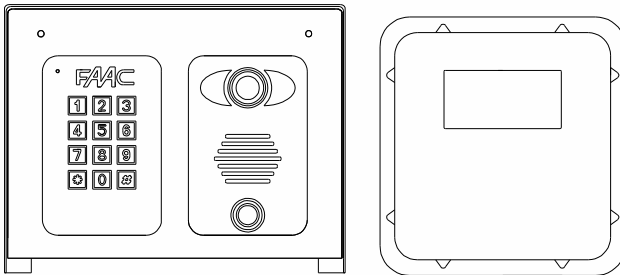


# FCI4401

## Cellular Intercom 4G Video

4G  
LTE Ready



**DO NOT GIVE TO HOME OWNER  
FOR PROFESSIONAL USE ONLY**

FAAC International Inc.  
Headquarter & East Coast Operations  
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**FAAC**

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# Site Survey



**YES!**

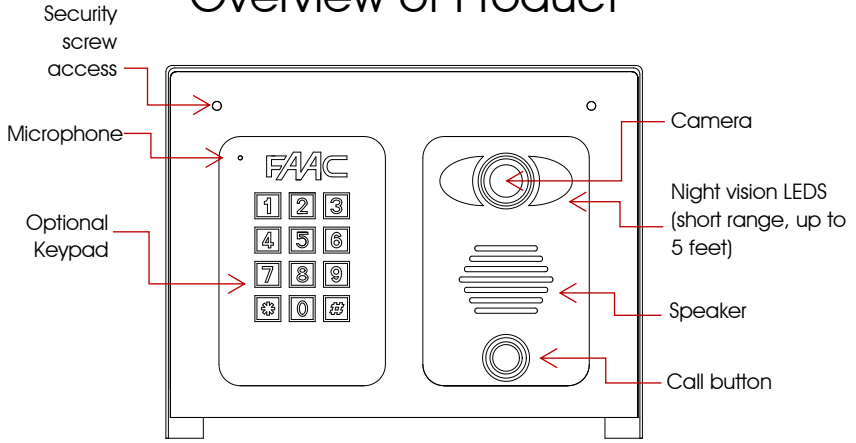
I have 4G signal at the gate with my phone! If not, STOP. You will need some! Try a different network provider.



**YES!**

I have at least 1 Mb cellular UPLOAD speed. If not STOP! This system may operate intermittently remotely or have delayed PUSH notifications.

