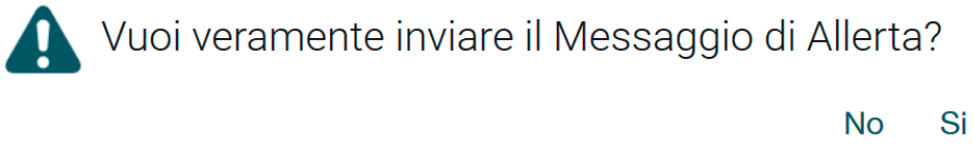
15. Alert

You can send an Alert message from the Porter Switchboard to all the Users' video entryphones.
The content of the Alert message, which must appear on the video entryphone monitor, can be typed in the "Default messages" section under Settings.

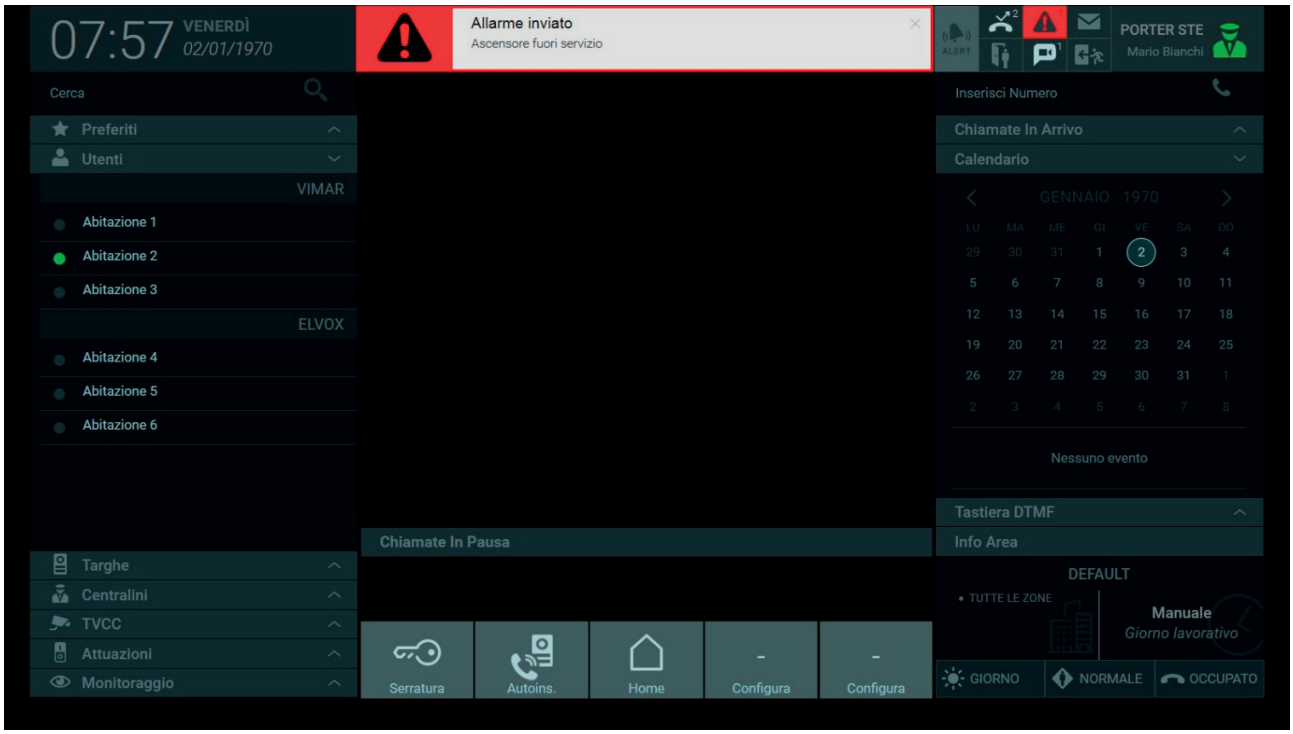
For more information about setting Alert messages, read the paragraph ***"5.4.2 Default Messages".***

Pressing the

button on the Home Page displays a popup prompt asking for confirmation to send the Alert message. If you confirm by pressing Yes, the message will be displayed on all video entryphones in the coverage zone of the porter station.



