

# RITTO™

## TwinBus IP

# TwinBus IP door communication system

## Configuration and User Manual

The following document contains possible system configurations, the operating interface of the video indoor station and connection to the TwinBus IP app.

RGE2015... | RGE2087... | RGE2057100 | RGE2057101

01/2023



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## Warnings

Read through the following instructions carefully and familiarize yourself with the device prior to installation, operation and maintenance. The warnings listed below can be found throughout the documentation and indicate potential risks and dangers, or specific information that clarifies or simplifies a procedure.



The addition of a symbol to "Danger" or "Warning" safety instructions indicates an electrical danger that could result in serious injuries if the instructions are not followed.



This symbol represents a safety warning. It indicates the potential risk of personal injury. Follow all safety instructions with this symbol to avoid serious injuries or death.

### **DANGER**

**DANGER** indicates an imminently hazardous situation that will inevitably result in a serious or fatal accident if the instructions are not observed.

### **WARNING**

**WARNING** indicates a possible danger that could result in death or serious injuries if it is not avoided.

### **CAUTION**

**CAUTION** indicates a possible danger that could result in minor injuries if it is not avoided.

### **NOTICE**

**NOTE** provides information about procedures that do not represent the risk of any physical injury.

## Further information



The information provided must be complied with, otherwise a hardware or software error may occur.



You will find additional information here to make your work easier.

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## About this document

Refer to the installation guide for all information on safe installation and connection.

This document will provide you further information concerning the system configuration of your TwinBus IP door communication system as well as the operation of the video indoor station.

## For Your Safety and Security

### DANGER

#### **Risk of fatal injury from electric shock or arc.**

Safe electrical installation must be carried out by qualified professionals. Qualified professionals must demonstrate an in-depth knowledge of:

- Connecting to installation networks
- Connecting multiple electrical appliances
- Installation of electric cables
- Safety standards, local connection rules and regulations

**Failure to observe these instructions will lead to death or serious injuries.**

---

### NOTICE

Ensure that the firmware is updated on all devices of the TwinBus IP door communication system as well as on all components of the Wi-Fi home network. Only connect the video indoor station to a trusted Wi-Fi home network. Use WPA2 for data security.

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### NOTICE

For data protection reasons, reset all operator settings to the factory setting when, for example, the owner of the indoor station changes or it is sent in for maintenance purposes (see Chapter [Settings for operation](#)).

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# Getting to know the TwinBus IP door communication system

The TwinBus IP door communication system (hereinafter referred to as the **door communication system**) combines an attractive design with intelligent communication technology. The basic equipment consists of the following components:

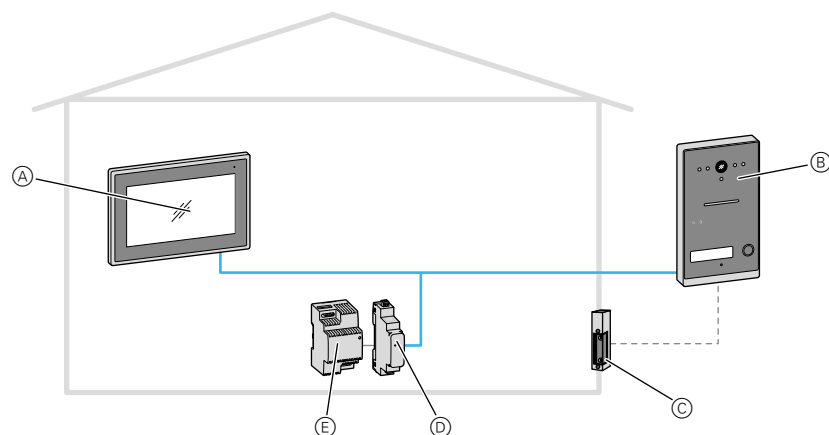
- Door station, optionally for single or two-family home in surface-mounted or flush-mounted installation. The door station is equipped with a camera and, depending on the device type, with 1 or 2 illuminated nameplates.
- Video indoor station with 7" touch screen in horizontal or vertical orientation. The video indoor station offers a variety of functions. With the Wi-Fi technology implemented in the video indoor station along with the TwinBus IP web portal and the TwinBus IP app, a video call with visitors is possible from around the world.
- REG power supply unit for supplying power to the basic equipment.
- REG bus filter for decoupling the REG power supply from the bus.

## Configuring the door communication system

### Single-family home door communication system

#### Using the basic equipment

With the basic equipment, the door communication system is configured as follows.

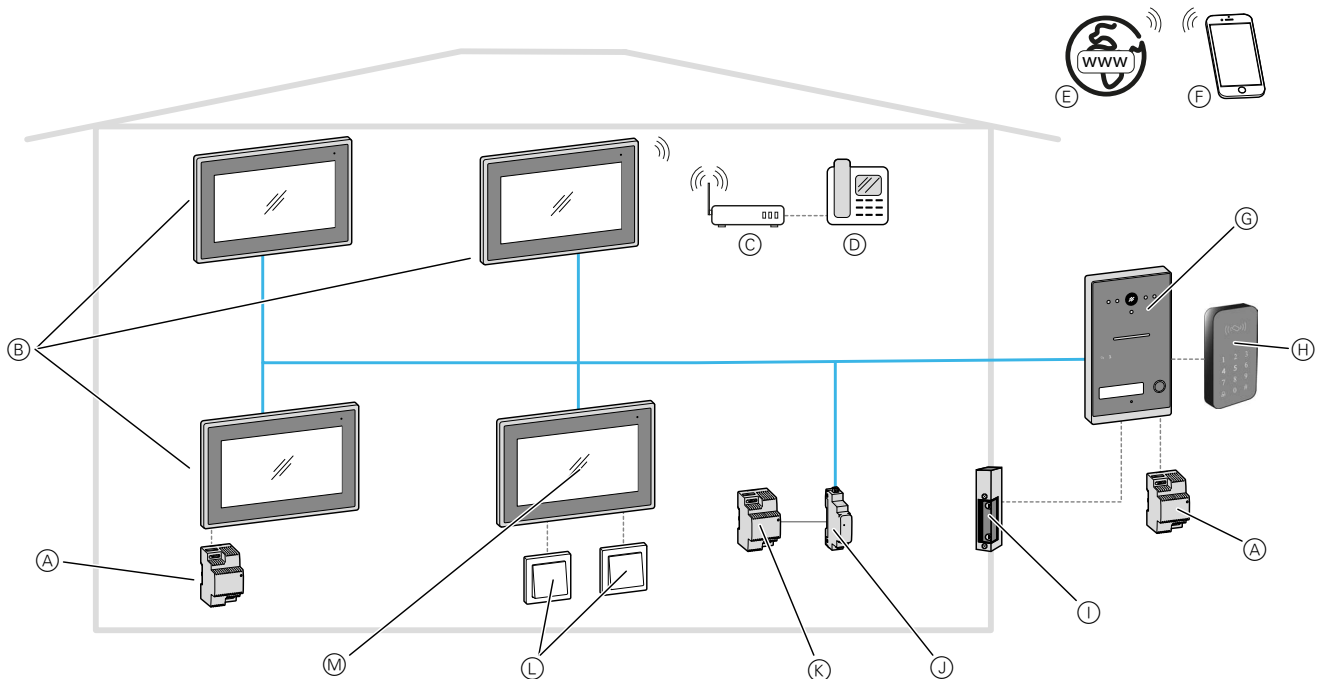


- Ⓐ Video indoor station
- Ⓑ Door station
- Ⓒ Door opener (not included in the scope of supply)
- Ⓓ REG bus filter
- Ⓔ REG power supply unit

- Ⓒ Door opener (not included in the scope of supply)
- Ⓓ REG bus filter
- Ⓔ REG power supply unit
- TwinBus IP ——

### Expanding the door communication system

You can expand the door communication system individually.



- (A) Additional REG power supply unit
  - (B) Additional video indoor stations
  - (C) Router
  - (D) SIP phone
  - (E) TwinBus IP web portal
  - (F) Mobile device
  - (G) Door station
  - (H) External door opener, e.g. card reader
  - (I) Door opener
  - (J) REG bus filter
  - (K) REG power supply unit
  - (L) External contacts, e.g. storey button, door opener
  - (M) Video indoor station
- TwinBus IP —

The expansion of the door communication system provides additional functions, such as:

- Internal calls (audio only) between up to 3 additional video indoor stations. With 2 to 4 video indoor stations, an additional REG power supply unit is required for the power supply.
- Opening of the door via an external contact, e.g. a card reader
- Connection of a storey button to the apartment door. This means the visitor also rings at the apartment door.
- Connection of the indoor station to a router. This allows such things as the forwarding of door calls to mobile devices using the TwinBus IP app.