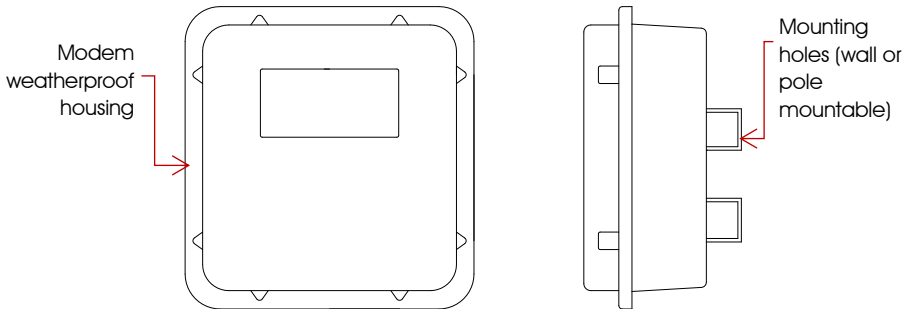
# Overview of Product



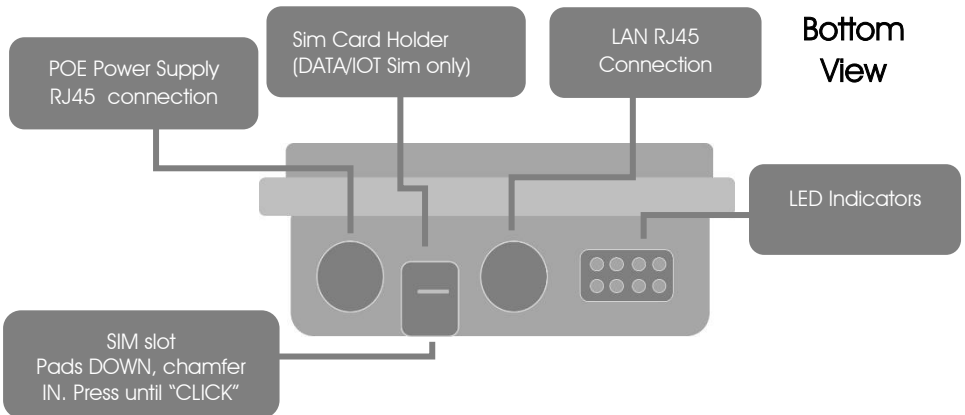
## Modem

Front view

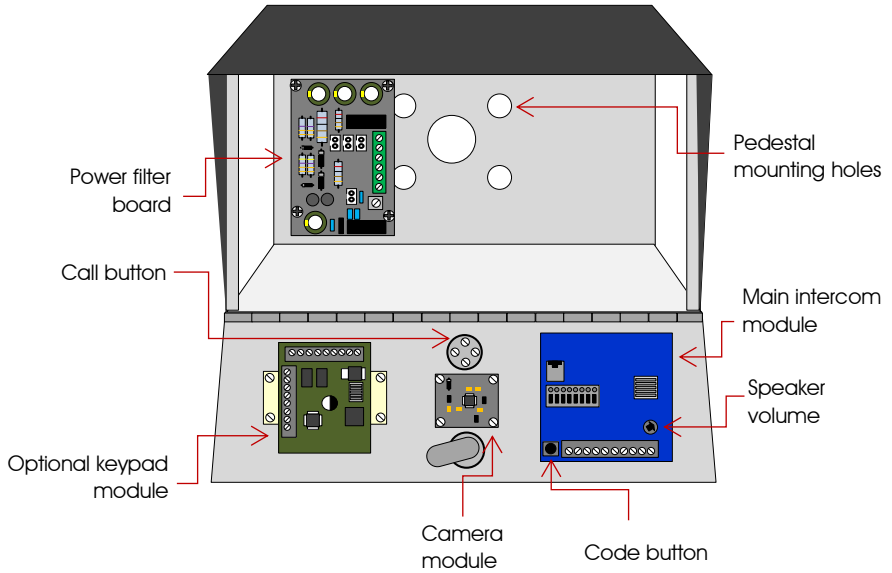
Side view



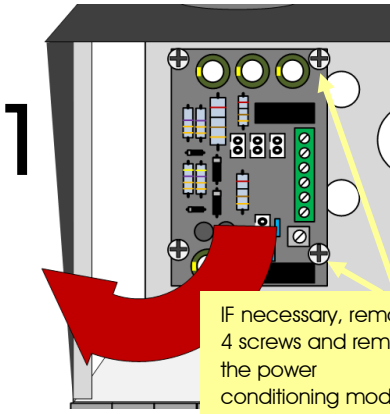
### Bottom View



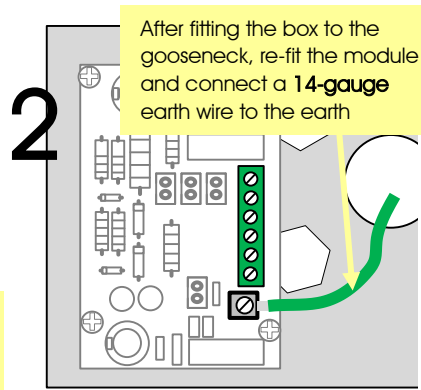
Now let's have a look inside...



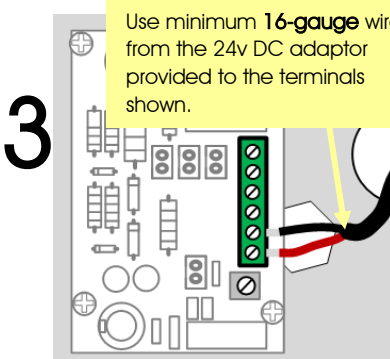
## Power to Call Box



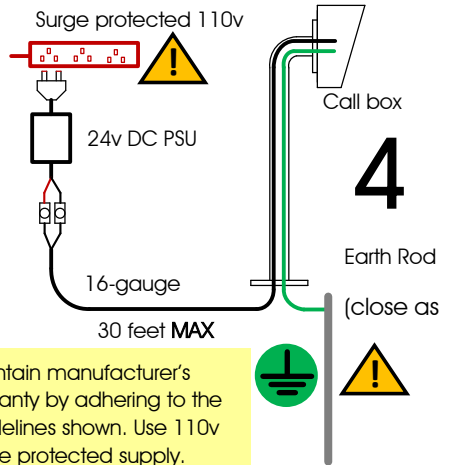
IF necessary, remove 4 screws and remove the power conditioning module.



After fitting the box to the gooseneck, re-fit the module and connect a **14-gauge** earth wire to the earth