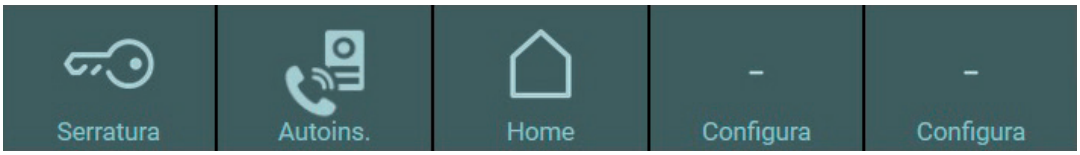
After the message is sent, a notification indicating that the Alert message has been forwarded correctly is shown for a few seconds in the Information Area at the top of the Home Page, as shown in the following image.



Sent Alert messages are listed in the alert log window, which can be displayed by clicking on "View all alerts" in the notification window, as described in ***"14.2. Alert notifications".***

16. Quick actions

Quick Actions, shown at the bottom of the Home Page, identify devices within the video door entry system that enable you to activate various functions simply by pressing a button, such as opening a door or switching on a light.
As shown in the image below, the default commands displayed in the Quick Actions bar are for opening a main lock and self-start of the main entrance panel. These commands are not configurable, but other quick actions can be configured by pressing the “Configure” buttons.



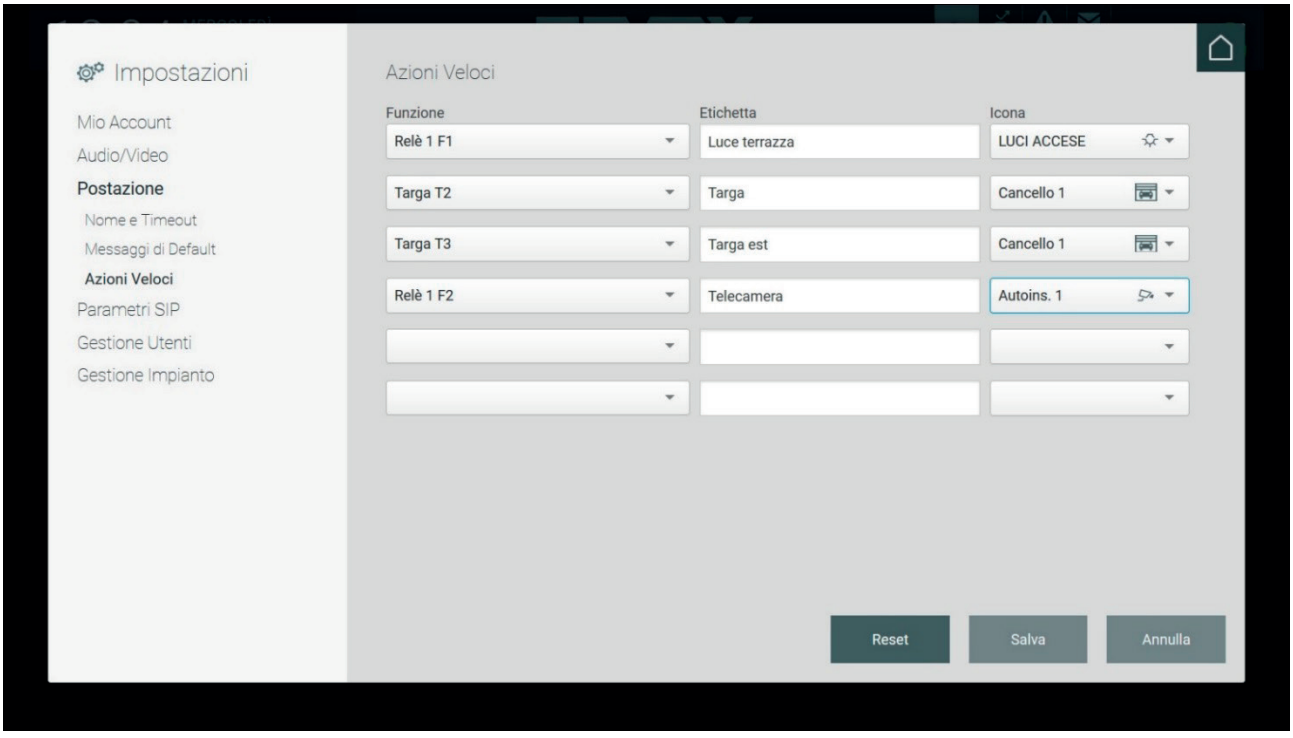
Pressing the “Configure” buttons displays the Quick Actions Settings window.

