

DoorTalk



Product Name: Doortalk2

Model Name: Doortalk2

Trade Mark: DoorTalk™

Manufacturer: NTEK Systems Inc.



USER GUIDE

I. TABLE OF CONTENTS

I. TABLE OF CONTENTS	1
II. YOUR DOORTALK	2
Safety Precautions	2
Specifications	3
DoorTalk's design	4
III. INSTALLING DOORTALK	7
Device Installation	7
Integrating Other Devices	12
IV. CONFIGURING YOUR DEVICES	13
STEP 1: Know your SIP Proxy Server	13
STEP 2: Download the DoorTalk App	13
STEP 3: Connect DoorTalk to a power source	13
STEP 4: Connect mobile device to DoorTalk Access Point (AP)	13
STEP 5: Start the Application	13
STEP 6: Find your DoorTalk Device	14
STEP 7: Network Setup	15
STEP 8: Event Server Configuration	16
STEP 9: Call Functions Setup	16
V. REGISTERING RECEIVER/CLIENT	17
STEP 1: Download The DoorTalk Application	17
STEP 2: Input Registration Data	17
VI. USING DOORTALK	18
Customizing Email Notifications	18
Answering a Call	18
Calling your DoorTalk Device/s	18
VII. TROUBLESHOOTING	19
VIII. DOORTALK FACTORY RESET	21

This manual contains only basic information about DoorTalk, including its installation and configuration procedures. For more information about other features, visit www.DoorTalk.net.

II. YOUR DOORTALK

Safety Precautions

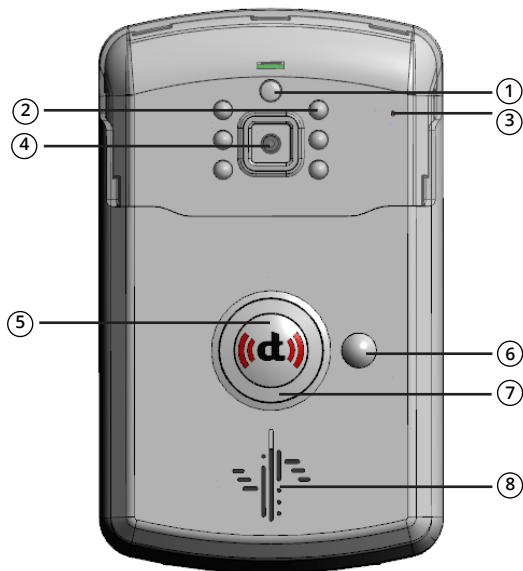
Please read and follow all the instructions cited in this manual. More information on how to use other features of DoorTalk are available online at www.DoorTalk.net. Basic safety precautions should always be followed for the benefit of the user and to prolong usability of the product.

1. DO NOT dismantle the device or tamper with the product's software. Only qualified technicians from authorized distributors or the manufacturer are allowed to open it and make technical modifications if necessary. Tampering may cause malfunction and may void warranty.
2. During installation, DO NOT plug the device to a power source until the procedure has been completed. If you prefer to connect to a power line, TURN OFF THE POWER SOURCE FIRST.
3. If device is to be relocated, always UNPLUG or TURN OFF the power source first before detaching the device from its place.
4. Do not submerge or soak the device into any liquid.
5. Avoid direct exposure to weather elements to reduce potential risks and prolong usage.
6. Handle the unit with care. Do not shake, drop or strike the unit to prevent internal damage.
7. Unplug the device or turn off the power source before removing the micro SD card or USB cable.
8. Do not use detergent, wax, solvent, spray, benzene-based chemicals, thinner, alcohol or excessive water to clean the surface of the device.
9. DoorTalk is designed to provide security. Do not use the device in any way that violates the right to privacy or for any other activities that constitute a violation of human rights.
10. Repairs should only be referred to and done by authorized distributors or the manufacturer.
11. Keep the device software and application updated. You will be sent notifications when updates are available.

