Aristel
4G VIDEO INTERCOM
(ACCESS CONTROL SYSTEM)

For your protection, read these instructions completely

And keep them for future reference.

TABLE OF CONTENTS

Thank you for purchasing the AN1912 4G video intercom. Please read this manual carefully before using.

Be sure to keep this manual for future reference in case of any problem or question should arise.

Important Safety Instructions

1. When using the video intercom, basic safety precautions should always be followed to reduce the risk of fire, electric shock and personal injury. Please read the following before using your equipment.

2. Follow all warning and instructions on the product.

3. Unplug all the connections of product before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

4. Do not use this product near water.

5. Do not use this product near an area where there is a potential of gas leaks or near any fumes that can be explosive.

6. Do not place this equipment near or over a radiator or any other heat source.

7. Do not overload the wall outlet or power cord where the power adapter is installed. This can result in fire or electric shock

8. Avoid spilling liquid on this equipment and do not insert any objects through the ventilation slots.

9. Avoid using the equipment during an electrical storm. There is a remote risk of electrical shock from lighting.

Introduction

The AN1912 4G video intercom system is designed for apartment blocks, multi-family residential and gated communities. It supports up to 1000 householders.

When a visitor enters the apartment's number on the intercom, it will then call the relevant smartphone APP, once the call is answered, you can speak to and view the visitor and you can open the door or gate from your smartphone.

The intercom is also an Access Control System enabling users to open the door or gate with the APP remotely. You will need to program the authorized users into the APP before using. When the user opens the APP which intercom will scan APP QR code then open the door or gate.

The intercom accepts 5000 different passwords for unlocking the door or gate. If your mobile phone is not available, the intercom can open the door or gate by entering a password.

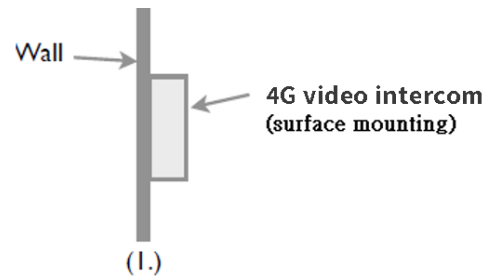Remember to use an active SIM card with the pin lock code removed.

Parts List

| Item	Description	Q'ty
1.	AN1912 4G video intercom	1
2.	Power adapter	1
3.	Operating manual	1
4.	Hexagon key	1
5.	Wall plug with screw	4
6.	DC Power Pigtail Female Plug	1
7.	EVA (Ethylene Vinyl Acetate) Disc	1
8.	Terminal Blocks	1

Installation

NOTE: This 4G video intercom is suitable for surface mounting.

NOTE: install suggestion

- Fix the video intercom on the wall by screws.
- The view angle of this video intercom should be around 80°. The height of the lens position is suggested between 145cm~160 cm from the ground and the camera shall avoid facing the sunlight directly
- The intercom distance is 50 cm
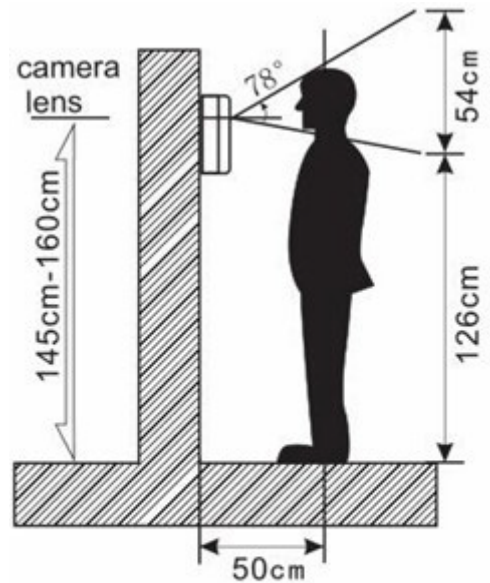
The standard height for the door station installation

1. **SIM card installation**

    1.1 Disconnect the 12V adaptor from the intercom

    1.2 Remove the rear cover

    1.3 Before inserting the SIM card, ensure that it is not PIN number locked. (If locked, use a mobile phone to unlock it).

    1.4 Insert the SIM card (Note orientation of notched corner)

    1.5 Replace rear cover

2. **Connecting with the door lock system**

    2.1 According your door lock type to wire with door latch of connector. (see page 6)

3. Install our App on mobile phone. (download at page 7)

4. Administrator should register an account then add device, room, resident, RFID card and PIN code.

5. Administrator should add room and resident for each resident by entering their mobile number to grant them access to register to the intercom via the APP. (see page 11)

6. All resident should register an account and same server with the device via the APP, then they can access the intercom.

NOTE:

If you want to reset the internet setting of the device, press the RESET button about 5 to 10 seconds until you hear the remind tone.

NOTE: The setting of Network and APN will be restored to default value.

Fail safe

Fail secure

trigger
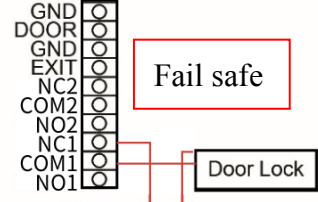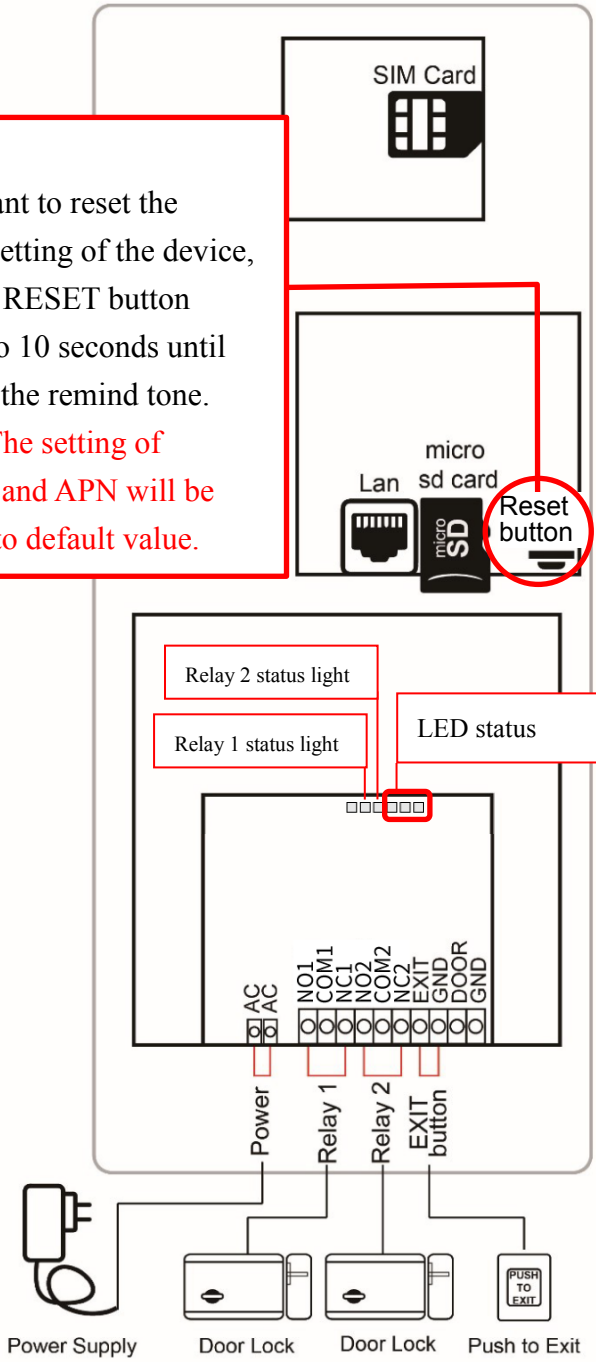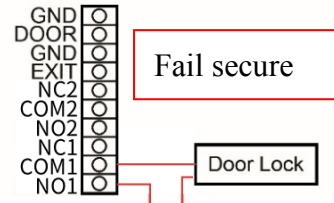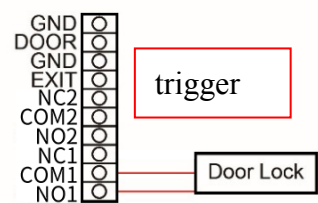
Use either NC or NO depending on the type of door lock