Quick Actions buttons are configured from the Settings window in the Station section, which is divided into three parts:

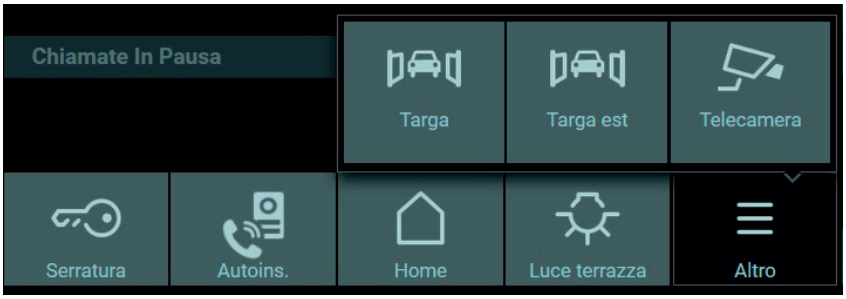
Function	Label	Icon
The functions, which can be selected from the dropdown menus, refer to preconfigured actions in the video door entry system that relate to the activation of actuations (opening of an entrance panel lock or activation of a relay).	For each type of function, a description of the action must be entered in the appropriate text field. The description will then be displayed on the Quick Action button on the home page.	You can select a descriptive icon for each action, which is then displayed in the relevant button on the home page.

Important: Although you can set up multiple buttons for the same Quick Action on the Home Page, only the first button for each action will be shown.
For more information about configurations, refer to paragraph “5.4.3. Configuring Quick Actions.

The following image shows the configuration of Quick Actions in the corresponding Settings window.

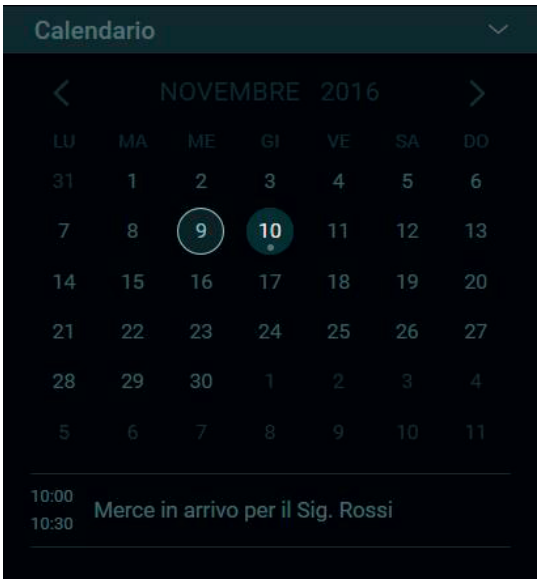


Two new actions can be added to the bar in the Quick Actions section of the home page. However, if more than two icons have been created, the “Other” button will appear and pressing it will display a menu containing the other configured Quick Actions.