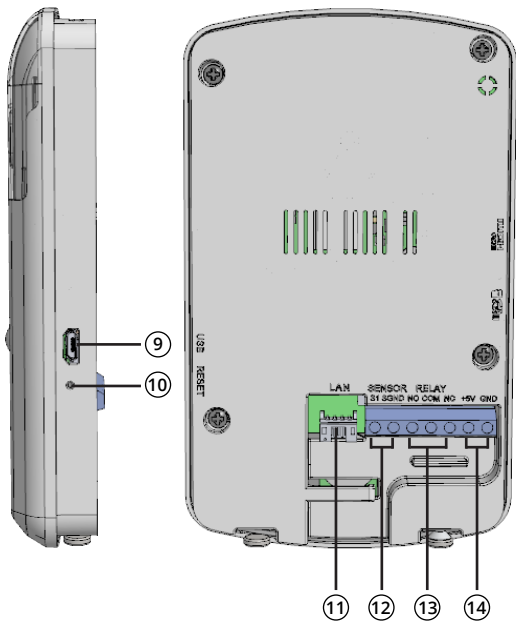
Specifications

Dimension	9 x 14.7 x 2.62 cm
Material	ABS Plastic / Weatherproof
Connectivity	Wi-Fi (802.11 b/g/n) or LAN (Ethernet)
Operating System	Android OS
Power Input	DC 5V/2A
Audio	Built-in 87dB unidirectional Microphone Built-in 2W Speaker
Camera	2MP Color (1600 x 1200 CMOS - UXGA) 60° view angle with Face Recognition and 6 IR LED's for night visibility
Video	1600 x 1200 at 15FPS
Memory	Micro-SD card expandable up to 32GB
Sensors	Ambient Light sensor, Motion Sensor
Operating Temperature	-20 °C to 48 °C
I/O Interface	Micro USB
CPU	1GHz ARM Cortex A8

DoorTalk's Design



1. Ambient Light Sensor
2. Infrared Illuminator
3. Mic
4. Camera
5. Call Button
6. Motion Detector
7. LED / Status Indicator
8. Speaker



- 9. USB 2 (Host)
- 10. Reset
- 11. USB 1 (Host) for Ethernet dongle
- 12. Sensor Input
- 13. Relay Output
- 14. Power Input



15. Micro HDMI

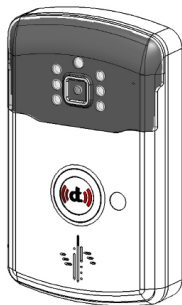
16. Micro SD Slot (External Storage)

III. INSTALLING DOORTALK

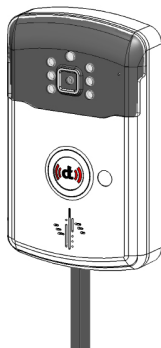
Device Installation

IMPORTANT!

READ THE INSTRUCTIONS CAREFULLY AND MAKE THE NECESSARY PREPARATIONS FIRST BEFORE STARTING INSTALLATION OF YOUR DOORTALK DEVICE. KEEP THE DEVICE UNPLUGGED UNTIL INSTALLATION HAS BEEN COMPLETED.



Through Wall wire out



Bottom wire out

STEP 1:

Plan your installation and wiring. Select a location by your door, where visitors can easily notice and use DoorTalk. If you have a wired mechanical door bell, you may choose to replace your door bell button with DoorTalk. See "**Connecting Your Doorbell**" for instructions.

Before starting the installation process, plan first how your device will be powered, the network connection type (wireless or LAN) and what security systems you plan to integrate with DoorTalk. Decide whether the wiring should go through the wall or pass underneath the device.

POWER: DoorTalk comes with an AC adapter, to be plugged to a power outlet near the door.