Relay 2 status light

Relay 1 status light

LED status

Relay time setting

7 kinds of relay action time to choose

1. Press the button to switch the relay action time
2. Check the LED status at the right side

NOTE: ■LED light Solid   □LED light off

LED status

1. ■ □ □ : 3 s
2. □ ■ □ : 8 s
3. ■ ■ □ : 15 s
4. □ □ ■ : 30 s
5. ■ □ ■ : 60 s
6. □ ■ ■ : 300 s
7. ■ ■ ■ : 600 s

AN1912 4G Video Intercom Unit

Lens

Infrared light

Microphone

RFID

7-Segment Display

Keypad

Speaker

Server connection

LED 1:

on	disconnected
off	connected

NOTE: After power on, press any number key to query the current status of the device

4G network

LED 2:

on	disconnected
off	connected

NOTE: After power on, press any number key to query the current status of the device
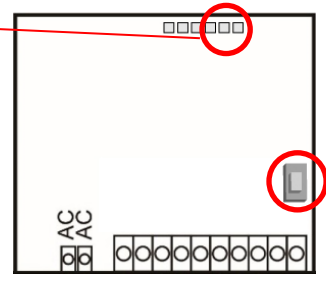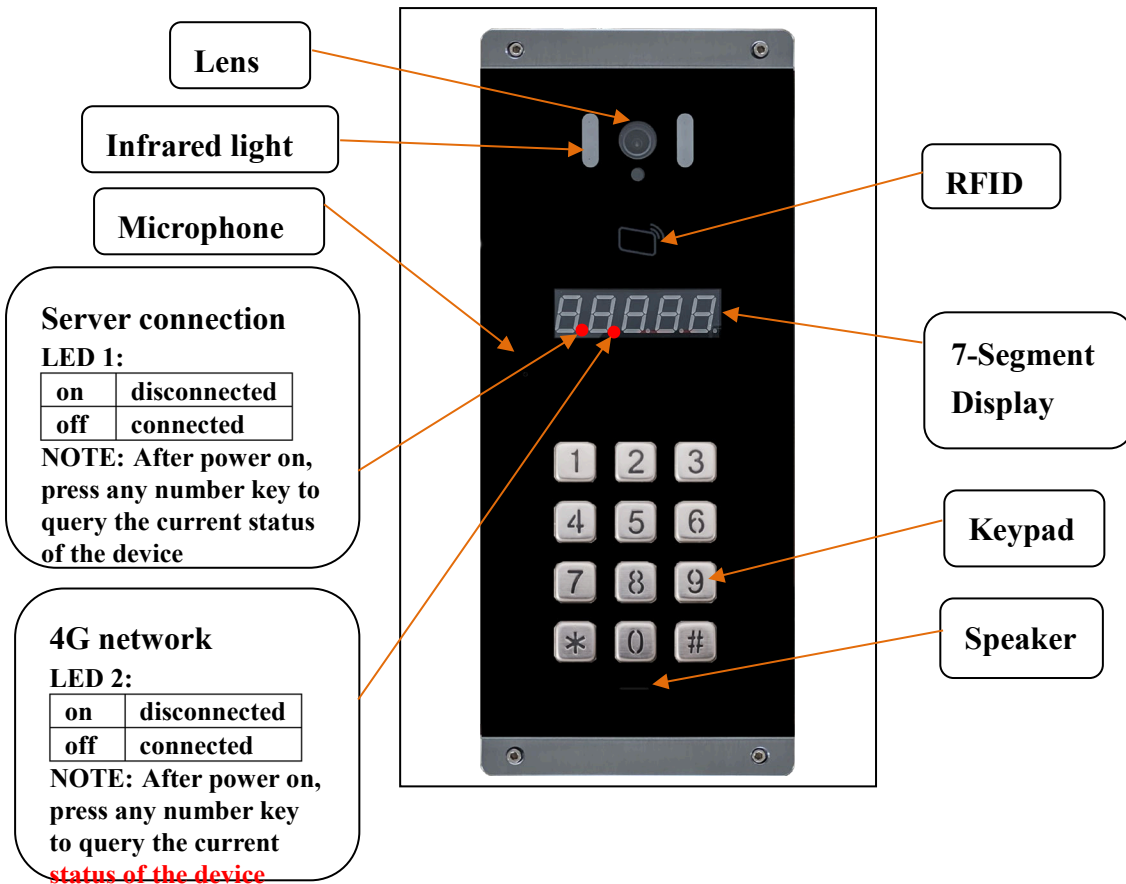
Operating the AN1912

Operating the intercom

1.Dial room number: Please press the room number directly

2.Password to open the door: Please press ✱ before entering the password

"*" Key: press once to enter the password

"#" Key: 1. Hang up during a call

2. Backspace

✱ ⟷ #

Use door intercom APP

Install Software
- Search for Door Intercom in the App Store or Google Play.
- Download the "Door Intercom" app.

Register phone number account

Note: Administrator and all residents please follow the steps to install the App and register their account.

1.press "Login by account and password"

2.Select server (Default Europe)
3.Register the account
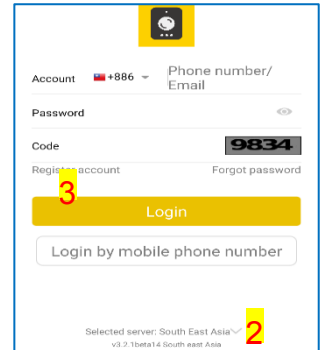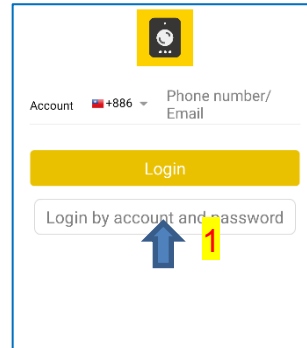
4.Select country code
5.Enter phone number
6.Enter code number

7.Enter password
8.Enter password again
9.Enter SMS code

10.Press "OK" to complete the registration
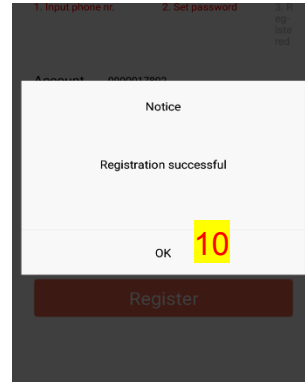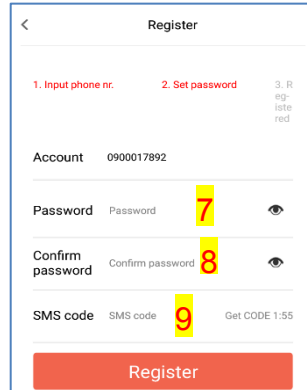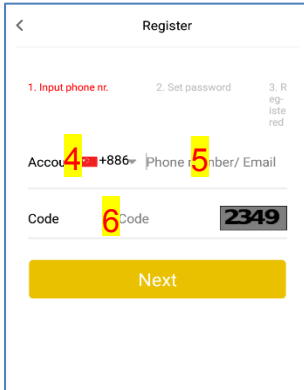
Login by account and password