Chiamate In Pausa
Targa
Targa est
Telecamera
Serratura
Autoins.
Home
Luce terrazza
Altro

17. Calendar

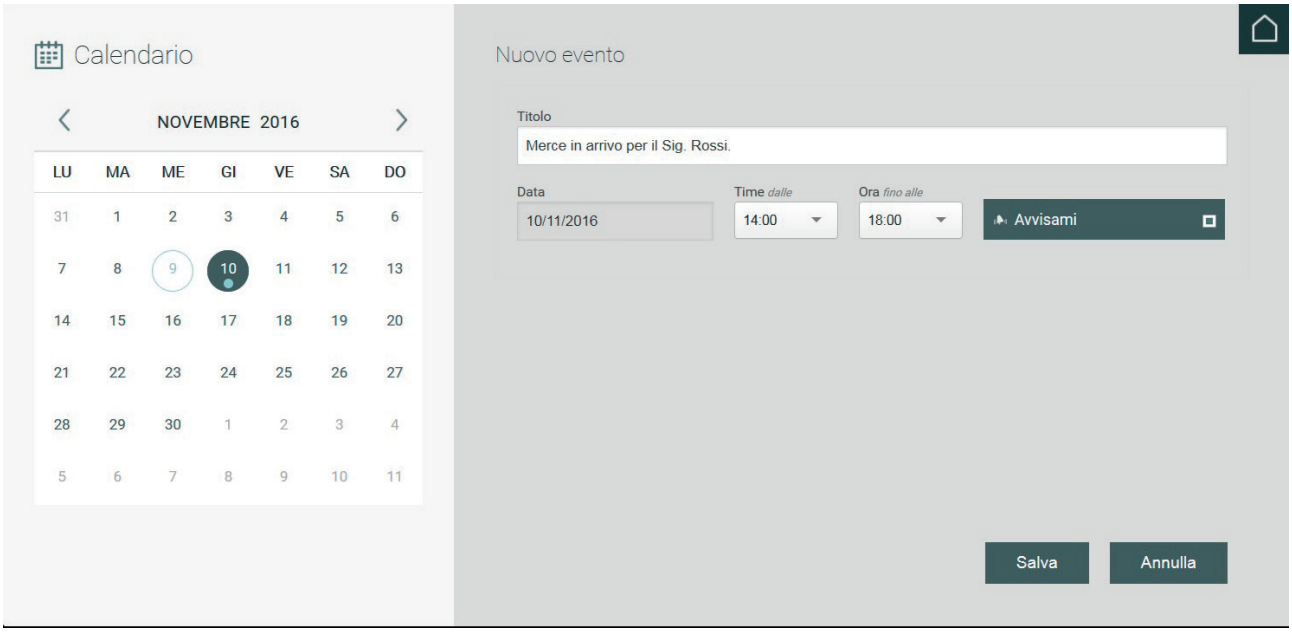
On the right side of the Porter Station Home Page is a calendar that allows the operator to record events on certain dates and set reminders.



The current month is shown at the top and you can scroll through the months using the “< >” arrows. Today's date is highlighted in a circle and information relating to set reminders is displayed below the calendar.

To display the window for setting calendar reminders, double-click the desired date and then press the “New event” button in the window.

Then, in the corresponding field, type the explanatory title that will be displayed in the Home Page calendar. To save the created event, you need to enter a start and end time for the reminder.
Selecting the “Notify me” command triggers a beep indicating that the created reminder is activated.