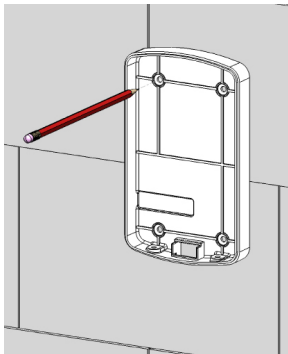
ETHERNET / LAN CONNECTION: DoorTalk can be connected through Ethernet/LAN if preferred. The provided USB-Ethernet dongle serves as an adapter to connect with a LAN (RJ45) cable. (*refer to Step 6*)

SECURITY SENSORS:

Decide which of the following security systems you plan to connect with DoorTalk and line up their cables.

- Doorbell
- Electronic Door Lock System
- Smoke Detector / Fire Alarm
- Contact Closure Detector

NOTE: Connecting DoorTalk to any of these systems enables you to receive notifications on your mobile device if they are triggered by an event. Know more about the corresponding mobile applications for these security systems at www.DoorTalk.net.

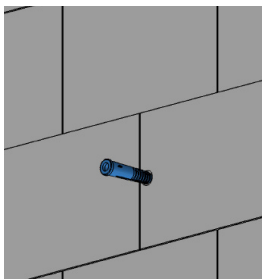
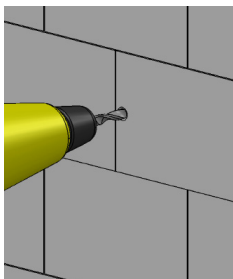


STEP 2:

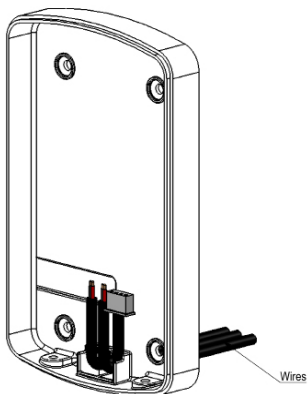
Place the back cover against the wall and mark through the screw holes and wire outlet (through-wall wiring) using a pencil or marker.

STEP 3:


Drill through the markings using the appropriate drill bit, depending on the type of wall. For concrete or brick walls, the screw holes should just be wide enough that the provided screw anchors will fit through tightly and not loose.

**STEP 4:**

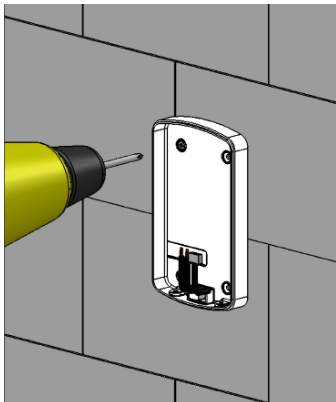
Position the wires accordingly before affixing the rear cover onto the surface.



STEP 5:

Mount the back cover onto the wall using the provided cross-slot screws  and a phillips screwdriver.

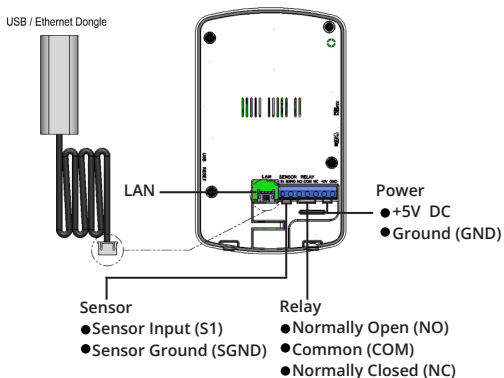
For concrete or brick walls, wind the screw through the inserted screw anchors.

**STEP 6:**

Attach the cables to the corresponding slots. (*see illustration*)

- Power cable - +5V DC(red wire), GND (black wire)
- Doorbell - Relay (see **Connecting Your Doorbell**)
- Security System - Sensor or Relay
- Ethernet/LAN - LAN

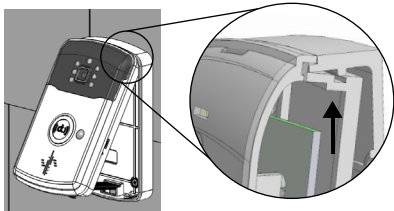
Refer to your security system's manual or consult a specialist for technical information. You may also visit www.DoorTalk.net for more information.