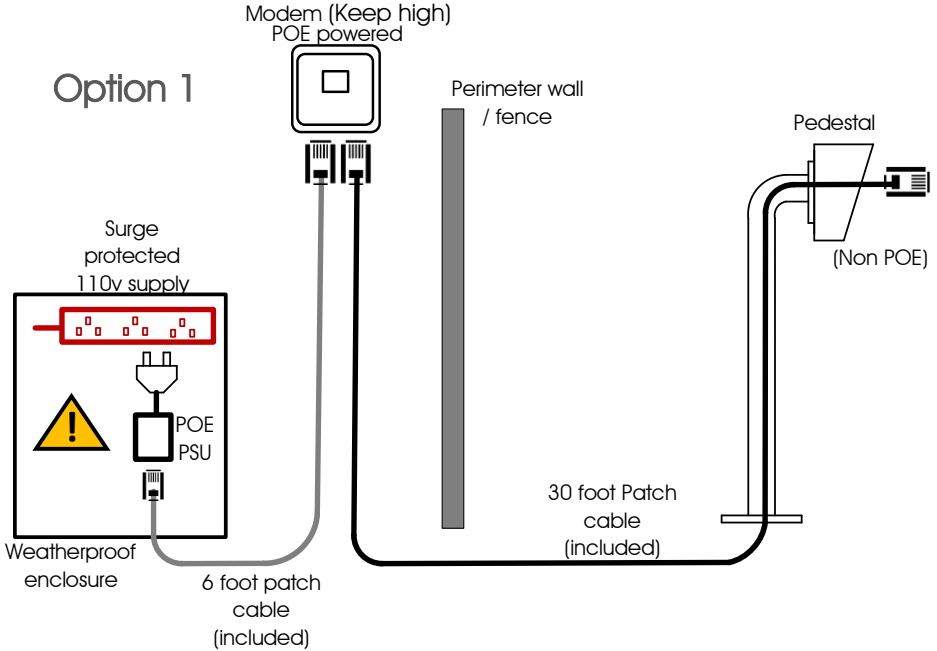


Use minimum **16-gauge** wire from the 24v DC adaptor provided to the terminals shown.