When expanding the door communication system, please note that the system supports a maximum of the following components:

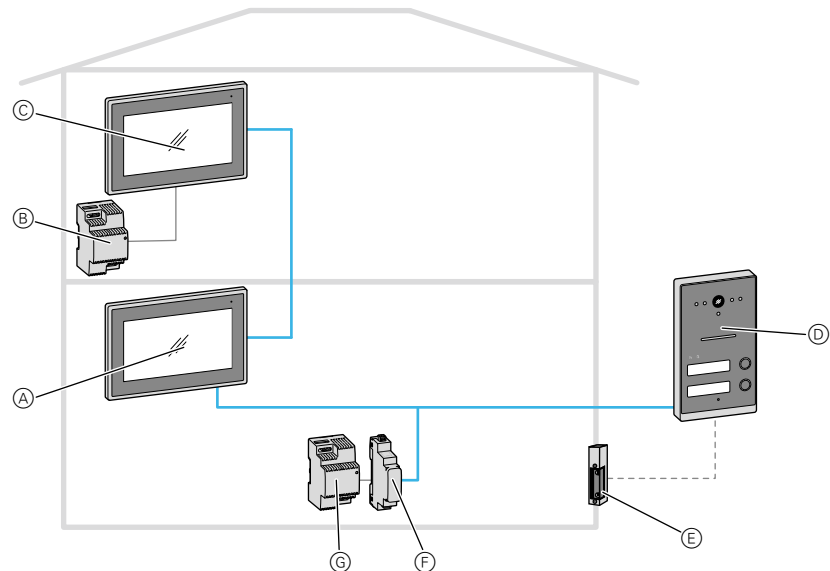
- Up to 4 indoor stations with 2 REG power supply units
- 1 REG bus filter
- 1 door station, for example, with an external card reader and a door opener. If the door opener requires more power, then an additional REG power supply unit can be connected to the door station (see Chapter [Requirements for additional system components](#)).



## Two-family home (duplex) door communication system

### Using the basic equipment

In the case of a door communication system for a duplex, each apartment is equipped with an video indoor station.



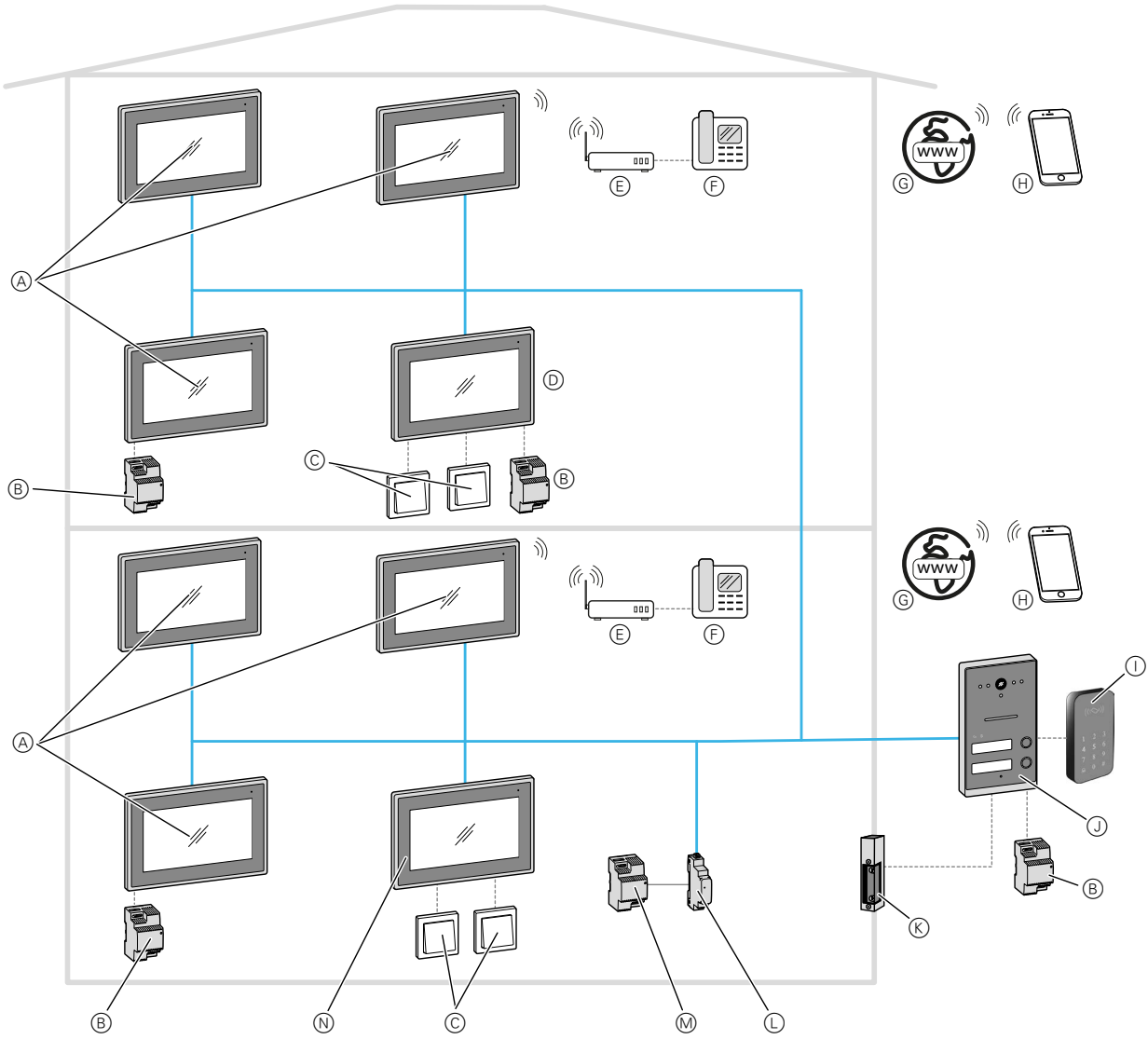
- |   |  |
|---|--|
| Ⓐ Indoor station of Family A                        | Ⓑ REG power supply unit for indoor station of Family B |
| Ⓒ Indoor station of Family B                        | Ⓓ Door station   |
| Ⓔ Door opener (not included in the scope of supply) | Ⓕ REG bus filter                                       |
| Ⓖ REG power supply unit                             | —— TwinBus IP ——                                       |

### Expanding the door communication system

The door communication system for a duplex can also be configured individually.

When expanding the door communication system, please note that the system supports a maximum of the following components:

- Up to 8 indoor stations (max. 4 per family) with 4 REG power supply units
- 1 REG bus filter
- 1 door station, for example, with an external card reader and a door opener. If the door opener requires more power, then an additional REG power supply unit can be connected to the door station (see Chapter [Requirements for additional system components](#)).



- |  |                                    |
|--|------------------------------------|
| Ⓐ Additional indoor stations                         | Ⓑ Additional REG power supply unit |
| Ⓒ External contacts, e.g. storey button, door opener | Ⓓ Indoor station of Family B       |
| Ⓔ Router   | Ⓕ SIP phone                        |
| Ⓖ TwinBus IP web portal                              | Ⓖ Mobile device                    |
| Ⓘ External door opener, e.g. card reader             | Ⓙ Door station                     |
| Ⓚ Door opener  | Ⓛ REG bus filter                   |
| Ⓜ REG power supply unit                              | Ⓝ Indoor station of Family A       |
|  | — TwinBus IP —                     |

## Requirements for additional system components

### Door opener

Suitable door openers are electric door openers that operate with DC 6 V ... 12 V, max. 800 mA.

### Additional power supply

For additional power supply, the same REG power supply unit can be used as the one already supplied with the basic equipment (RGE2057100).