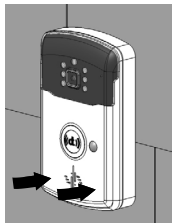
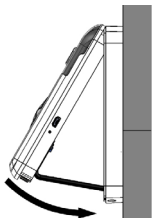
STEP 7:

Once all the wire connections are in place, the device can then be mounted and fixed.

- ① Attach first the top portion of DoorTalk.




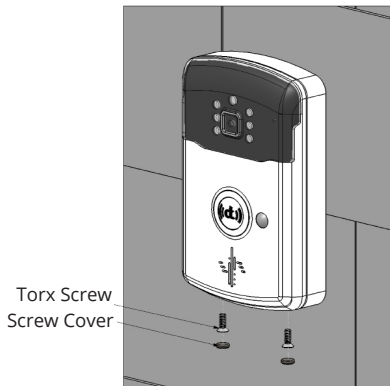
- ② Check if the wiring is properly placed before locking the lower portion of the device.



- ③ Push the DoorTalk against the wall to snap the lower portion.

STEP 8:

Use the provided torx  screw to secure the device in place. Finally, insert the screw covers to hide access to the screws.



Integrating Other Devices

You may connect any one of the following devices to your DoorTalk:

- door bell / buzzer
- electronic door lock
- alarm systems

Simply connect the wires to the Relay slots – one wire goes into the “COM” slot and another to the “NO” (Normally Open) slot. Wires can be interchanged. Make sure to twist the screws tight to secure the wires in place.

IV. CONFIGURING YOUR DEVICES

IMPORTANT NOTE: Device set-up should be done one at a time to avoid confusion.
TURN OFF OTHER UNITS WHILE SETTING UP ONE DOORTALK DEVICE

Step 1: Know your SIP Server

DoorTalk requires a SIP account. Make sure you know the SIP address, SIP number and password, which will be required during the process setup. Consult your SIP network administrator regarding the SIP server setup detail.

Step 2: Download the DoorTalk App

You can search and download the DoorTalk application to your mobile phone or tablet. Simply click INSTALL after finding the application.

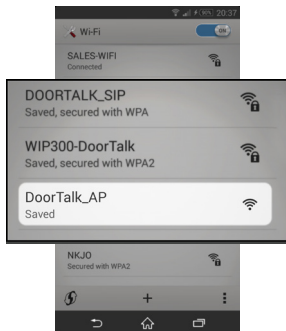
STEP 3: Connect DoorTalk to a power source

Connect your DoorTalk device to a power source. It takes approximately two minutes for the device to properly boot up. The LED indicator will blink rapidly to show that it's ready to connect and a voice prompt from the device will say "Access Point On."

STEP 4: Connect mobile device to Doortalk Access Point (AP)

On your mobile device, visit your Wi-Fi Settings and look for "**DoorTalk_AP**" among the list of available connections. Press "**Connect**" and wait for the "connected" status to show.

NOTE: You will lose your Wi-Fi connection and will not be able to connect to the internet until the entire setup process is finished.



STEP 5: Launch the Application

Launch the DoorTalk app. "Failed to start to SIP stack" will appear, signifying a need for network configuration.

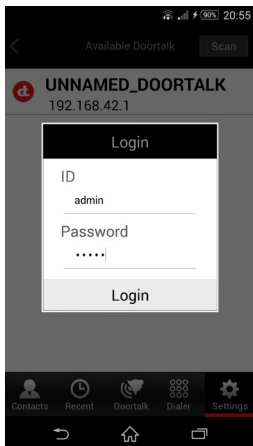
STEP 6: Find your DoorTalk Device

Tap on **“Settings”** at the lower right corner of the dashboard. Under **“Server Configuration”** you will see **“Automatic”** (recommended) and **“Manual”** (for advanced users).