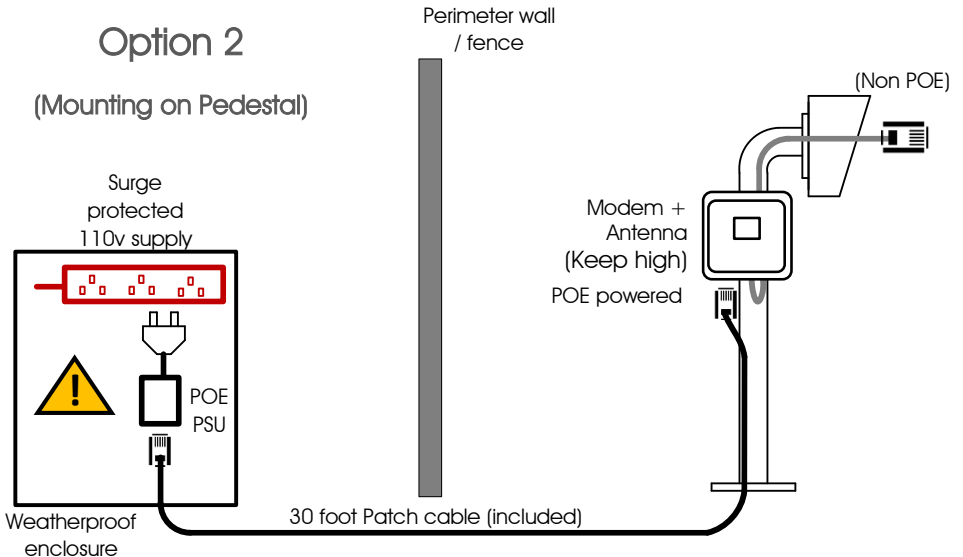
# Network Cables and Modem

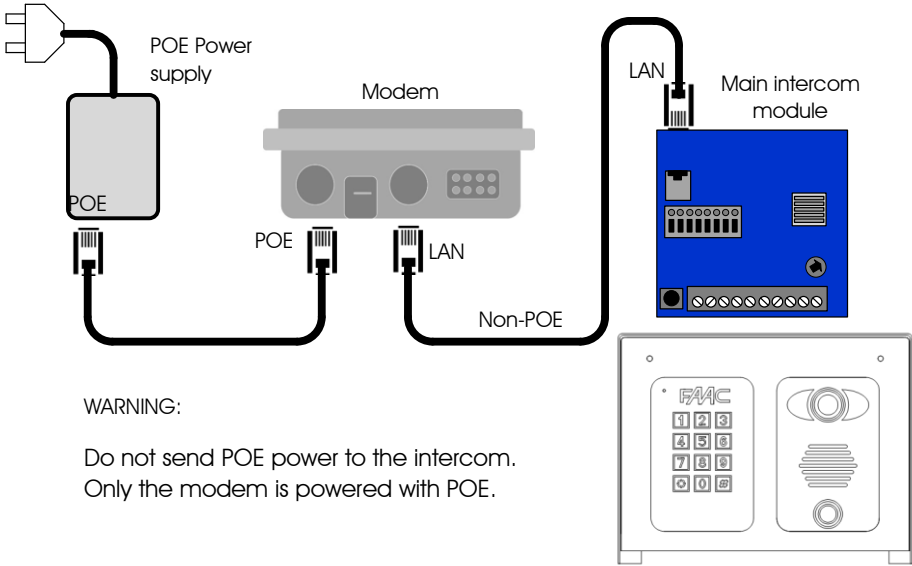
## Option 1



## Option 2

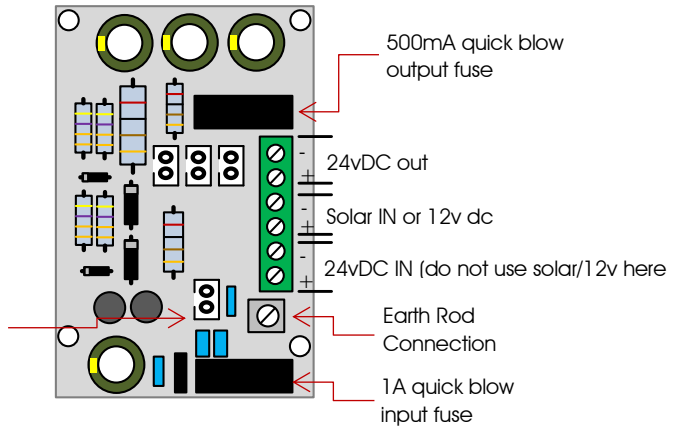
(Mounting on Pedestal)





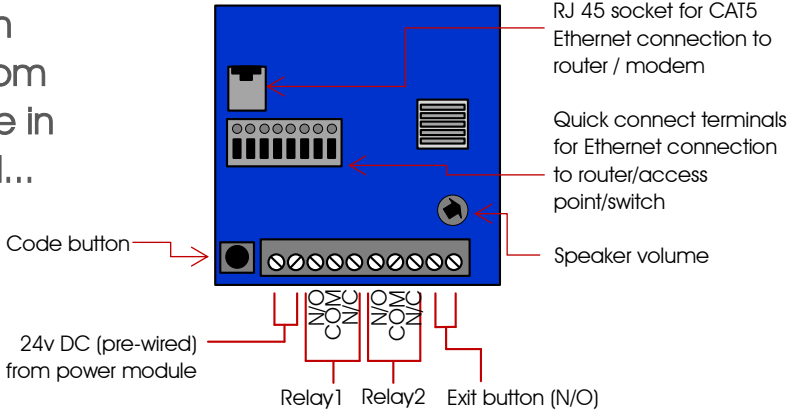
### Power Module in Detail...