1.Enter your phone number
2.Enter your password
3.Enter code

Login by mobile phone number

1.Enter your phone number
2.Press "Login"
3.Enter SMS code and press ok

AN1912 4G Video Intercom
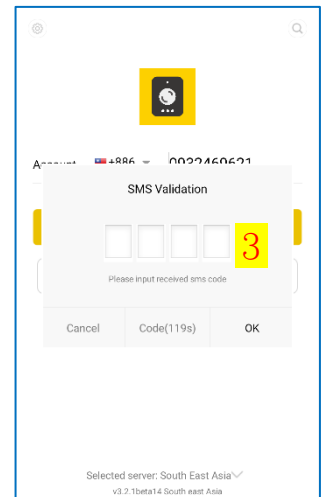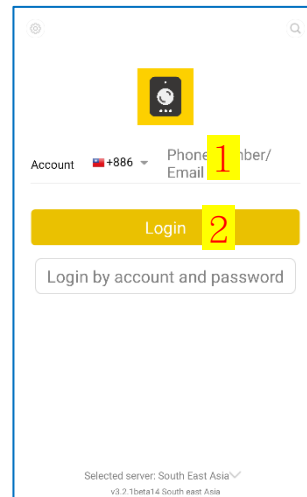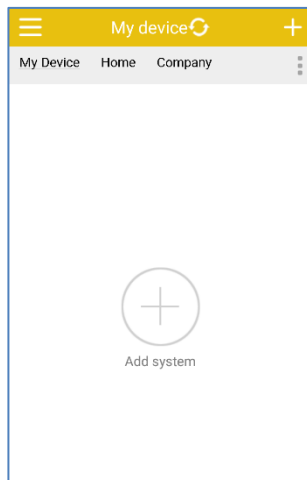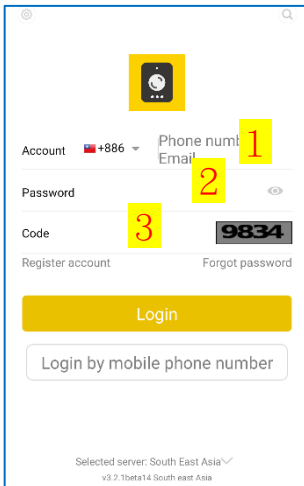
Add Device (only works for Administrator account)

1.Add network connected device

1.Press "+" add
device
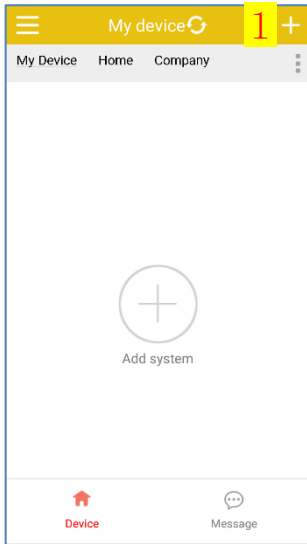
2.Press "add network
connected device"
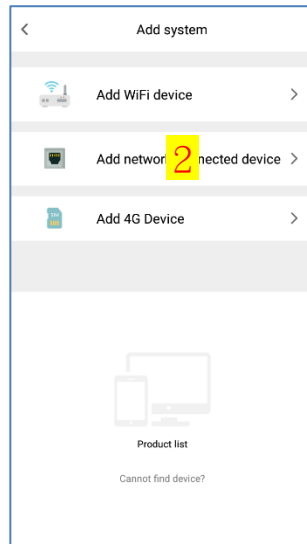
3. Make sure the device
is connected to the
Internet and press
"next"
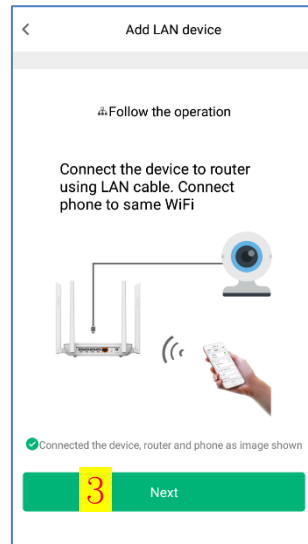
4.Select device
5.press "next"
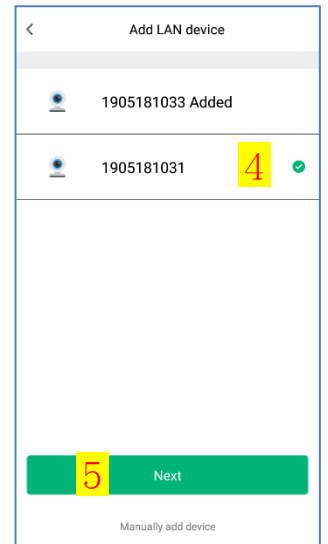
6.Enter "Password"
7. When enter password
finish, press "add
device to account"
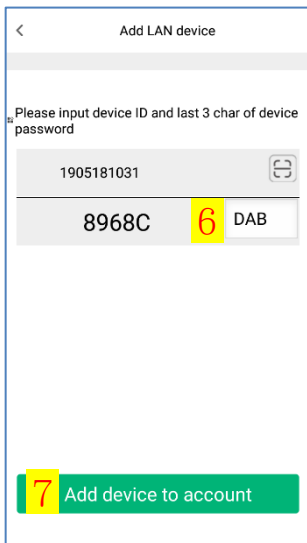
Wait for the device to
set up.
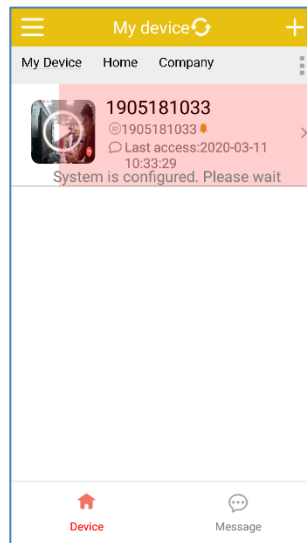
8.Enter the device
address
9.When you done, press
"Save"
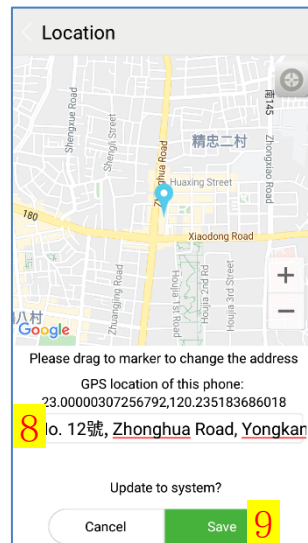
Add network connected
device finish
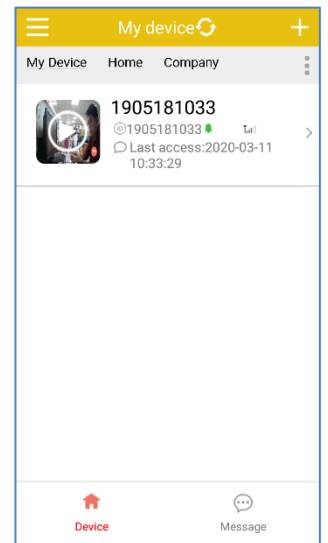
2.Add 4G Device

1. Press "+" add device
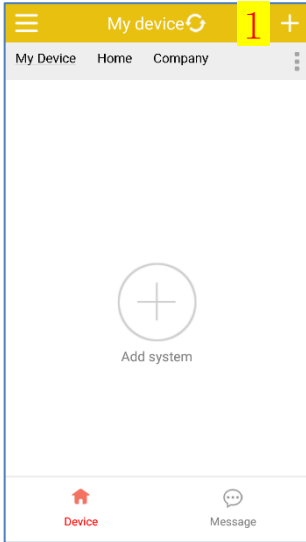
2.Press "add 4G Device"
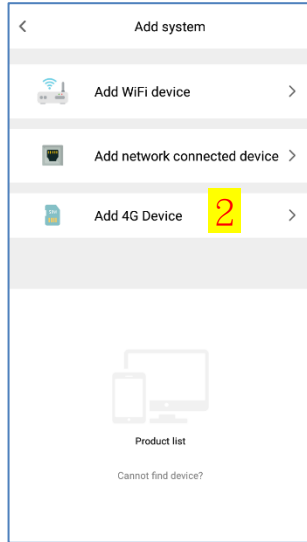
3. Scan device QR Code
4. Enter "Password" (Red frame)
5.Press "add device to account"
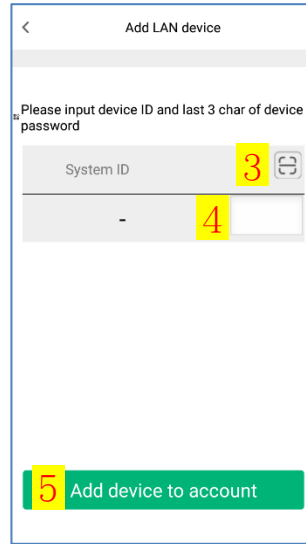
Wait for the device to set up