An additional power supply is required in the following cases:

- At the door station if a door opener with increased power requirement is used
- At the door station if the length of the cable between the door station and the door opener is more than 80 m
- For 2 to 4 video indoor stations per apartment

## Installing system components

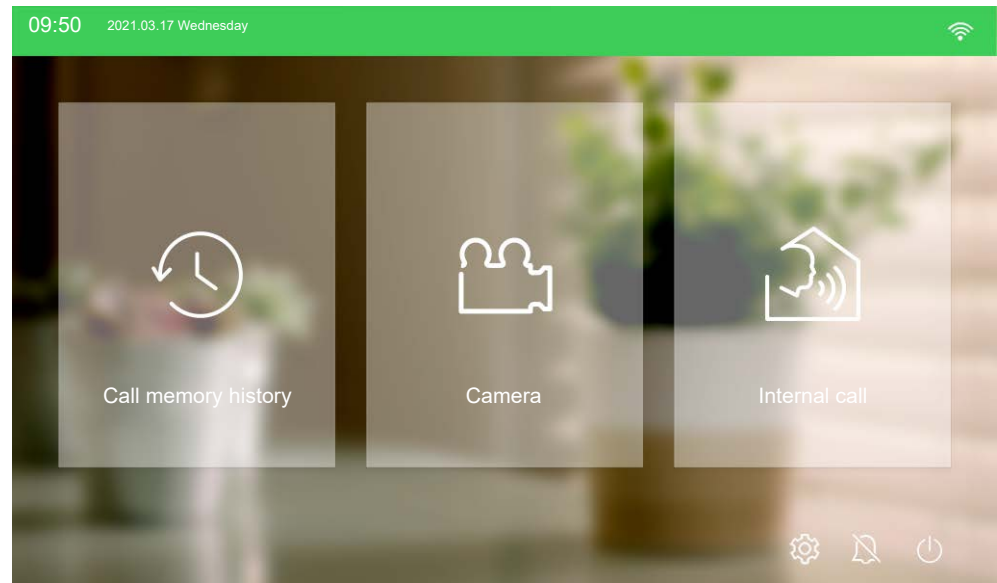


Refer to the respective installation instructions for installation of the system components.

# Putting the video indoor station into operation

## Getting to know the home screen

As soon as the power supply is switched on and the home screen appears on the video indoor station, the door communication system is operational. The factory setting for the orientation is horizontal.



*Call memory history*  
Manage call memory



*Camera*  
Camera view of the door station



*Internal call*  
Audio calls between multiple indoor stations



Settings (separate for Installer and User) and information about the door communication system



Switch ringtone on/off  
If the icon is struck through, all door calls / internal calls are switched to silent and the red LED on the indoor station lights up.



Switch the indoor station to standby mode (the home screen appears again once the touch screen is touched)



Before making settings on the indoor station, please check that the software of the video indoor station and the door station is up to date (see Chapter [Updating the system software](#)).

## Settings for installation



On the home screen, first press the button  and then *Installation* in order to access the setting options for installation technicians. The settings described in this chapter can only be accessed by entering the password for installation technicians.

Installer password The password preset at the factory is:

*admin*

The following functions are available in the right-hand column of the screen:



Return to home screen



*Orientation*  
Set monitor orientation



*Door opener*  
Set door opener



*Audio door station*  
Set loudspeaker and microphone volume of the door station



*Camera release*  
With "Camera release" activated, the camera of the door station can also be enabled outside of a door call



*Configuration*  
Configure the video indoor station



*Password*  
Change password for installation technicians

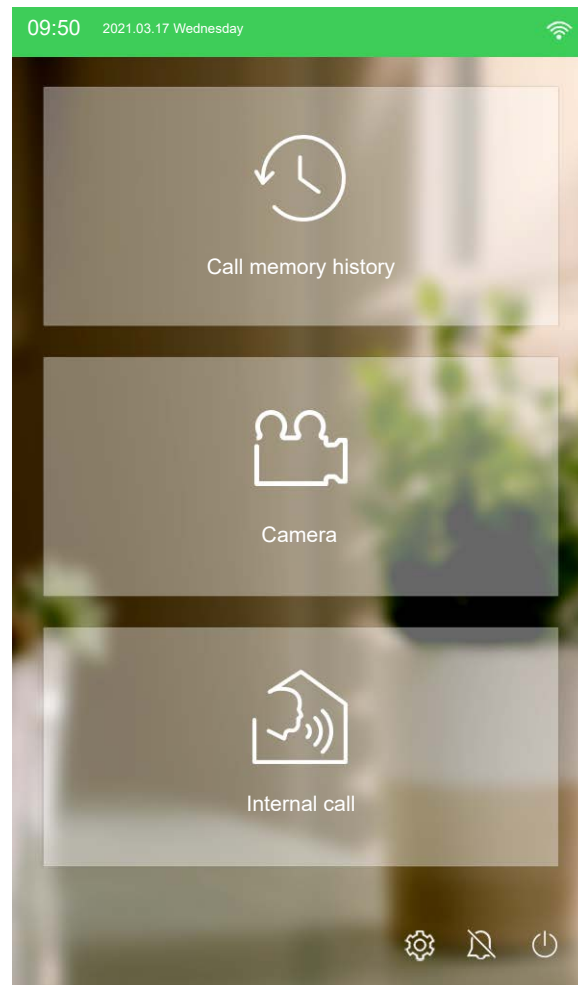


*Reset*  
Reset to factory settings



### Selecting the monitor orientation

If the video indoor station is used with vertical orientation, the home screen looks as shown below.

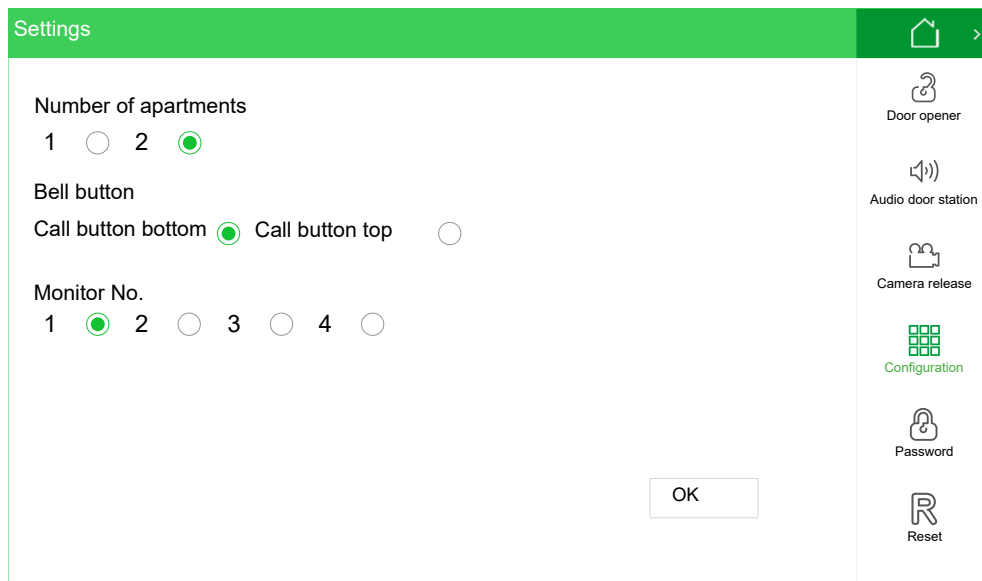


In the rest of the documentation, only displays with horizontal orientation are shown since the functionality is identical for both orientations.



### Configuring the video indoor station

In order for the door call to reach the desired video indoor station, this must first be configured.



*Number of apartments*

Defines whether the door station is for a single-family home or a two-family home (duplex).

*Bell button*

Defines which apartment the video indoor station belongs to.

*Monitor No.*

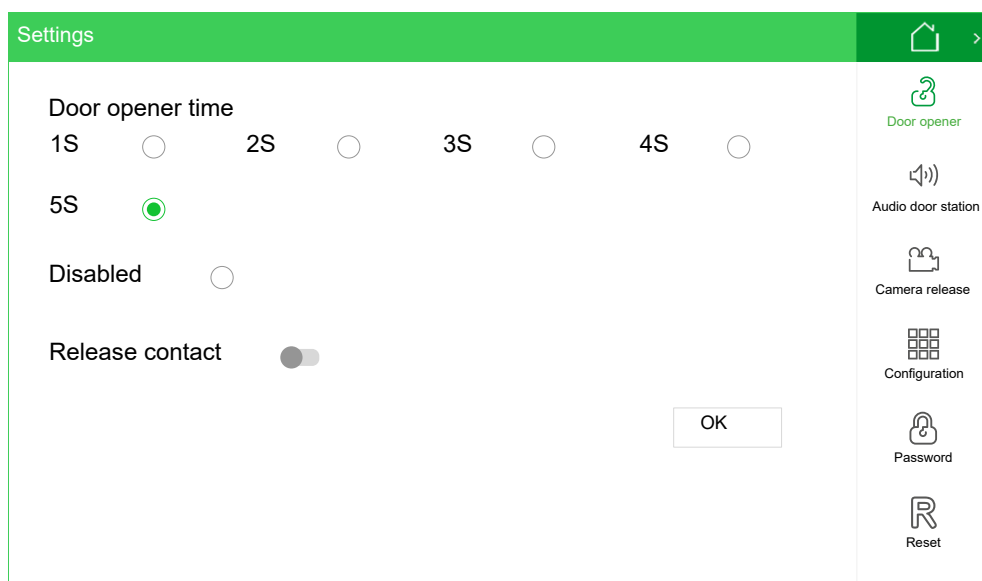
Defines which video indoor station is involved (1 for the video indoor station of the basic equipment, 2 to 4 for expansions).