Optional Battery Connection leads  
3Ah 12v DC max

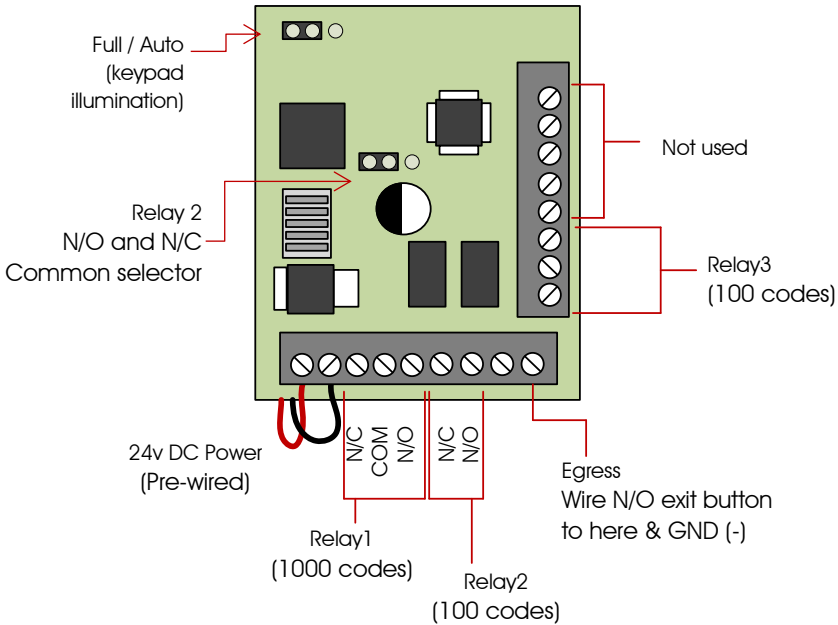




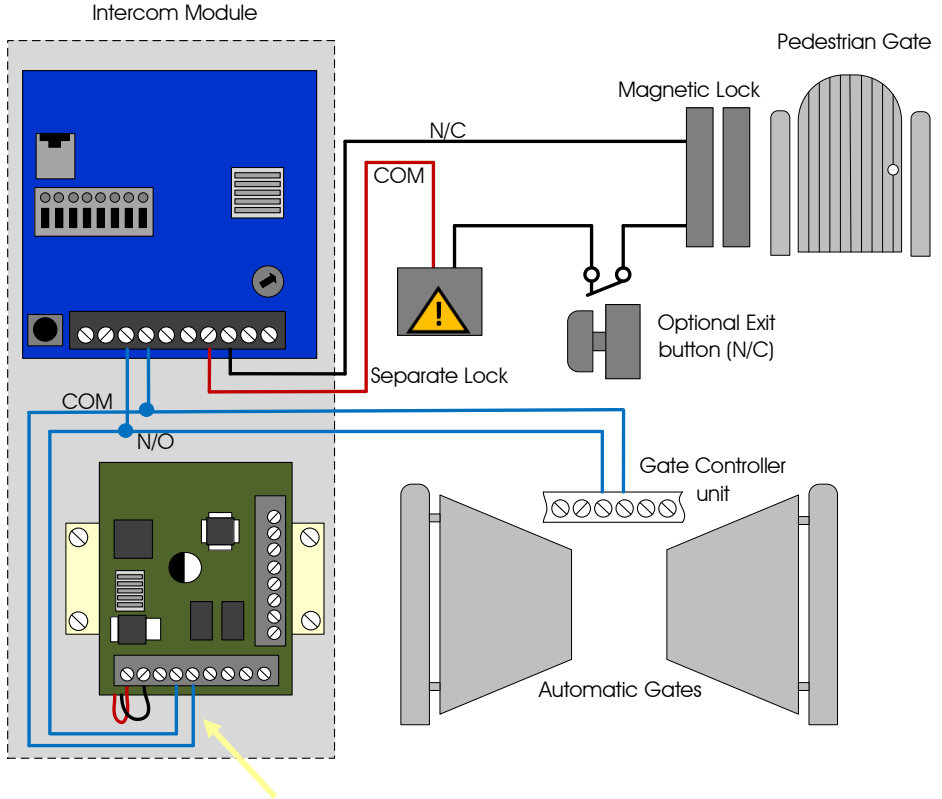
### Main Intercom Module in Detail...



### Keypad Module in Detail...



## Relay Wiring Tips

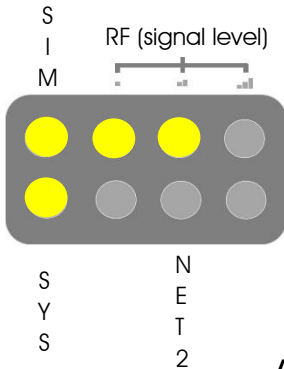
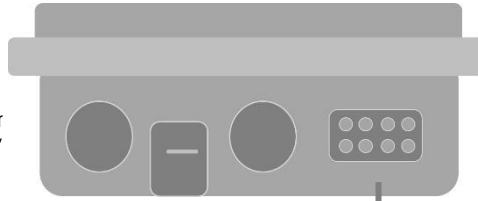


Remember to wire keypad relays to lock or gates as well as the main intercom module.  
 Note: Relay 2 can be set to N/O or N/C as per keypad detail section.

Note: Never connect any electric lock to the power supply provided with the intercom. It is good practice and professional to power a lock from a separate power supply.


# Powering on

Note: ensure SIM is inserted BEFORE power is turned on. Pads down, chamfer IN, press until "CLICK"



**SIM** – The sim LED will come on if there is a sim inserted.

**RF** –  The first LED will flash if you have **low** 3G signal.

 The second LED will flash if you have **medium** 3G signal.

 The third LED will flash if you have **high** 3G signal.

**SYS** – The system LED will flash when active, solid when inactive.

**NET2**– This LED flashes when active.

# App Setup & Config

## Step 1: Install the APP

Download and install the app on the end-user's phone.

Search for **wifi PRO 2** and find the icon, or scan the QR code if the phone has a QR scan app.

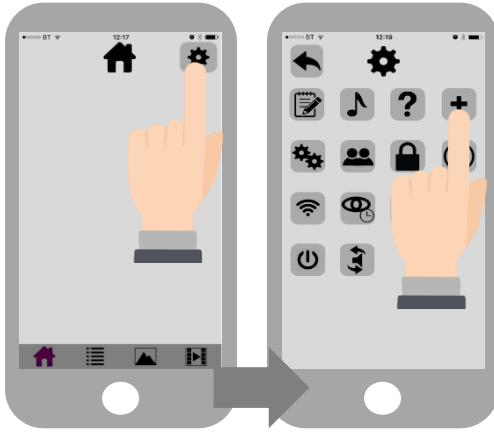
**Tip:** Be sure to accept ALL permissions during install, otherwise you will experience problems later!



App Store > Utilities > Paul Creighton

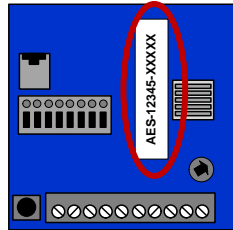
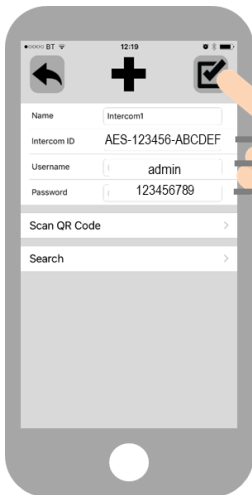


Step 2



Open the APP and press the Settings button. Then press the add intercom button.

Step 3



Enter the intercom Bell I.D which can be found on the main board.

Enter "admin" for the main user.

Enter "123456789" as the default password and press the TICK as shown.

Step 4



Wait 5 minutes

for the intercom to connect to the remote servers and the modem to get full 4G connection.