6. Enter the device address
7. When you done, press "Save"

Add 4G Device finish
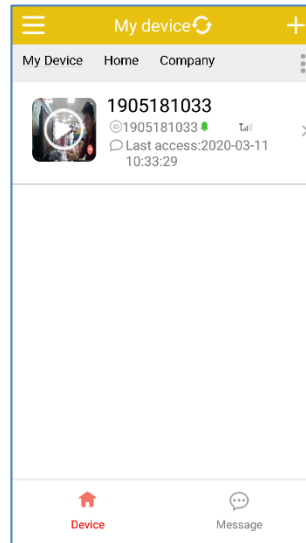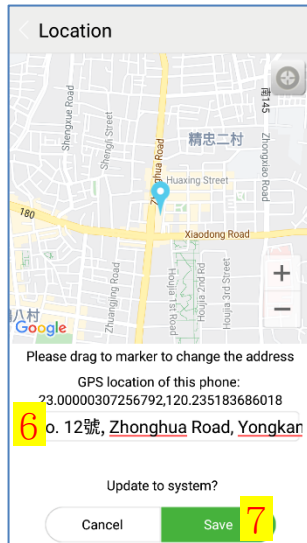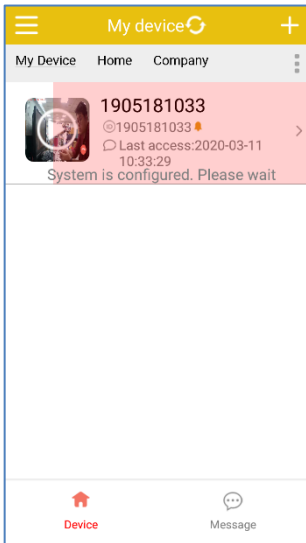
Add Room (only works for Administrator account)
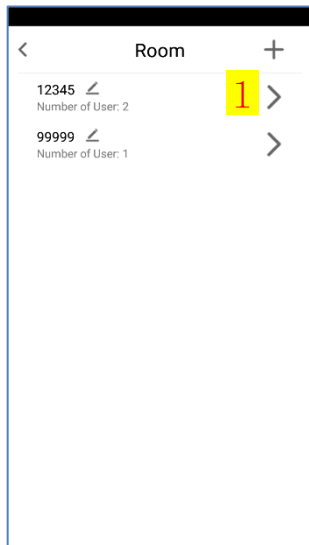
1.Press "Resident" icon
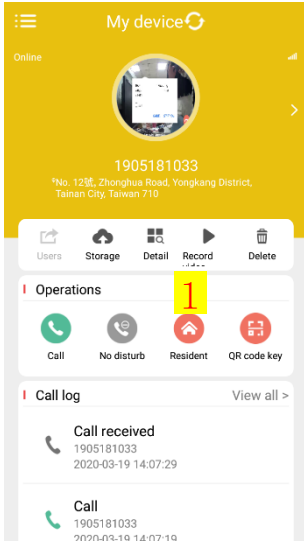
2.Press "+" icon
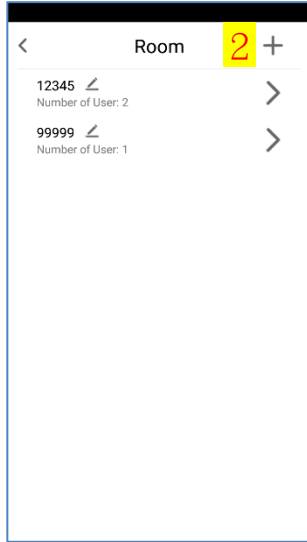
3.Enter the room number (5 digits) and press "ok"
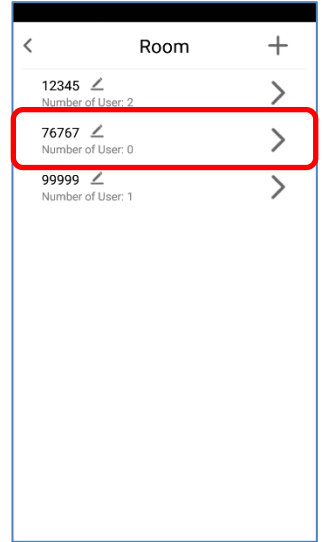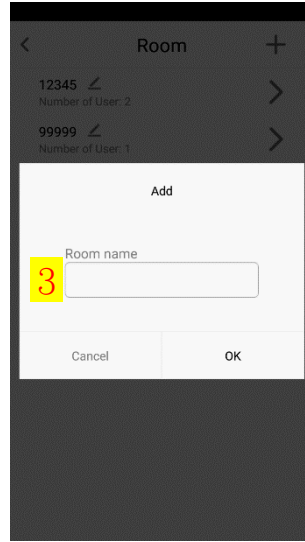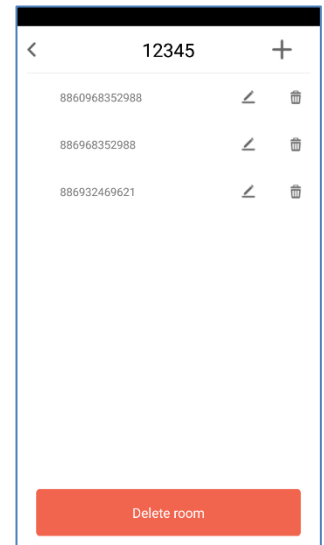

Add Resident (only works for Administrator account)

1.Select "Room" list

2.Press "+" icon
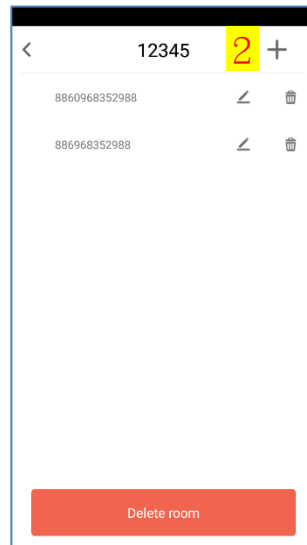
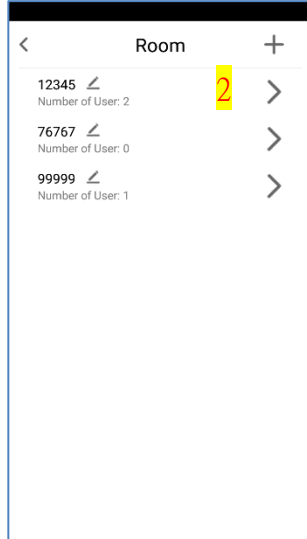3.Enter the phone number and press "ok"
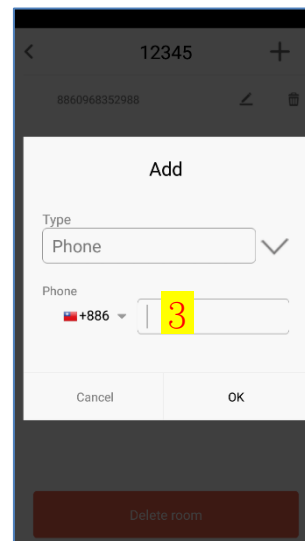
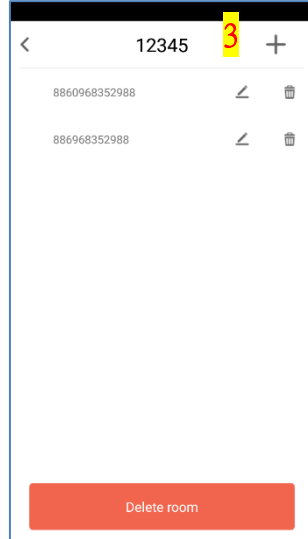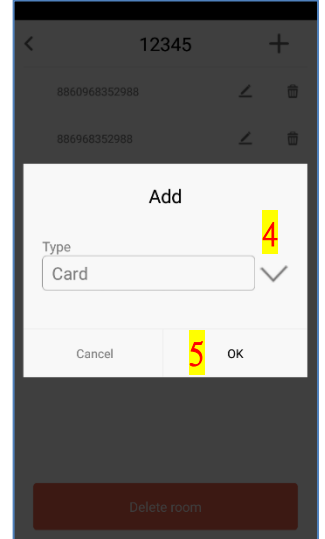## Add RFID Card (only works for Administrator account)
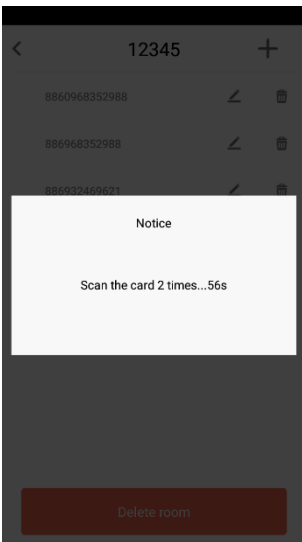
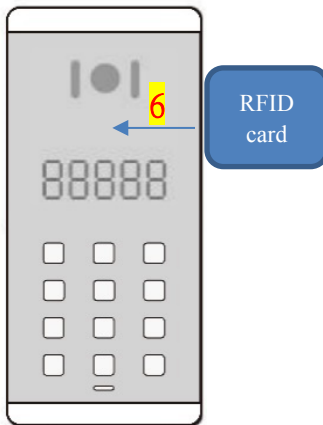1.Press "Resident" icon
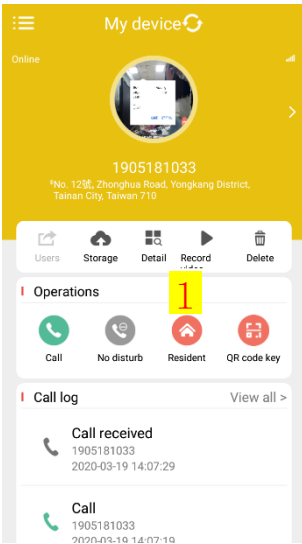
2.press "Room" icon