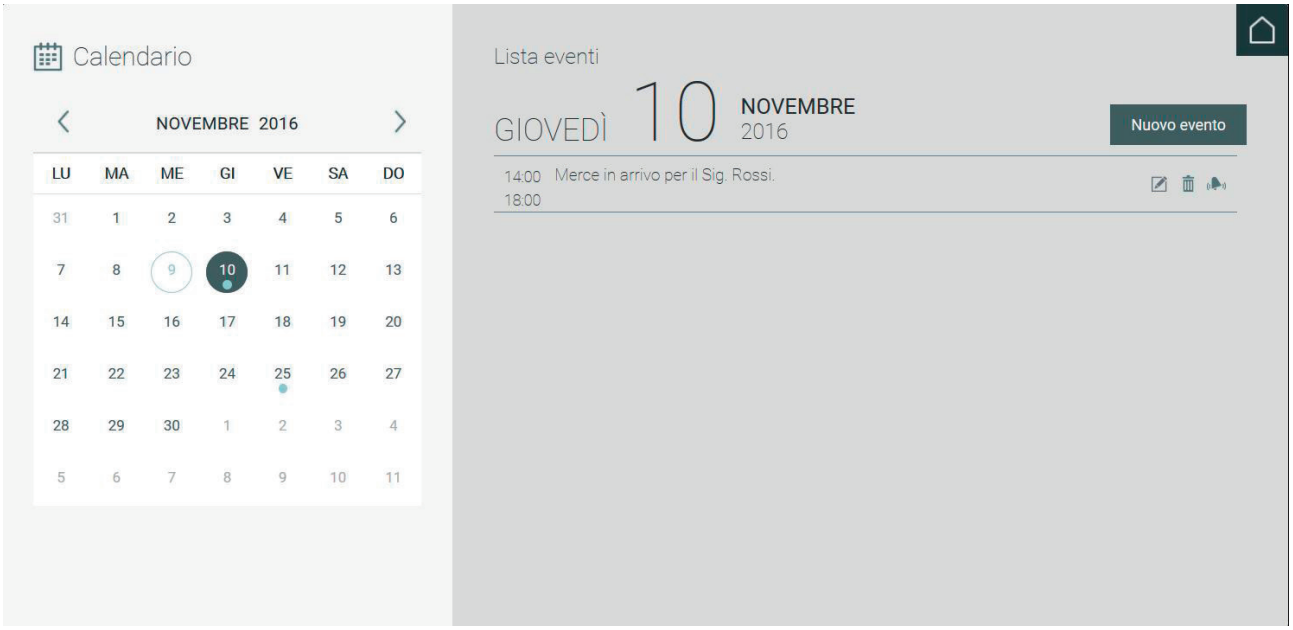
Pressing the Save button displays the summary of the created event, as shown in the image below.

The following commands are available on the right:

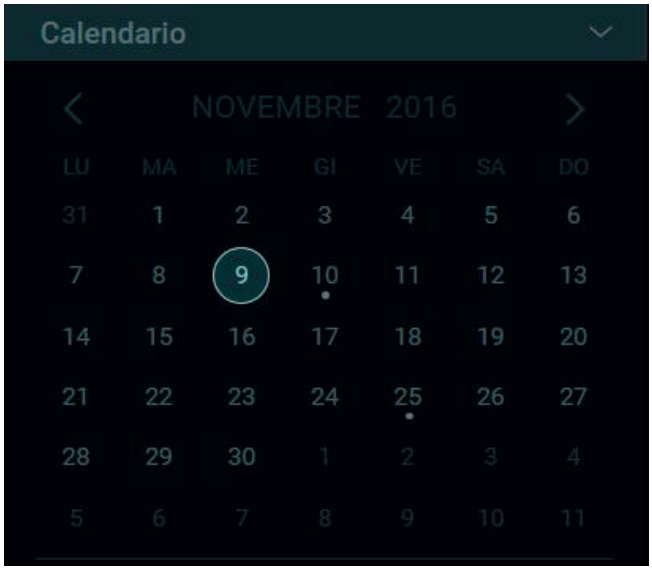
Press this button to change a created event, including the date, title, times and so on.

Pressing this button deletes the event.

Pressing this button turns the beep on/off.



After events are created in the calendar, dates for which reminders have been set are identified by a dot below the number, as shown in the figure.