Step 5



Diagnostic Tips

**1. Intercom is showing online status, but the video feed shows “fetching”.**

A. This can be caused by poor power cable extended to the intercom or weak 4G.

**2. Intercom is not showing online status.**

A. This can be caused by weak 4G, dropping in and out due to weak signal.

**3. I can see video but there is no audio on the phone or there is no audio at the intercom.**

A: This can be caused by the audio settings being too low on the phone, or permissions for the app were not accepted during app install. Check microphone permissions for the app in the phone settings.

**4. The status is showing online, then connecting, then online again.**

A: This is normal when a phone roams between two wifi connections, or between wifi and data. Make sure the phone is stationary and either has good wifi or a stable data connection

**Step 7 - Press the call button.**



The intercom will send a notification message via Google™ PUSH notification service through the internet to the phone. The notification will need to be accepted, the phone unlocked, and then the APP will launch to reveal the visitor and give the user an opportunity to either accept or reject the call..

# Answering on Android



Swipe down your notification banner when called, and press the Intercom notification.

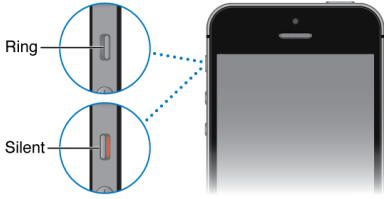
Your phone will now launch the app and you will see a snapshot of the visitor at which point you can answer or decline ...

Press the green icon to accept.

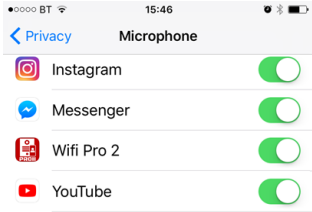
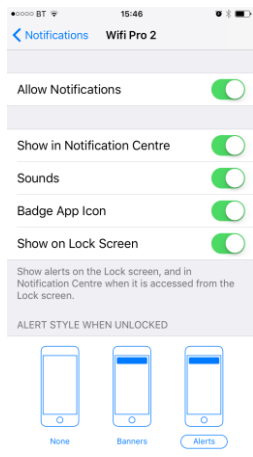
# Answering on Apple



Note: Various versions of IOS and Android OS will have different notification acceptance techniques. Please refer to online support for your device if needed.



TIP: Make sure ringer switch is ON and volume is turned up.

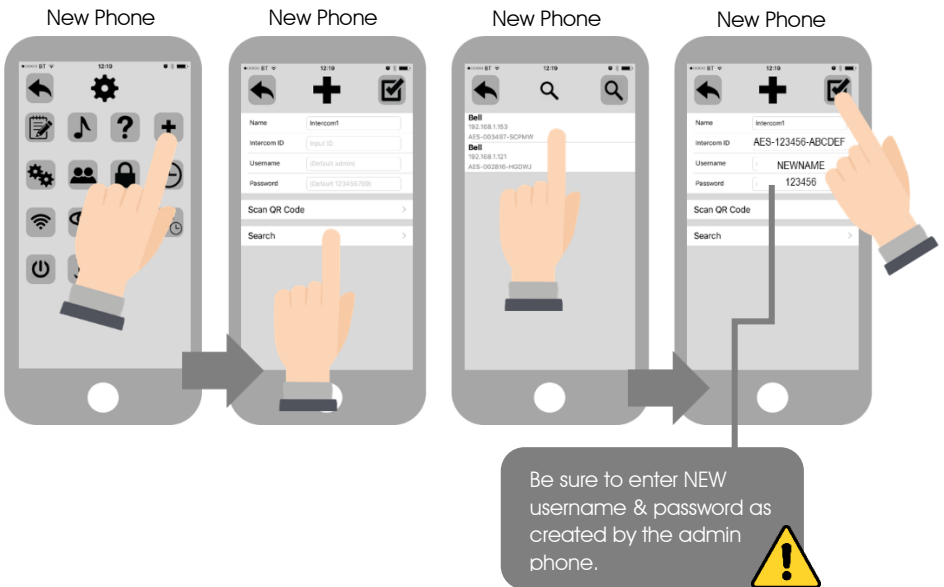
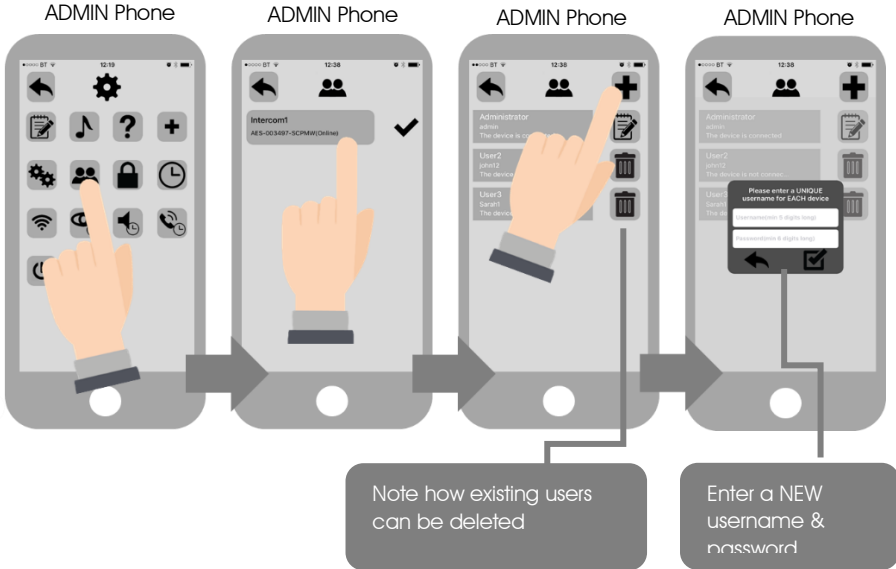