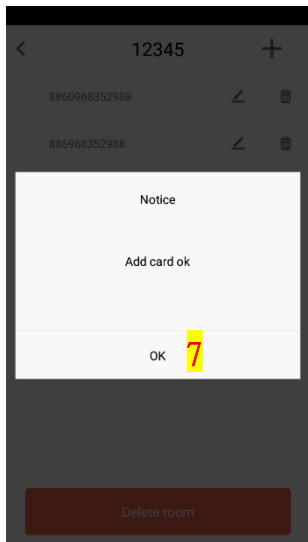3.Press "+" icon
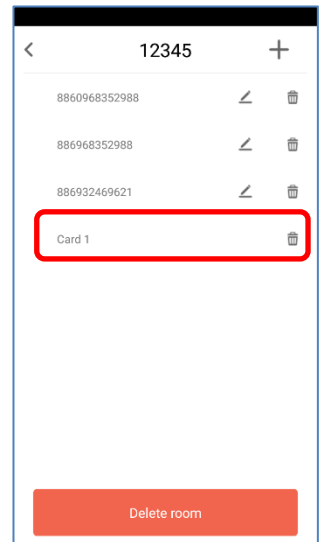
4.Select "Card"
5.press "ok"

Scan the card 2 times (60s)

6.Card scan the device 2 times
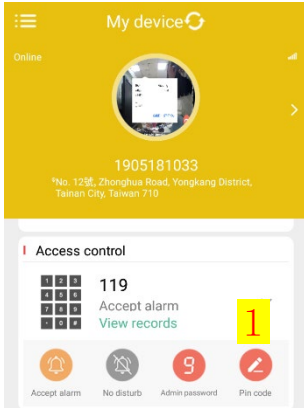
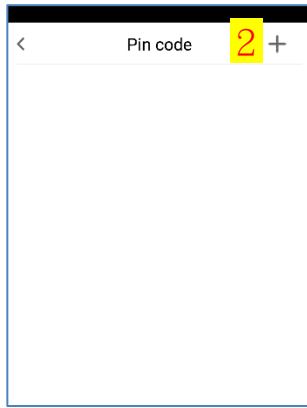7.when add card ok, press "ok"

Add card finish

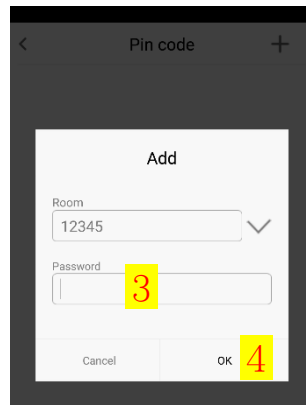## Setting PIN code (only works for Administrator account)
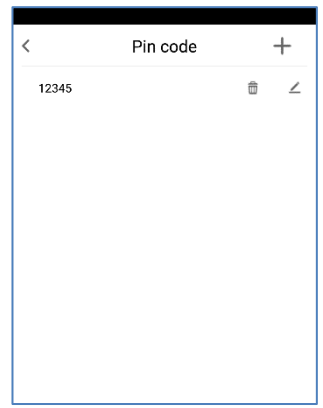
1.Press "PIN code" icon

2.Press "+" icon
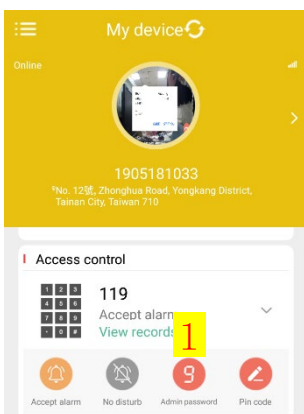
3.Enter the password. (5 digits)
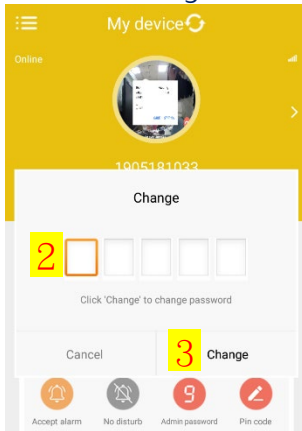4.Press "OK"

Set PIN code finish

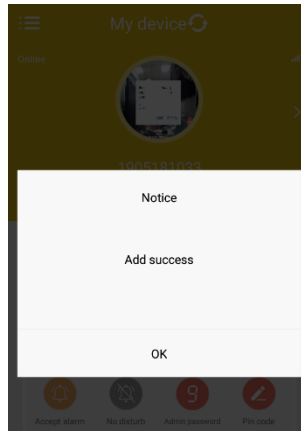## Setting Admin password (only works for Administrator account)

1.Press "Admin password" icon

2.Enter the password (5 digits)
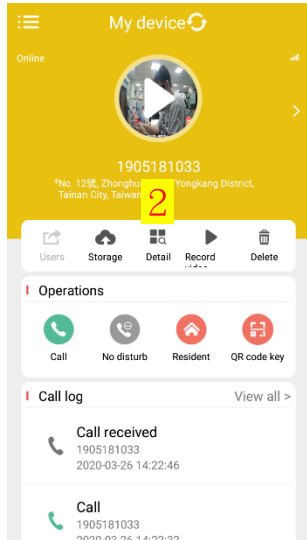3.Press "change"

Set Admin password finish

Setting record video (only works for Administrator account)