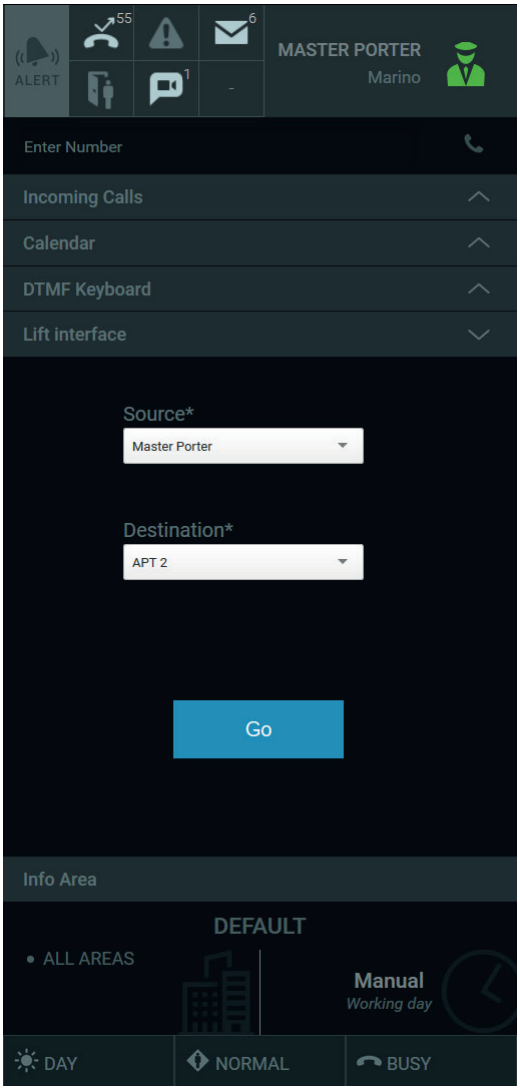
18. Lift interface

The Lift Interface section that is located on the right side of the Porter Station Home Page allows the operator to manage the lift interfaces present in the plant.

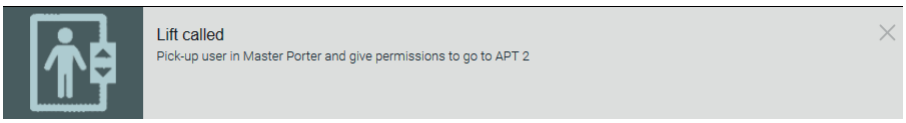
This area contains two drop-down menus, a Source and a Destination that can be described as follows:
The Source sends the lift to the location of device A to pick-up a user; while the Destination allows it to reach the location of device B where the user will be taken.

There are two scenarios for this section: the first one when there are no calls in progress and the second one in which there is at least one call in progress.

When no calls are in progress, the operator can freely choose the Source and the Destination. For example, if the operator wants the lift to pick-up a guest that just arrived and take him/her to the indoor device APT2 located in the second floor, selects the Master Porter as Source since this is where the guest will be picked-up, and APT2 as the destination since the lift needs permissions to access the floor where APT2 is located:



After pressing the Go button, a message appears in the notification area at the top-center describing precisely the lift actions. Continuing with the previous example, the message is the following:



In the second scenario in which there is a call in progress, the Source is automatically filled with the name of the caller and the Destination is automatically filled with the name of the callee. For example, if a guest arrives at the external panel called Targa1, calls the APT2 in the second floor and the Porter Station intercepts the call, the Source is automatically filled with Targa1 that is where the lift is sent to pick-up the guest, and the Destination is automatically filled with APT2 that is the indoor device where the guest wants permissions to go to:

As with the first scenario, after pressing the Go button, a message appears in the notification area at the top-center describing the just executed lift actions.

If during a call, another call arrives, the previous call is paused while the second one is served by the operator, then the first call is taken again, but it's Source and Destination may change depending on the operator actions. As a general rule, the automatic filling of the Source and the Destination during a call must be considered just a recommendation and as such, the operator is completely free to modify them.

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Viale Vicenza 14
36063 Marostica VI - Italy
www.vimar.com