Internal calls are configured by the user (see Chapter [Setting internal calls](#)).




### Selecting the door opener time

When setting the door opener time, you can select between 1 to 5 seconds (factory setting: 3 seconds) or disable door opening. Besides this, you can authorize a contact so that door opening via an external party outside of a door call (e.g. using a card reader) is possible.



## Settings for operation



On the home screen, first press the button  and then *User* in order to access the setting options for users. The settings described in this chapter can only be accessed by entering the password for users.

User password The password preset at the factory is:

*user*

The following settings are available in the right-hand column of the screen:



Return to home screen



*Ringtones*  
Set ringtones



*Time setting*  
Set the date and time



*Language*  
Set the language; currently, German and English are available.



*History*  
Defines whether camera pictures are to be stored in the call memory history for missed door calls.



*Wi-Fi*  
Integrate the video indoor station into an existing Wi-Fi network.



*Screen*  
Set screen brightness



*TwinBus IP App*  
Make settings for use of the TwinBus IP app in order to forward door calls to a mobile device (see Chapter [Setting up the TwinBus IP app](#)), to integrate SIP phones or to disable door opening via the TwinBus IP app.



Note that the menu item *TwinBus IP App* only appears on the video indoor station configured as indoor station No. 1 (see Chapter [Configuring the video indoor station](#)).



*User password*  
Change the password for the user



*Reset*  
Reset all operator settings to factory settings



*Configuration*  
Defines the names for the individual indoor stations and those of the neighbor apartment. These names are displayed for internal calls, among other things.



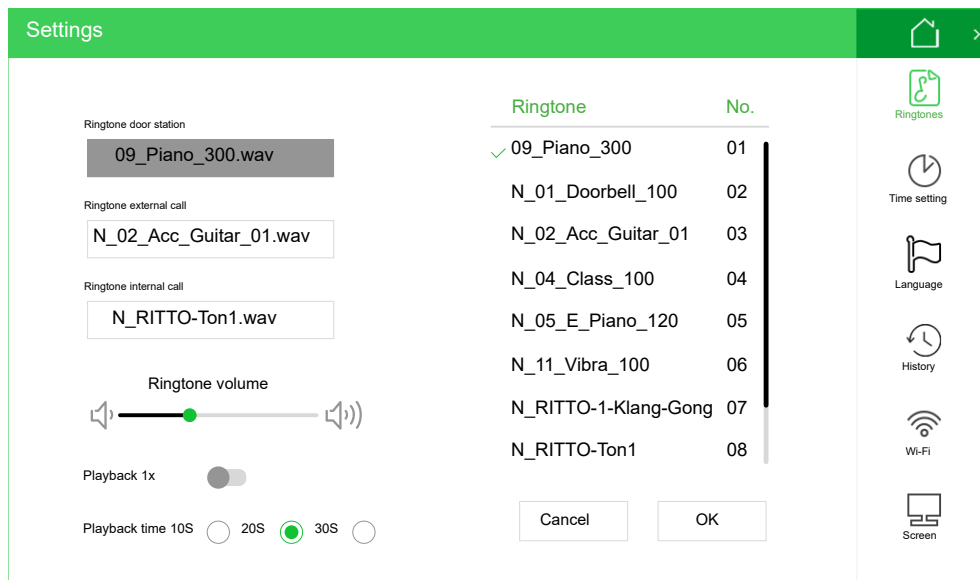
*Calls*  
Enables internal calls to other video indoor stations and to the neighbor apartment.



### Set ringtones



Here, for every video indoor station, different ringtones can be selected from a list for a door call, an external call, an internal call or a storey call, respectively. Besides this, the volume, duration and number of playbacks can be set. The use of MP3 ringtones is currently not possible.



### Setting the date and time



In this window, besides the date and time, you can set the display format and time zone. If the function *Auto time setting* is enabled, the video indoor station concerned synchronizes with an NTP time server and takes the date and time from it. This requires the video indoor station to be connected to a Wi-Fi network (see Chapter [Connecting the video indoor station to Wi-Fi](#)). When setting up with an NTP time server or connecting to one, follow the instructions of the router.

### Connecting the video indoor station to Wi-Fi



Here, you can turn the Wi-Fi on and off and connect the video indoor station to a Wi-Fi network. A list shows you the Wi-Fi networks available. If you want to add a network, follow the router's instructions to configure it.

The following IP addresses are assigned.

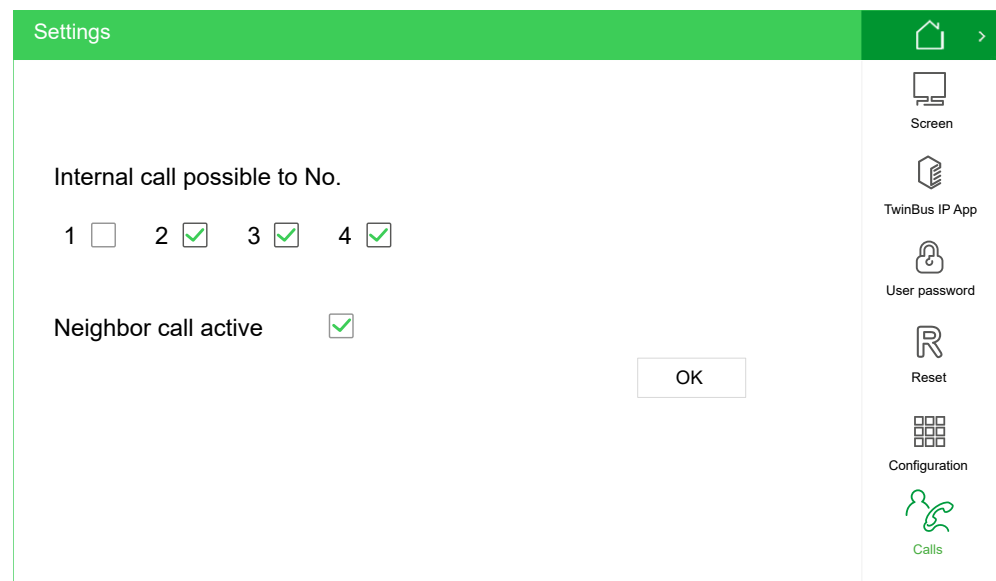
Device	IP address	Gateway	Subnet mask
Video indoor station A1	172.53.10.11	172.53.1.1	255.255.0.0
Video indoor station A2	172.53.10.12		
Video indoor station A3	172.53.10.13		
Video indoor station A4	172.53.10.14		
Video indoor station B1	172.53.10.15		
Video indoor station B2	172.53.10.16		
Video indoor station B3	172.53.10.17		
Video indoor station B4	172.53.10.18		
Door station	172.53.10.10		

### Setting internal calls



In this window, you define the video indoor stations between which internal calls are possible.

In the case of installation in a duplex, all video indoor stations of the neighbor apartment are called if internal calls to the neighbor are enabled.