TIP: If there is no voice from the speaker at the gate, check the iPhone microphone permissions in

TIP: If you don't get notifications then check settings/notifications and select the app.

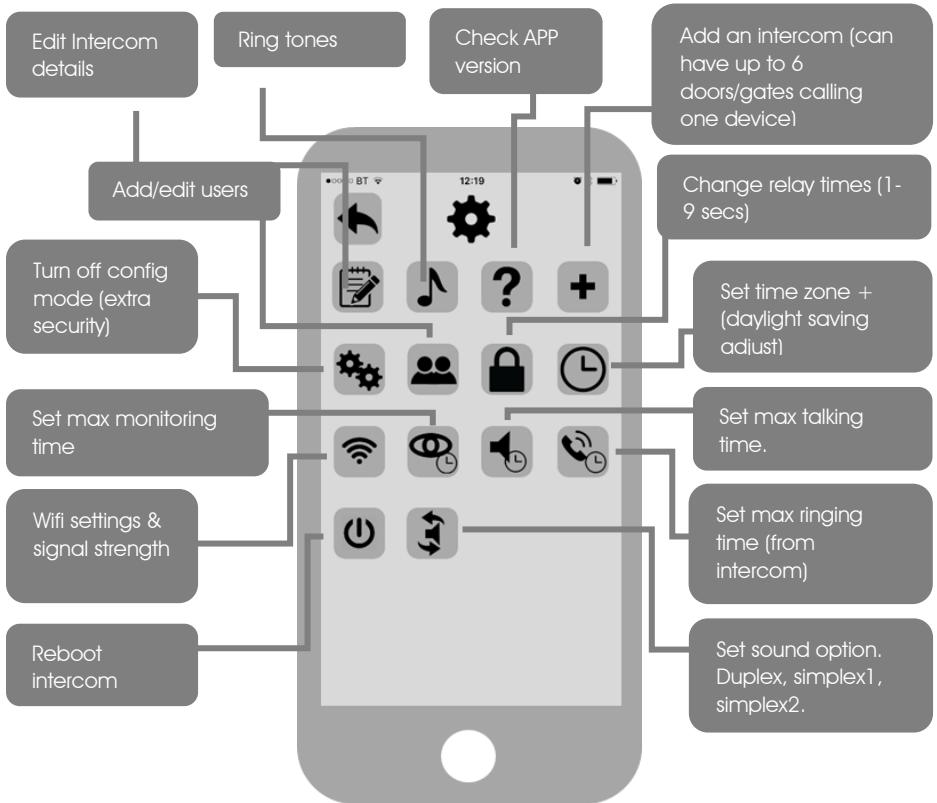
# Adding Additional APP Users

Additional users MUST be added with individual user names. Do NOT use the same username.





# Other Settings



# Sound, Volumes and Speech

This intercom is capable of full duplex speech, which means two people can have a conversation and appear to speak at the same time. Since various manufacturers of android phones, iPhones and tablets all differ in acoustic performance, and different users may require varying levels of volume on their own handset, it may be possible to setup some devices in full duplex mode but others may need to be set in half duplex mode (phone user will press to talk). This may also be required if a phone is in a particularly noisy environment, or the intercom is located near a busy main road with high levels of traffic noise.

Choose the speech option which best suits the individual and the device being used.

Suggest 80% MAX volume

Half Duplex 1(Press to speak, release to listen)

Half Duplex 2(Press to speak, always listening)

Full Duplex(talk & listen together using echo cancelling algorithm)

Tip: If device volume is too loud, or device is in noisy environment and echo or clipped voice is occurring, switch to half duplex 1 or 2 or reduce volume levels.