A) Choose **“Automatic”** to instantly locate your DoorTalk device. You should see an item labelled **“UNNAMED_DOORTALK”**, tap on this and a log-in pop-up will appear

NOTE: If the app fails to find your DoorTalk, you may press **“Scan”** to refresh the list. If it still fails to show, check your Wi-Fi settings and make sure that you are still connected to **“DoorTalk_AP”**.

B) If you choose **“Manual”** you can input the IP Address of the DoorTalk Device 192.168.42.1



On the Log-in tab, enter the default details below:

ID: admin
Password: admin

NOTE: You can choose to customize your ID and Password by tapping on **“Account Settings”** AFTER completing the set-up process

STEP 7: Network Setup

Tap on “Network Setup” to configure your network settings.

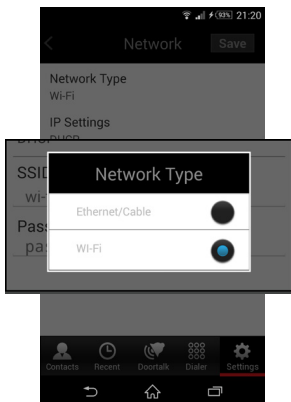
NETWORK TYPE

You may choose your preferred network connection for DoorTalk device.

Ethernet/Lan Connection (cabled)

If you chose to install your DoorTalk with an Ethernet/LAN cable, you will be asked to choose either DHCP (recommended) or Static IP Setting (advanced user).

Choosing DHCP will automatically provide your DoorTalk with an IP address from the network where your Ethernet is connected. If you choose Static, you will then have to manually input the IP address of the network which can be provided by your network administrator

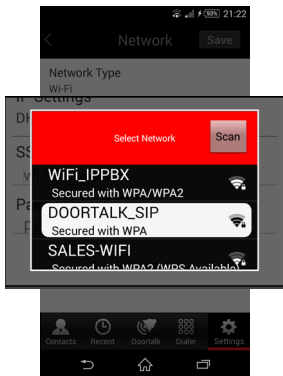


Wi-Fi Connection (wireless)

If connecting through Wi-Fi, tap the “Scan” button beside “SSID” and choose your SIP network. Enter your network password and tap “Save” to establish connection.

NOTE: If you cannot see your network from the list, just press “Scan”.

Once connected, you will be taken back to the DoorTalk home screen. Your DoorTalk device is now connected to your network. Next, you will need to configure your mobile device.



STEP 8: Event Server Configuration

Visit your mobile device's **Wi-Fi Settings** again and connect to your wireless network. Once connected, go back to your DoorTalk application, go to **"Settings"** then tap **"Automatic"** under **"Server Configuration"**. Again, choose **"UNNAMED_DOORTALK"** and a Log-in tab will appear. Enter the default details below:

ID: admin
Password: admin

Tap **"Device Configuration"** and the Event Server pop-up should appear automatically. By default, the input fields should already be filled in with the necessary information. Just tap **Connect**. The pop-up will disappear if connection is successful.

NOTE: If connection fails, check your internet connection.

You can choose to tap **"Later"** to bypass event server configuration and continue to setup the call functions of DoorTalk.

STEP 9: Call Functions Setup

Under **"Device Configuration,"** you can configure SIP, Outbound Call and Inbound Call Blocking to set the call functions of the DoorTalk Device.

SIP

Tapping on SIP will get you to the DoorTalk Device registration menu. Fill in the input fields and the SIP Server details, then tap **"Save"** to complete the registration process. You should hear a voice notification saying **"Device Ready"** if you have successfully registered your DoorTalk device. If setup is fails **"Connection failed, Please try again"** will be heard.