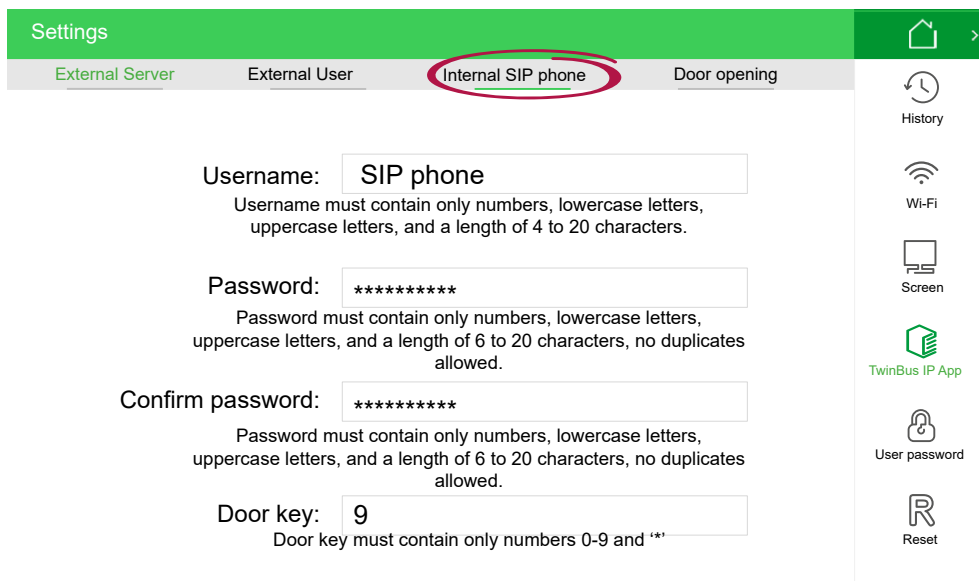





### Integrating an SIP phone

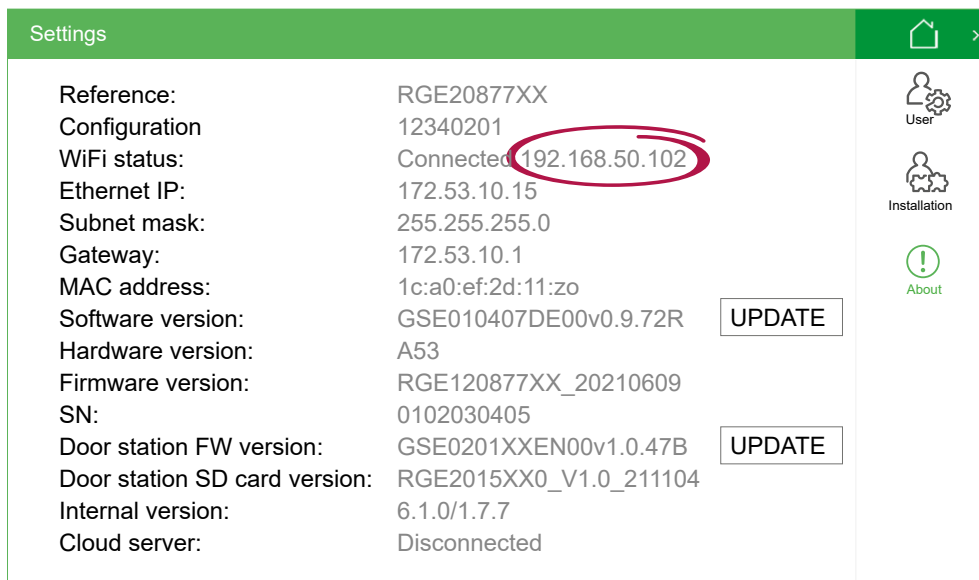


You can integrate an SIP phone into the door communication system in order to use it to open the door. In this case, the video indoor station takes on the function of an SIP server (registrar).

- ① Add a user on the tab *Internal SIP phone* under *TwinBus IP App* by pressing the button *Add user*.



- ② Specify a username and a password. These entries are required in the software of the SIP phone.
- ③ Specify a door key. You can open the door via an SIP phone using this door key. For this, the door key must be entered on the phone keypad followed by the pound key “#” (here: 9#).
- ④ Specify a number with which the light is enabled. This function is currently not yet available.
- ⑤ Press the button *Save*.
- ⑥ Press the button  in order to return to the home screen.
- ⑦ On the home screen, first press the button  and then *About* . The basic settings are opened.



- ⑧ Under *WiFi status:*, read the server network address (registrar address).
- ⑨ Call the software of the SIP phone and follow the instructions there in the device manufacturer’s documentation.

# Setting up the TwinBus IP app

With the TwinBus IP app, door calls can be forwarded to a mobile device. This requires Internet access.

To be able to use the TwinBus IP app, you must set up the TwinBus IP web portal, the video indoor station and your mobile device. To do this, the following steps are required in the specified order:



### In the TwinBus IP web portal:

- ① Log in to the TwinBus IP web portal (see -> 20).
- ② Add the video indoor station (see -> 21).
- ③ Add a user account for the video indoor station (see -> 21).
- ④ Add a user account for the mobile device (see -> 22).



### In the video indoor station:

- ⑤ Add a user account for the video indoor station (external server) (see -> 23).
- ⑥ Add a user account for the mobile device (external user) (see -> 23).



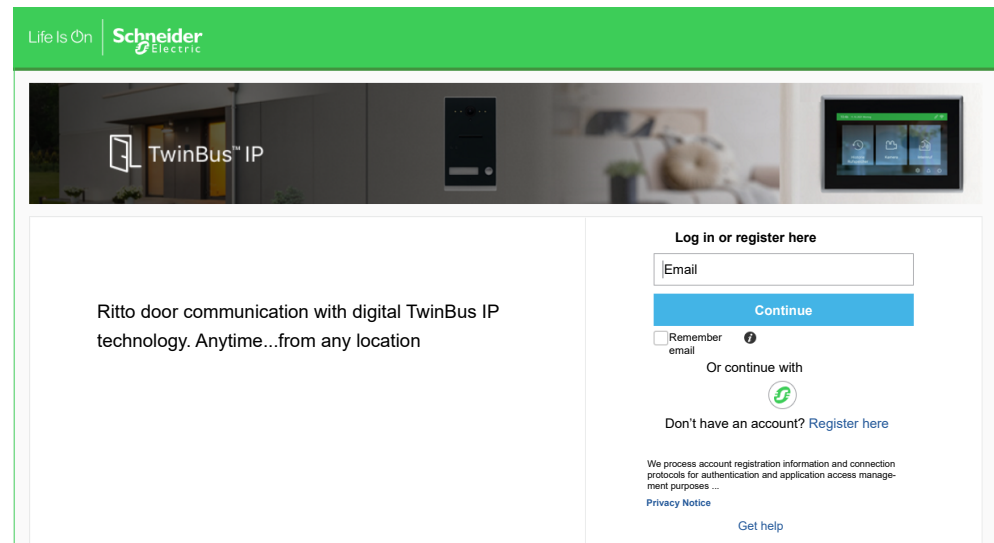
### In the TwinBus IP app:

- ⑦ Install the TwinBus IP app (see -> 24).
- ⑧ Connect the mobile device with the user settings of the TwinBus IP web portal (see -> 24).



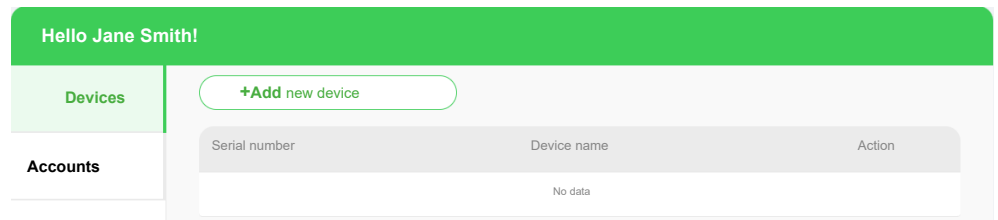
## Setting up the TwinBus IP web portal

### Logging in to the TwinBus IP web portal

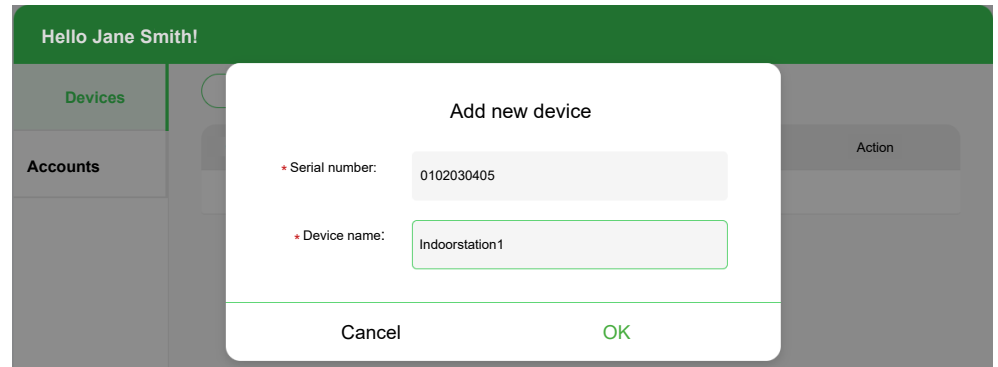


- ① Log in to the TwinBus IP web portal: <https://twinbusipweb.ritto.de/>
- ② Create a new user account. To do so, press the button *Register here*. Follow the instructions of the TwinBus IP web portal when registering.
- ③ Accept the privacy notice.