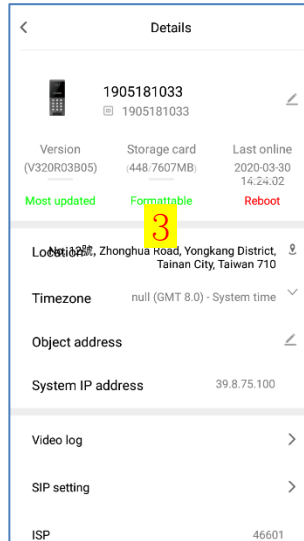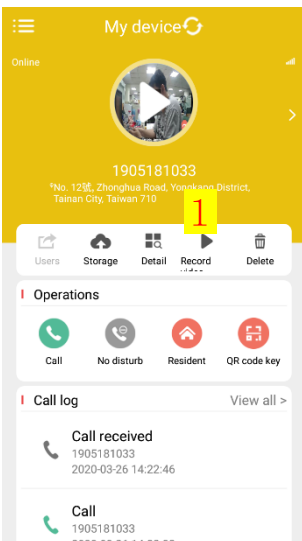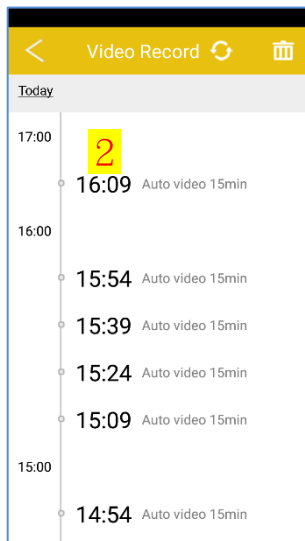| 1.Confirm the TF card is inserted	2.Press the "Detail" icon	3.Press the "Formattable"	4.Press the "OK", and setting finish
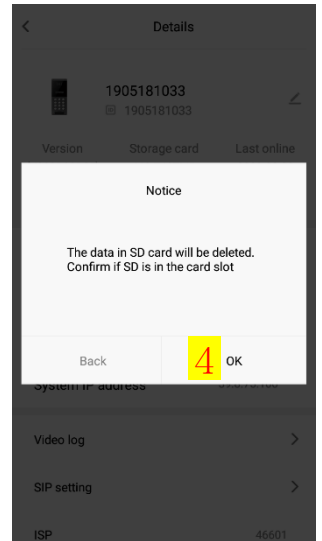
NOTE: 15 minutes for each recording, wait 15 minutes for the first setting before you can watch the video

Play record video (only works for Administrator account)

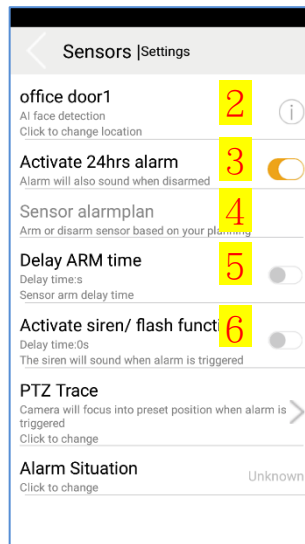| 1.Press the "Record video"	2. Select a record video	3. Play the video

Setting alarm zone (only works for Administrator account)

1.Setting alarm zone

1.press "Click to configure"
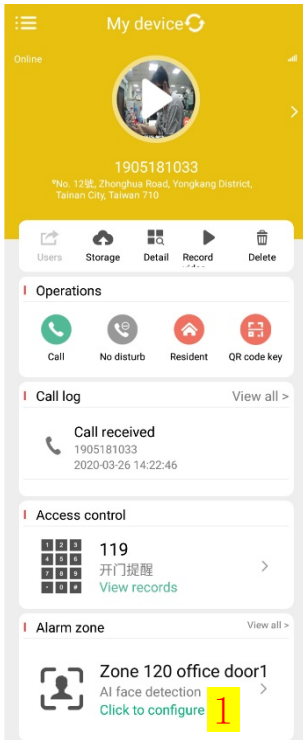
2.AI face detection:

Click to change location**(nickname)**

3.Activate 24hrs alarm:

Alarm will also sound when disarmed

4.Sensor alarm plan:

Arm or disarm sensor based on your planning

5.Delay ARM time:

Sensor arm delay time

6.Activate siren/flash function:

The siren will sound when alarm is triggered

2.Setting storage

1.Press "Storage"   2.Press "Enable"   Login or register Dropbox   Complete activation
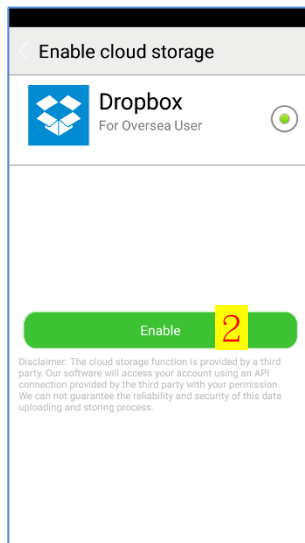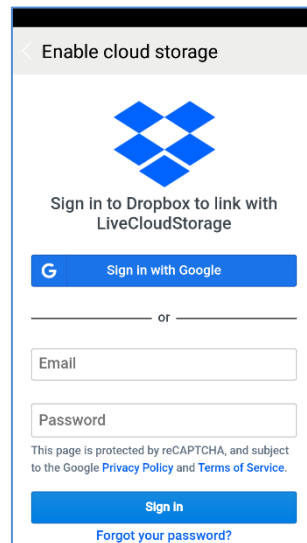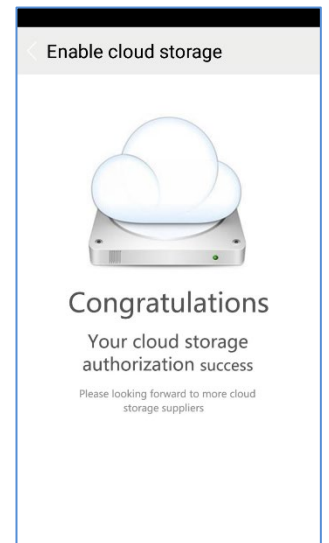
Delete device (only works for Administrator account)

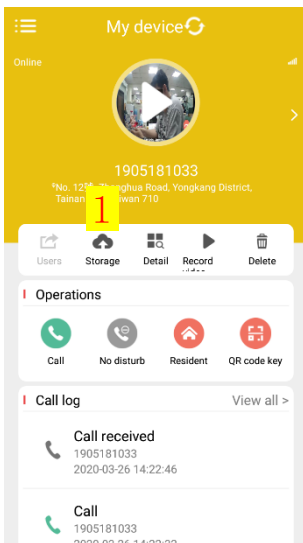**Note:**

The device will be deleted from the App of smartphones of administrator and all residents.

And the device will be restored to all default settings.
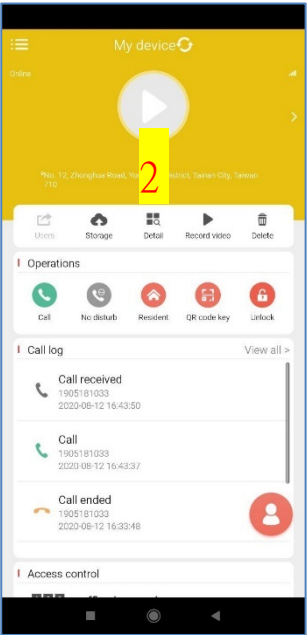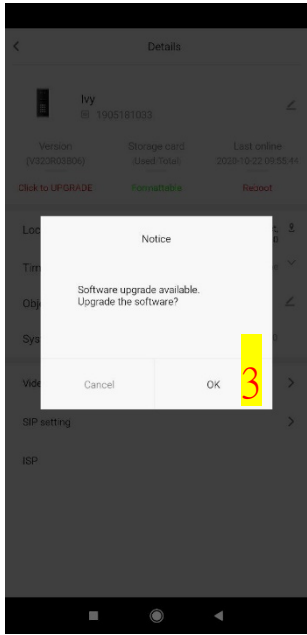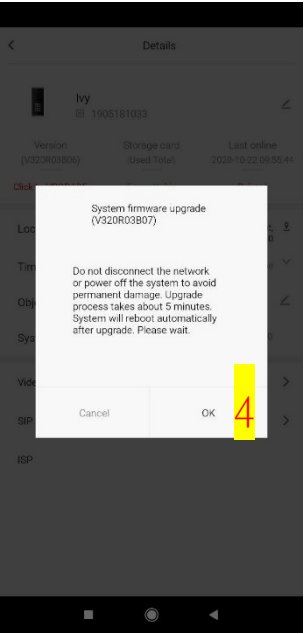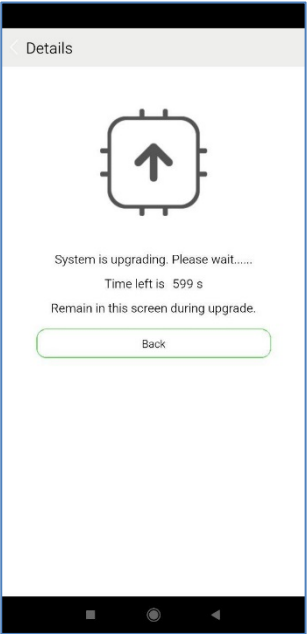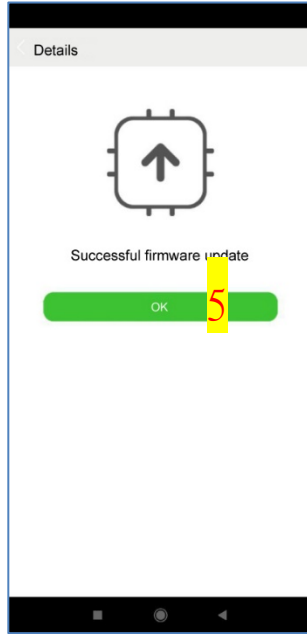
1.press the "Delete" icon	2. Enter "Serial NO." (Red frame) 3.press "OK"	**4.** System deleted successfully, and press "ok"