Outbound Call

Outbound call is required to setup the default call receiver/s for DoorTalk. Click **"Add"** to specify a receiver. You will be taken to the receivers list where call receiving prioritization can be set from 1 (highest priority) to 5 (lowest priority). This means, if receiver no.1 does not answer a call, the call will automatically be redirected to receiver no.2, and so on. Tap **"Save"** when done.

NOTE: There should ALWAYS be at least 1 receiver on the receiver's list. Otherwise, nobody will receive DoorTalk's calls.

Inbound Call Blocking

Setting up Inbound Call Blocking is optional, though this is needed to manage incoming calls to the DoorTalk Device from specific client devices. If you wish to setup this feature to prevent specific client devices from making direct calls to Doortalk, tap **“Add”** to enter the blocking list. Specify the SIP number of the client device that you wish to block. Tap **“Save”** when done.

V. REGISTERING RECEIVER/CLIENT DEVICES

You can register **other mobile devices** to receive a call from or make a call to your DoorTalk device. DoorTalk allows a maximum of 5 client devices to receive visitor calls *in order of call priority*, which is set by the device administrator.

STEP 1: Download The DoorTalk Application

Download the DoorTalk application on the mobile device. (client)

STEP 2: Input Registration Data

Launch the application and go to **“Settings”**. Tap **“My SIP”** and it will get you to the registration menu. Fill in the input fields and the SIP Server details. Tap **“Save”** to complete the registration process. You should be able to make a video call to the DoorTalk device once the registration is completed

My SIP Save

My Display Name
Joe

My SIP Number
301

Doortalk Number
300

SIP

SIP Server Address
www.doortalk.net

Password
.....

Contacts Recent Doortalk Dialer Settings

VI. USING DOORTALK

Customizing Email Notifications

You may customize DoorTalk to send event notifications to your personal or office email. On the “Settings Menu,” tap “**Automatic**” (recommended) or “**Manual**” (advanced user). Choose the DoorTalk device onto which you want to connect your email. Type the email address where you want to receive your notifications. You may also customize the available security systems and notification settings to your preference. Tap “**Save**” when you are done.

NOTE: GCM Notification and Email Notification will only function once Event Server is properly set up. Visit www.DoorTalk.net for more instructions and information

Answering a Call

Once the DoorTalk device set up is completed, visitors will only need to press the call button on the device to contact you wherever you are. When you receive the call, a MUTED video from the Doortalk device will show. If you would like to speak to the caller, just tap on the mute button to enable audio communication.

NOTE: Your mobile phone or tablet needs to be connected to the internet or to the same network as the DoorTalk device in order to receive the call.

Calling your DoorTalk Device/s

With the DoorTalk app, you can view what is currently happening around your doorstep or check if anybody is lurking by your door at any time.

Step 1: Just make Sure you are connected to the internet or to the same network as the DoorTalk device

Step 2: Launch the DoorTalk app and tap on the “**DoorTalk**” tab

Step 3: Press the Call button on the DoorTalk application to make the call

A live video stream of your DoorTalk’s field review should automatically show on your mobile phone or tablet.

NOTE: You may also tap the Favorites tab  and choose the DoorTalk device that you want to call. Alternatively, you may go to the “**Dialer**” and dial the SIP number of the DoorTalk device or another client device to make a call.

Video quality and speed of connection will depend on the quality of the network your devices are connected to.

VII. TROUBLESHOOTING

I cannot call my DoorTalk device and I cannot receive any calls from it.

DoorTalk is simple to use, but is very technical because of its arranged features. This means that several factors may affect its performance and issues can be solved through any of the following solutions.

1. Wait a few moments - a call may be currently in session with another registered mobile device. For security reasons, DoorTalk has been programmed to accommodate only one call at a time. This means that if someone is currently using DoorTalk, no one can interfere with the call in session. Wait for a few moments, until the call is finished before making a call.


2. Check the quality of your mobile Wi-Fi network.

Try browsing websites to check if your internet connection truly works. Your mobile device may show a strong signal, however, the network you are connected to may be faulty or may require some log-in details to allow internet access. Make sure the details you provide, such as user name and password, are accurate.