## Adding the video indoor station

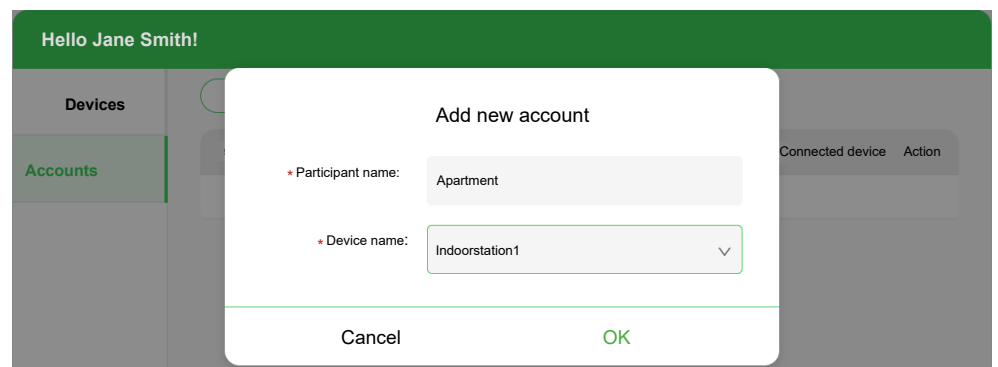


- ① On the tab *Devices*, press the button *+ Add new device* in order to add the video indoor station as a new device.




- ② Enter the serial number of the relevant video indoor station that has been configured as No. 1 in the input field *Serial number* (see Chapter [Configuring the video indoor station](#)). The number is displayed on the video indoor station on the About page (*Settings > About*) under *SN*. You can freely assign the device name.
- ③ Confirm the entries with *OK*.

## Adding a user account for the video indoor station



- ① Create a user account for the video indoor station using *+ Add new account* on the tab *Accounts*. Select the device name you assigned to the video indoor station under *Device name*. You can freely assign the *Participant name*.
- ② Confirm the entries with *OK*.

### Edit account



\* Participant name:

Username:

\*Password:

Server address:


Device name:

Device name:

Cancel
OK

- ③ The window *Edit account* appears. Here, all login data are displayed, including the QR code. If necessary, change the *Participant name* and *Password*. The other entries are determined by the TwinBus IP web portal.
- ④ Confirm the entries with *OK*.

Hello Jane Smith!

Devices	+ Add new account					
Accounts	Device name	Participant name	Username	Password	Connected device	Action
	0102030405	Apartment	Schneiderxxx...1a2B3c4D	5W6x7Y8z		

- ⑤ A user account with username and password has been created for the video indoor station. If you press on the green serial number of the video indoor station in the column *Device name*, the window *Edit account* will be displayed again.

### Adding a user account for the mobile device

- ① Create a further user account for your mobile device in the TwinBus IP web portal. Proceed as when creating the user account for the video indoor station (see Chapter [Adding a user account for the video indoor station](#)).



If you want to use several mobile devices with the TwinBus IP app, you must create a separate user account for each device. Note that a maximum of 8 mobile devices may be used.



## Setting up the video indoor station

### Adding a user account for the video indoor station (external server)



An external server is created in the video indoor station using the data generated for the video indoor station by the TwinBus IP web portal.



Note that the menu item *TwinBus IP App* only appears on the video indoor station configured as indoor station No. 1 (see Chapter [Configuring the video indoor station](#)).

Settings

External Server External User Internal SIP phone Door opening

Server address:   
Server address = Server Address in the web portal

Username:   
Username = Username in the web portal

Password:   
Password = Password in the web portal

PS: twinipsip.ritto.de:8061  
 Configuration successful  
 Online

Connect  
 Delete

History  
 Wi-Fi  
 Screen  
 TwinBus IP App  
 User password  
 Reset

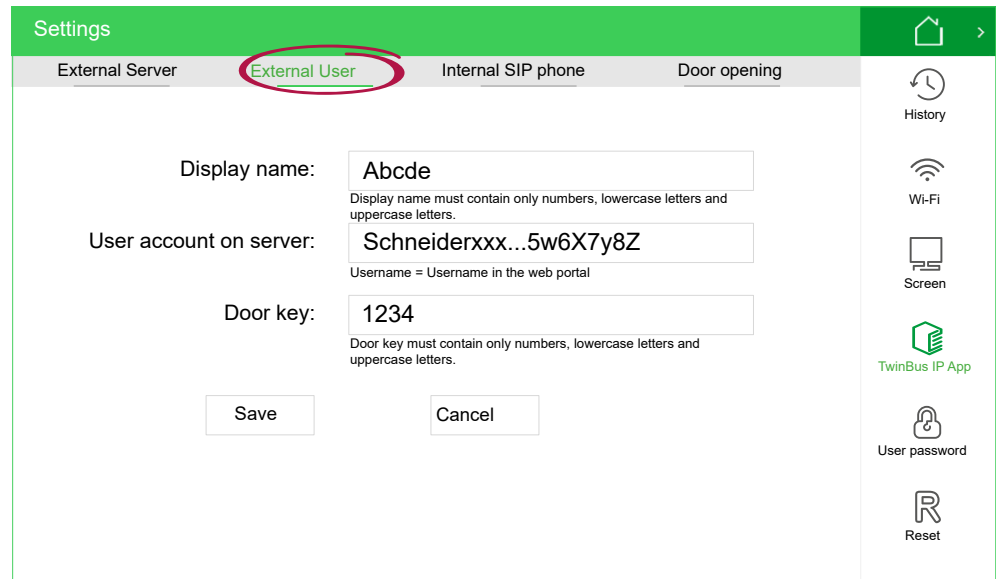
- ① On the video indoor station, call the window *Settings > User > TwinBus IP App*.
- ② Enter the server address in the input field *Server Address* on the tab *External Server* in the TwinBus IP web portal.
- ③ Enter the username for the video indoor station in the input field *Username* in the TwinBus IP web portal.
- ④ Enter the password in the input field *Password* in the TwinBus IP web portal.
- ⑤ Press the button *Connect*.

Upon successfully establishing connection, the status *Online* is displayed.



### Adding a user account for the mobile device (external user)

- ① Add a user to the video indoor station on the *External User* tab by pressing the button *Add user*.



- ② Enter a name for local identification into the input field *Display name*.
- ③ Enter the username of the associated user account for the mobile device in the input field *User account on server* in the TwinBus IP web portal.
- ④ Specify a door key. This door key is required to allow door opening with this mobile device.
- ⑤ Complete the entry by pressing the button *Save*.



If you want to use several mobile devices with the TwinBus IP app, you must create a corresponding user account for each device.



## Setting up a mobile device

### Installing the TwinBus IP app

The TwinBus IP app requires at least the iOS 11 or Android 9 operating system.

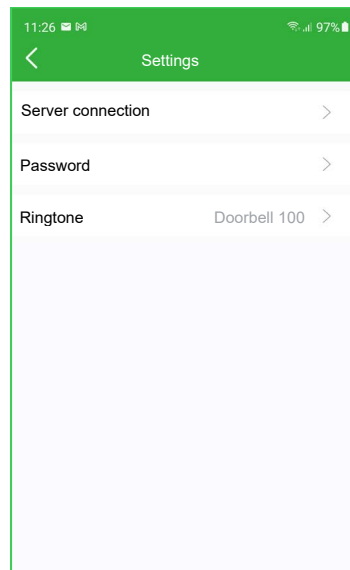


For installation, follow the instructions in the TwinBus IP app.

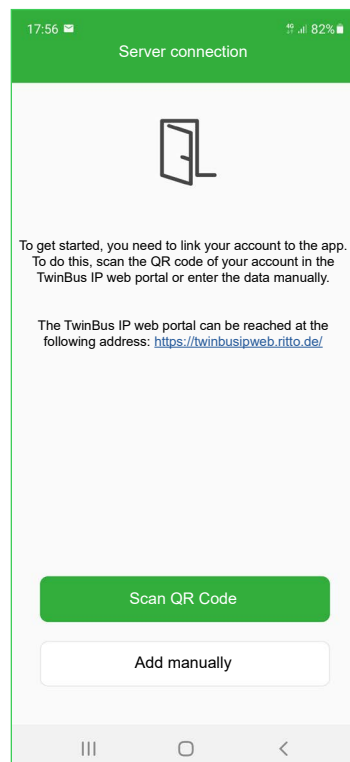


## Connecting a mobile device with the user data of the TwinBus IP web portal

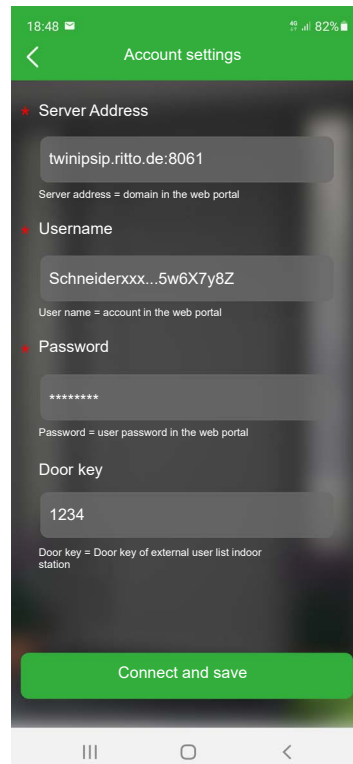
- ① Call the settings in the TwinBus IP app.