AN1912 4G Video Intercom
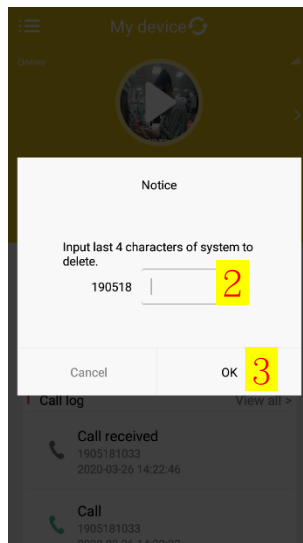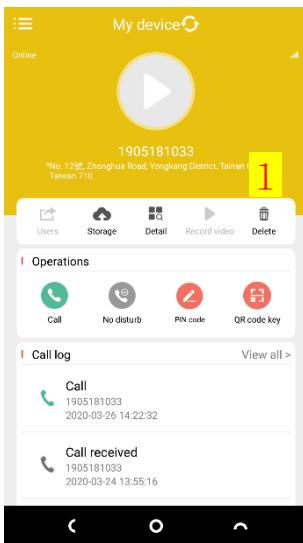
How to update the device (only works for Administrator account)

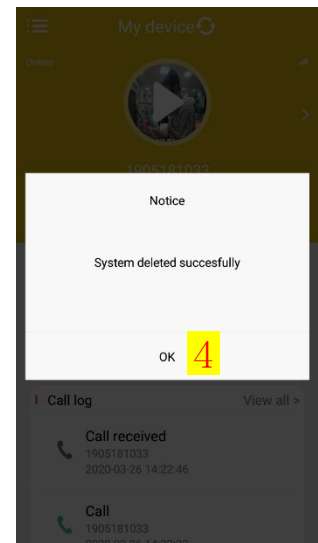| 1.Choose door video intercom	2.Press "Detail"	If there is a device firmware update, an update window will pop up 3. Confirm update, press "OK"

4. Confirm updated version, press "OK"	Wait for the update to complete	5. update completed, press "OK"

Resident APP setting

Setting PIN code (Resident)

1.Press "PIN code" icon   2.Press "+" icon   3.Enter the password number (5 digits) 4.Press "OK"   Set PIN code finish
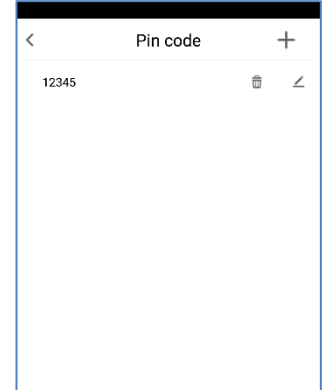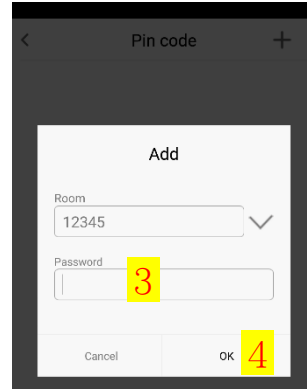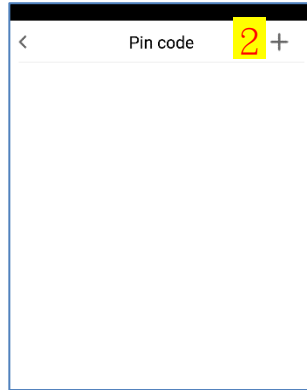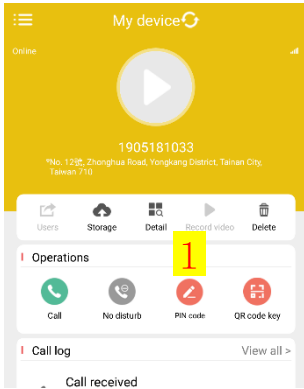
Delete device (Resident)

1.press the "Delete" icon

2.Remove shared system, and press "OK"

3.System deleted successfully, and press "ok"
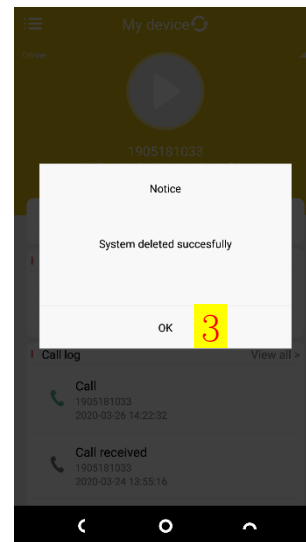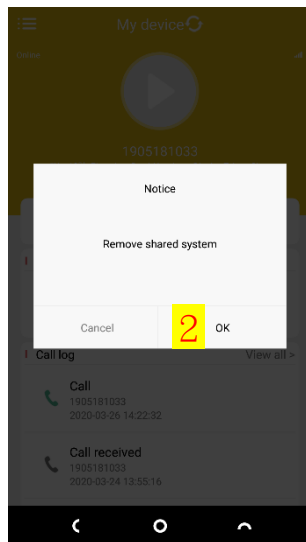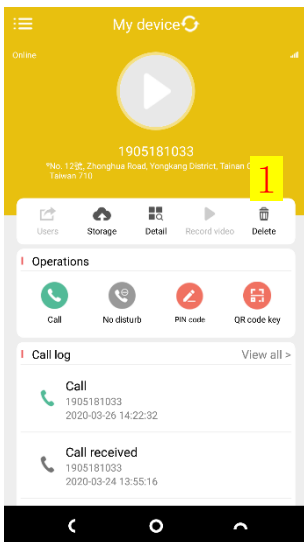
Watch live video (monitoring mode)

NOTE: The microphone and the speaker are disabled, watching and unlocking time is 30 seconds.

1.Press the device list
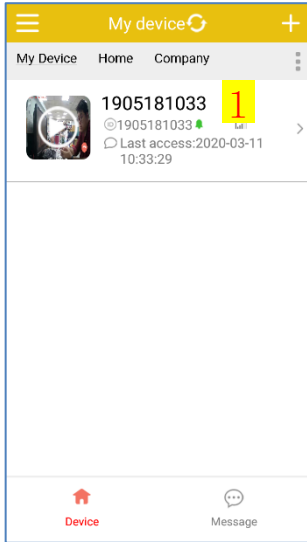
2. Press the play icon
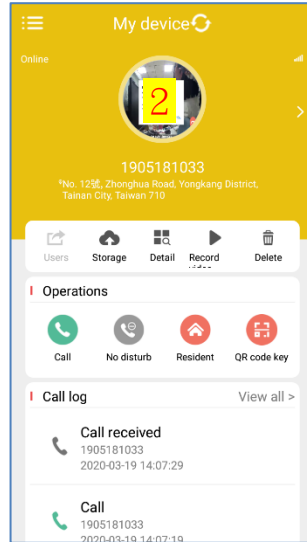
Icons description
1. Close video
2. Shrink video
3. Enlarge video
4. Countdown seconds
5. Unlock Door
6. Screenshot
7. Switch to call mode

Watch live video (Call mode)

NOTE: The microphone and the speaker are enabled.