3. Try to connect to a stronger Wi-Fi connection if possible.

Your DoorTalk or mobile device's internet connection may be weak. Note that factors like distance, wall materials and electronic devices, such as microwave ovens and Wi-Fi speakers, can affect the range and strength of your Wi-Fi signal. When choosing a location for your DoorTalk device, make sure to check for wireless signal strength within the area. Check the Wi-Fi signal on your mobile device to see whether signal within the selected area is strong or weak. You may move your router around and nearer to the location of your DoorTalk device to increase connection strength.

4. You may need to re-establish connection.

Whenever the DoorTalk app is running on your mobile device, you will see a small sphere (dot)  on your status bar which changes color to indicate server connection status.

- Red = mobile device is not connected to the proper network
- Gray = mobile device is on standby and is trying to connect to the selected network
- Green = mobile device is connected and calls can be made

If the icon is on Red, your network connection may be down and you may need to re-establish connection through a reset process. Another cause may be the inaccurate input of details during the setup process. Review your device settings (Settings > My Profile) or ask your administrator for assistance.

5. Your DoorTalk may need rebooting.

Just like other electronic devices, times may come when the system may need to be rebooted and refreshed. This rarely happens, however, when all other options fail to solve the issue, try unplugging your device and plugging it back to its power source in order to perform a soft reboot. Wait for about 10-20 seconds or until you hear "**Connected**" before using the device again.

6. DoorTalk may need to be re-configured properly.

If all the options above have not been able to solve the problem, there may have been an error during the setup process of your device. You will need to hard reset your DoorTalk device (see "**How to Hard Reset DoorTalk**") and set it up again with your mobile device (see "**Setting Up Your DoorTalk Device**"). Make sure that the steps are followed properly and details are accurately provided. Ask your network administrator for assistance if necessary.

My DoorTalk application force closes.

Check or close some of your running applications. Some applications, or the number of applications running on your mobile device, may interfere with the performance of other running applications. They can take up memory space and slow down the processing system of your mobile device. Try closing some unimportant applications.

The video quality on my mobile device is poor.

The quality of the video you receive on your mobile device will depend on a few factors.

1. Internet connection speed

Try connecting to a stronger mobile or Wi-Fi network, or contact your internet service provider to ask about how to increase your network speed.

2. Capacity or type of mobile device

Not all mobile devices are created equal. Some devices have better video quality than others and, therefore, you may see a difference in video quality between mobile devices.

Some features/functions are not working or are inaccessible.

Depending on your setup, you may need to ask your DoorTalk device administrator for permission to activate some of the features within the DoorTalk application. Only the administrator has complete access to all the functions and features of the DoorTalk application, which is meant to make management and use of the device more efficient and secure.

Delays are often experienced during calls.

Factors to this issue may vary from simply the quality of your network connection, to a more technical cause such as your location's distance to the network server's geographic location, which may be beyond your control. Contact your network administrator for guidance on this issue.

The red LED is always on, even when DoorTalk is not in use.

This may happen when something had interfered during a call or if a particular operation halts unexpectedly. When this happens, simply unplug your device from its power source and plug it again to do a soft reboot. The device will say "**Connected**" when the booting process is complete and when it has connected to your network.

VIII. DOORTALK FACTORY RESET

If you need to restore DoorTalk to its factory settings, follow these steps.

Step 1: Unplug DoorTalk from its power source

Step 2: Plug the unit again to the power source

Step 3: Press and hold the call button for about 20 seconds, only until the red LED light goes off.

The factory reset process will take about 2 minutes and the light will be flickering during the process. The device will sound "*AP Mode On*" when the hard reset process has been completed

For more information, visit www.DoorTalk.net.



FCC Warning:

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

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

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

“To comply with FCC RF exposure compliance requirements, this grant is applicable to only mobile configurations. The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.”