- ② Call the *Server connection*.



- ③ To enter the data you have received from the user account for your mobile device in the TwinBus IP web portal, you can select between automatic input via QR code or manual input. The QR code is shown to you if you call the associated login data by clicking on the serial number in the TwinBus IP web portal.



- ④ To allow the door opener to be enabled via the TwinBus IP app, you must enter the same door key that you used for the video indoor station under *Settings > User > TwinBus IP App > External User*.
- ⑤ Complete the entry by pressing the button *Connect and save*.



If necessary, adapt the settings for notifications, access rights and energy management on your mobile device.

# Operation of the video indoor station

## Getting to know door call communication

During a door call, all video indoor stations switch from the home screen or standby mode to display of the door call.



Take a picture with the camera of the door station; the image is saved in the call memory (see also Chapter [Managing the call memory](#))



Switch speaking on/off



Accept door call



Reject door call



Open door

If the door call is not accepted within 30 seconds, the indoor station switches to the home screen.

## Accepting a door call

When you accept a call, the video indoor station being used switches to conversation mode and all other video indoor stations switch to the home screen.



Take a picture with the camera of the door station; the image is saved in the call memory (see also Chapter [Managing the call memory](#))



Mute/turn on microphone



End conversation



Open door



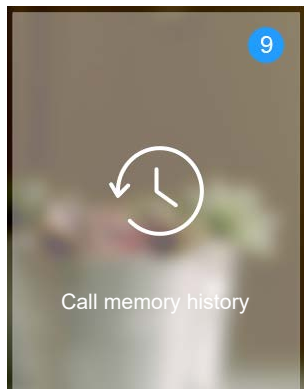
Set the volume via slide control



Conversations between the video indoor station and the door station are limited to 3 minutes. After this, the call is automatically ended and the home screen is displayed.

## Managing the call memory

You can manage the incoming door calls via the *Call memory history* button on the home screen.



Missed door calls and internal calls are displayed on the home screen via a colored circle.

Call memory history				Calls	
No.	Call from	Time	Picture	All read	
1	Door station	12-07-2021 10:01:00			
2	Kitchen	12-07-2021 06:15:32			
3	Door station	11-07-2021 15:32:10			
4	Door station	11-07-2021 15:25:48			



List of all accepted door calls / internal calls



List of all missed door calls / internal calls



Overview of all pictures of the door station camera



Deletion of door calls / internal calls. If no individual calls are selected, the entire list will be deleted.

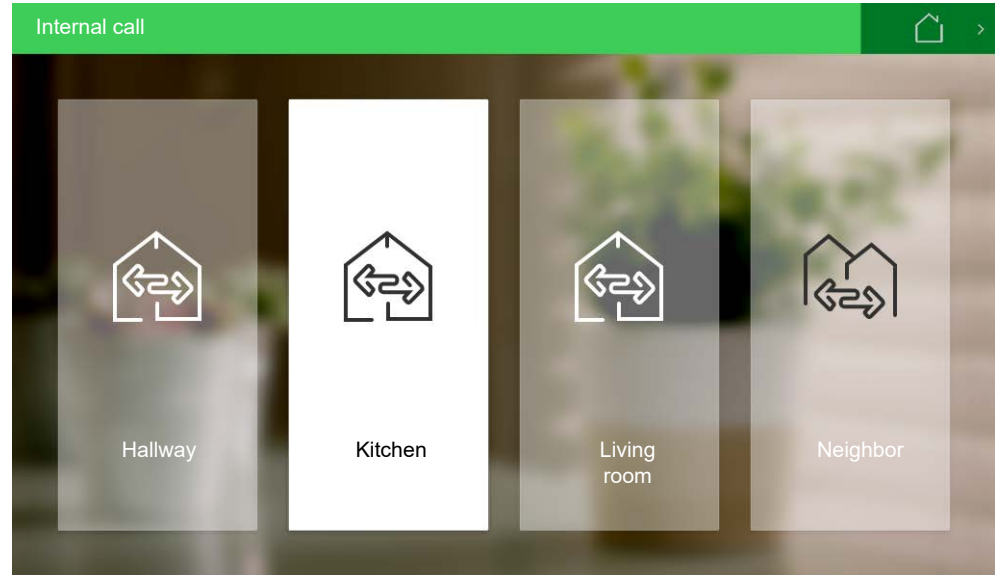
The respective lists display the following information

- *No.:* Sequential numbering of the entries; new, unread calls are marked in red
- *Call from:* Source of call (door station or video indoor station)
- *Time:* Date and time
- *Picture:* Camera picture has been saved  
If you would like a camera picture to be saved for every door call, you must allow this under *Settings/User/History*. Generally, for internal calls, no picture is saved.
- *All read:* Pressing the button marks all entries as read.

## Making internal calls

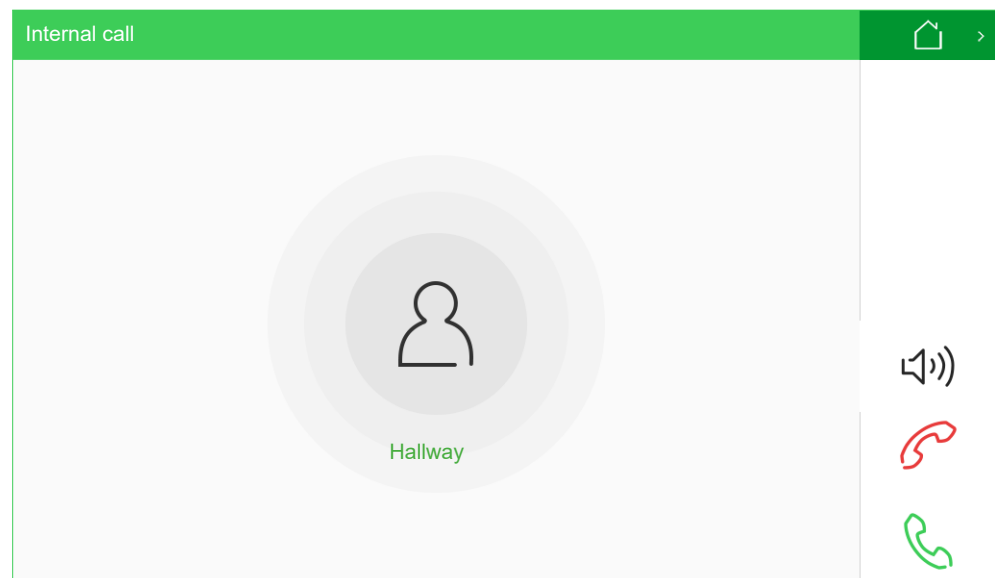
If several video indoor stations are integrated into the door communication system, you can make calls between the individual video indoor stations via the *Internal call* button on the home screen. In the case of a duplex, a call can also be made to the neighbor. Only the audio function is available with internal calls.

- ① Press the *Internal call* button on the home screen.
- ② Select the desired party for conversation.



Here, a maximum of 3 video indoor stations are displayed within your home and, in the case of a duplex, the icon for your neighbor is displayed.

For internal calls within your own home, the acoustic signal only sounds on the selected video indoor station. If a conversation with the neighbor is desired, all video indoor stations there are activated. As soon as the internal call is accepted, all other video indoor stations switch to the home screen.



Internal calls are limited to 2 minutes. After this, the internal call is automatically ended and the home screen is displayed.

## Using the camera independently of a door call

If you press the *Camera* button on the home screen, the camera picture from the door station is displayed independently of a door call.




While using the camera, you can accept a door call at any time.



Use of the camera is limited to 2 minutes. After this, the home screen will be displayed again.