1.Press the device list

2. Press the "call" icon

description
1. Close video
2. Shrink video
3. Enlarge video
4. Unlock Door
5. Speaker
6. Mic
7. Screenshot

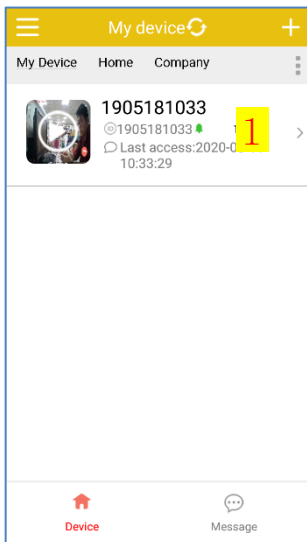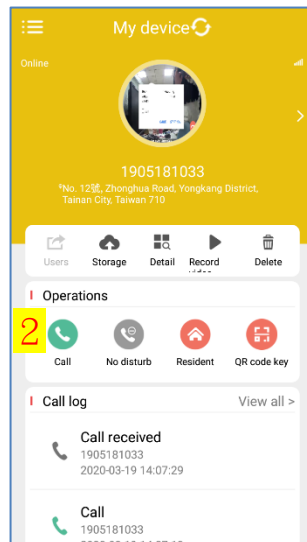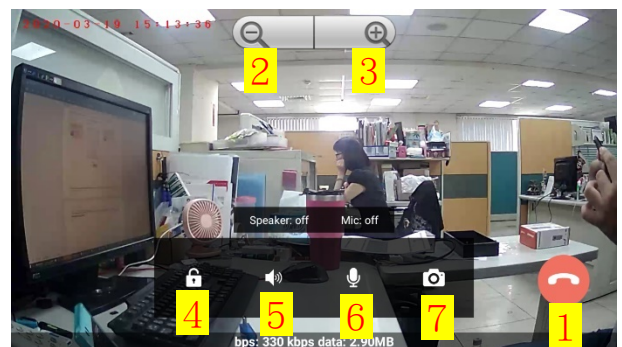| Specifications:		AN1912
Video	Image Sensor	1/2.7" 2MP CMOS
	Image Compression	H.265
	Image Frame Rate	25fps maximum
	Resolution	1080P(1920 x 1080), VGA(720 x 576)
	Lens	2.8mm
	Angle of View	H:90° V:80°
	Day Vision	Color Image, auto switch IR-CUT
	Nigh Vision	BW Image, 6 Infrared LED
Audio	Audio Input	Omnidirectional Mic
	Audio Output	Built-in Speaker
	Bidirectional Talk	Dual-way bidirectional talk
	Audio Compression	AMR
Display	7-segment display	5 digits
Storage	SD Card Type	Micro SD Card slot (TF Card)
	SD Card Capacity	Maximum 128 GB
Network	Ethernet	10/100Mbps
	Mobile network	4G LTE/3G WCDMA/2G GSM
Call	Video Call	Android and iOS APP
	Voice Call	Mobile voice call
Door Release	Unlock door	Remotely by APP, voice call DTMF, PIN code, Mifare card
	Relay Outputs	2
	Exit Button input	1
	Detector input	1
	Relay type	NO & NC
	Relay time	3,8,15,30,60,300,600 second
	Relay load	10A(AC240V/DC24V)
Operation Mode	Keypad	Mechanical Button
	Reader	13.56MHz TypeA Mifrae/NFC/IC Card
Alarm	Face detection	Record 10s video clip
	Notification	Alarm , Warning , Notification
	Power Supply	DC 12V
	Power Consumption	10 Watts (Max.)
Environment	Operating Temperature	-10 to +50 °C (+14 to +124 °F)
	Operating Humidity	10～80%RH
	Storage Temperature	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0%～90%
General	Reset	Reset button
	SIM Card	Micro SIM Card slot
	Material	Aluminum
	Waterproof	IP54
	Product Dimension	276(L)*116(W)*50(H) mm
	Net Weight	2.5Kg

Q&A:

Q1: After inserting a 4G SIM card, how to check if the device is registered to a mobile network?

A1: Press any key on the device, the current status
of the device will be showed on the display
- LED2 is OFF when 4G SIM is registered.
- LED2 is ON when 4G SIM is not registered.
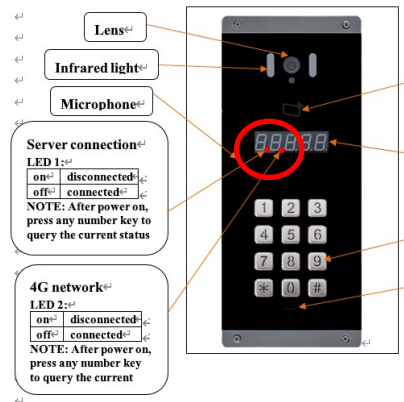
Q2: How to check whether the device is connected with the
server?

A2: Press any key on the device, the current status
of the device will be showed on the display
-LED1 is OFF when device is connected with the server.
-LED1 is ON when device is not connected with the server

Q3: If LED1 is on and LED2 is off, it means that data communication has failed, so how to fix it?

A3: Please check if the SIM is valid or APN is correct.

Check the APN: Please connect with the LAN network

1. The device is connected to the LAN, the mobile phone and the device need to be on the same local network

2. Tap the magnifying glass symbol on the mobile APP login screen (Please use an Android phone)

3. Get IP address (Please use an Android phone)
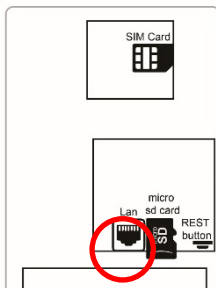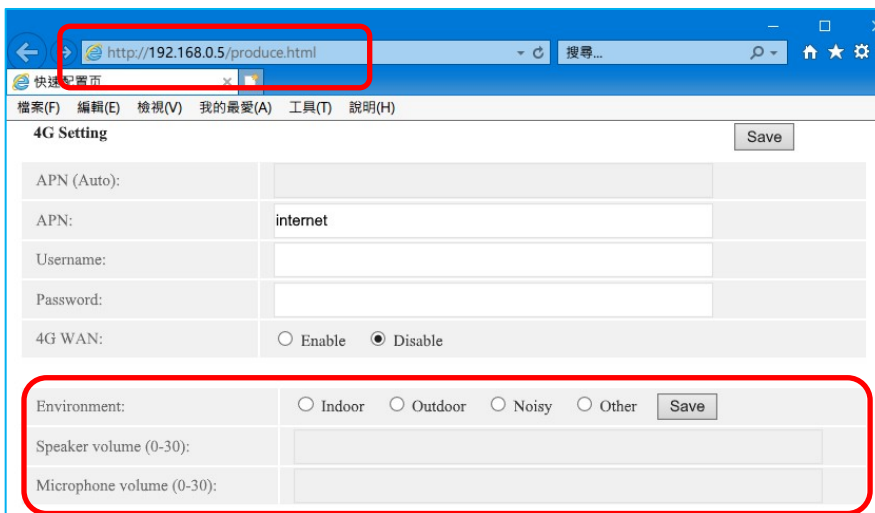

4. Open the webpage and enter the URL   http://xxx.xxx.xxx.xxx/produce.html
5. Enter correct APN and press Save.

Q4: How can I adjust the volume of Microphone and Speaker?

A4:

1. The device is connected to the LAN, the mobile phone and the device need to be on the same local network	2. Tap the magnifying glass symbol on the mobile APP login screen (Please use an Android phone)	3. Get IP location (Please use an Android phone)
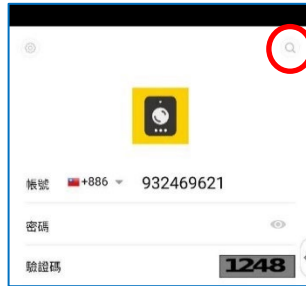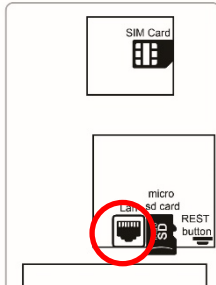
4. Open the webpage and enter the URL   http://xxx.xxx.xxx.xxx/produce.html

5. Adjust Microphone volume and speaker volume when environment and choose "Other" and press "Save" (please restart by a powering off and on)