## Standby mode

If the touch screen is not touched within 1 minute, the video indoor station turns the display off and switches to standby mode.

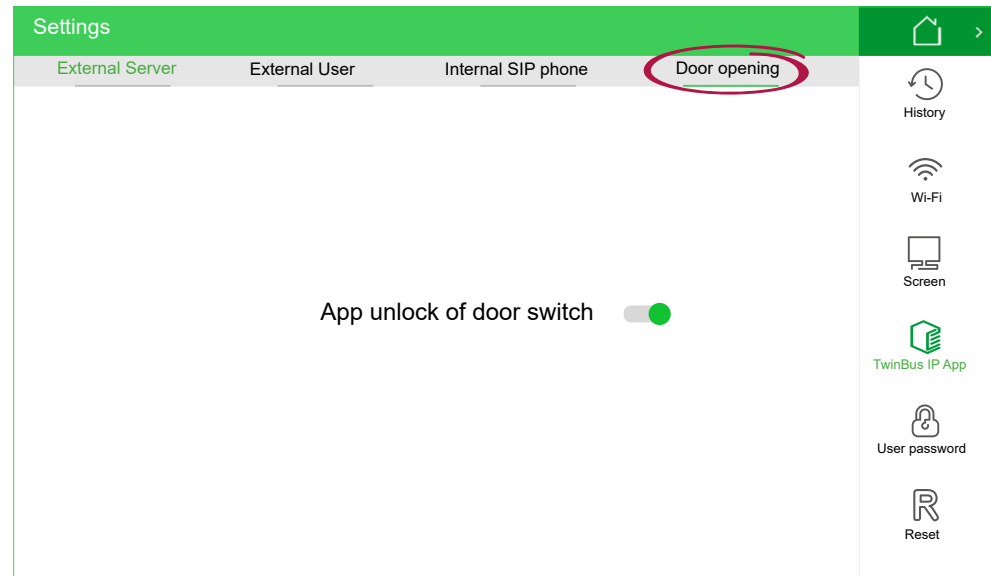
The video indoor station also switches to standby mode if you press the button  on the home screen.

If you touch the touch screen, standby mode is ended and the home screen is displayed again.

## Disabling door opening via the TwinBus IP app



On the *Door opening* tab under *Settings > User > TwinBus IP App*, the opening of the door via the TwinBus IP app can be disabled for all mobile devices entered in the TwinBus IP web portal. The door can then only be opened via the video indoor station.



You can still accept a door call and have conversations using the TwinBus IP app. It is only the opening of the door that is no longer possible.



## Updating the system software



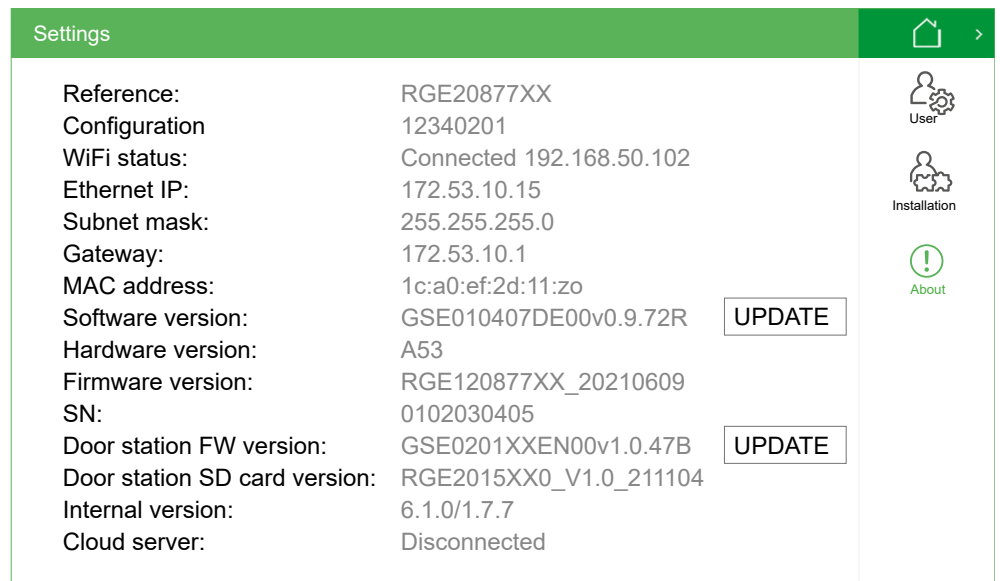
A check should be carried out prior to the configuration of the video indoor station and of the door station during installation as well as at regular intervals in ongoing operation in order to see if an update is available. Updating the system software ensures that new or improved functions as well as security updates are installed on the devices. If several video indoor stations are integrated into the door communication system, the system software of each video indoor station must be updated separately.



Ensure that all video indoor stations are operated with the same version of the system software.

- ① Make sure that the video indoor station is connected to a Wi-Fi network.
- ② To display the basic settings, press the button  and then *About*  on the home screen.

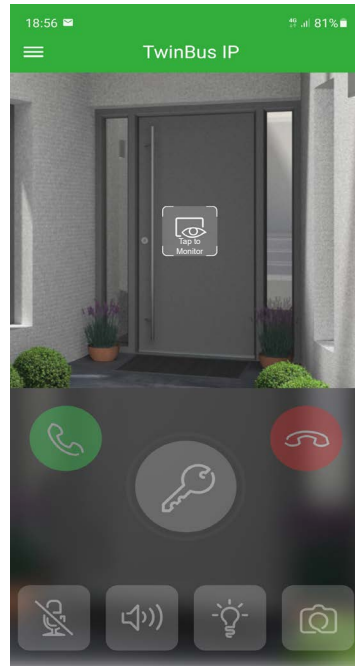




Settings		Home
Reference:	RGE20877XX	User
Configuration	12340201	Installation
WiFi status:	Connected 192.168.50.102	About
Ethernet IP:	172.53.10.15	
Subnet mask:	255.255.255.0	
Gateway:	172.53.10.1	
MAC address:	1c:a0:ef:2d:11:zo	
Software version:	GSE010407DE00v0.9.72R	UPDATE
Hardware version:	A53	
Firmware version:	RGE120877XX_20210609	
SN:	0102030405	
Door station FW version:	GSE0201XXEN00v1.0.47B	UPDATE
Door station SD card version:	RGE2015XX0_V1.0_211104	
Internal version:	6.1.0/1.7.7	
Cloud server:	Disconnected	

- ③ The *Update* button under *Software version* can be used to check whether an update is available for the system software of your video indoor station and, if so, to carry out this update.
- ④ For the video indoor station configured as indoor station No. 1 (see Chapter [Configuring the video indoor station](#)), you can also check whether an update is available for the system software of your door station and, if so, carry out this update. To do this, press the *Update* button under *Door station FW version*.

# Using the TwinBus IP app



The camera picture from the door station is displayed outside of a door call.



Accept the door call.



A connection to the door station can also be established independently of a door call. In this case, the *App active* message appears on the indoor station as well as a display of how much time is left for the conversation.



Reject the door call.



Open the door (also outside of a door call). To prevent accidental opening, the button must be pressed and held down until the green circle around the icon is complete.



Switch microphone on/off.



Switch speaking on/off.



Switch light on.

This function is only available if an IP light controller is integrated into the system (see Chapter [Configuring IP devices](#)).



Take picture with the camera at the door station.



The camera picture from the door station is displayed. (Button only appears during a door call.)

## Managing the call memory with the TwinBus IP app

You can access the *Call memory history* for the indoor station via the menu item *History*.

## FAQ

### **Why can I not open the door with the TwinBus IP app even though I can accept the door call?**

- At the indoor station under *Settings > User > TwinBus IP App* on the *Door opening* tab, check that the function *App unlock of door switch* is enabled. Only then is the opening of the door via the TwinBus IP app enabled for all logged on mobile devices.
- Check whether the door key in the video indoor station (see *Settings > User > TwinBus IP App > External User*) matches the door key in the TwinBus IP app (see *Settings > Server connection*).

### **Why is the TwinBus IP App menu item no longer shown to me on the video indoor station?**

- Please note that this menu item is only displayed on the video indoor station that is configured as number 1. The icon is missing on all other video indoor stations.

### **Why is the message *Target device unreachable* displayed?**

- The message *Target device unreachable* is displayed if the device being called is busy or cannot be reached.

### **Why is the message *Please add this account to a group first* displayed on the mobile device during the installation of the TwinBus IP app?**

- Ensure that the setup of the TwinBus IP app is carried out in the specified order and that you set up the indoor station before the mobile device.

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