SPK

Suggest 50% MAX volume on Android

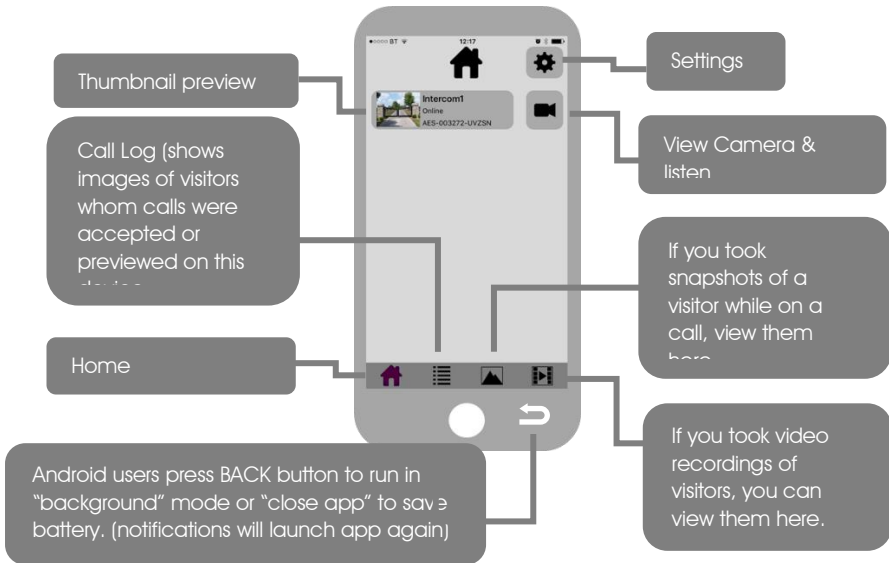
Media

Hold talk Video Photo

Unlock1 Unlock2 End

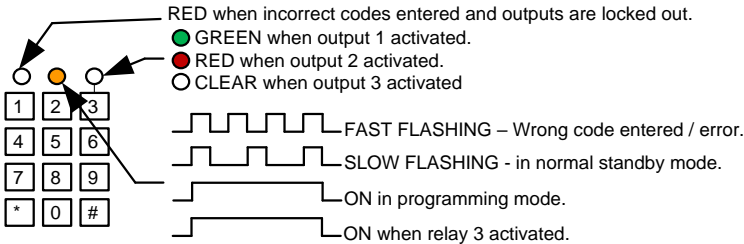
“Press and Hold” option appears when device set to half duplex 1 or 2.

# Using the APP



# Keypad overview

This keypad has 3 outputs, all independent from the intercom/app relays. The diagram below shows the LED indicators which indicate programming and relay status information.



**TIP:** After power up, as a security precaution, the keypad cannot be programmed for 60 seconds. Once this time elapses, you may begin.

**TIP:** Flashing amber LED is normal standby mode!

## Keypad Programming

**Quick start guide**

**1) Enter programming mode (amber LED should be ON)**

0 0 0 0 \* \*

**2) Enter a new user code...**

1 0 2 0 0 ? ? ? ? #

**3) Exit programming mode**

\* \*

**4) Enter the new user code to check the relay clicks.**

**Tip:** The engineer code must be the same length as user codes. If using a 6 digit engineers code, then user codes must also be 6 digits long etc.

## Full Keypad programming

**Enter programming mode..**

0 0 0 0 \* \*

The unit is now in programming mode. Amber LED on the keypad should remain permanently on. 0000 is the default programming passcode.

**Exit programming mode..**

\* \*

The unit should exit programming mode and the amber LED should start flashing again.

**Enter a new ENGINEER/INSTALLERS code...**

Go into programming mode firstly then enter the following sequence...

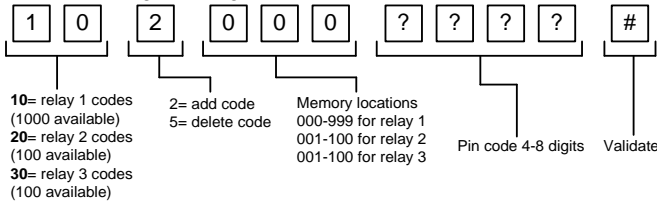
0 1 ? ? ? ? #

Location                      4-8 digit code                      Validate

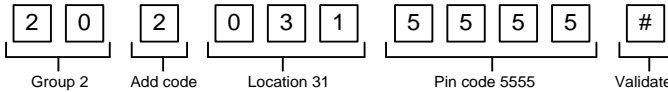
Replace ???? with your new ENGINEERS code.

**Enter or delete new user/Homeowner codes**

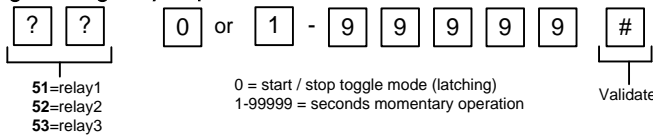
There are 3 groups of user codes. Group 10 for relay 1, group 20 for relay 2, and group 30 for relay 3. The programming sequence is shown below...



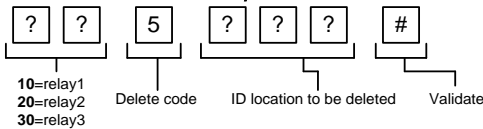
Example: Add user 31 to have access code 5555 operating relay 2...



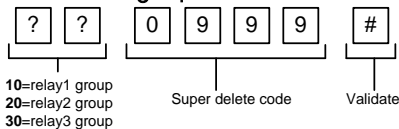
**Programming relay output times and modes...**



**Delete a user code even if you don't know the code...**

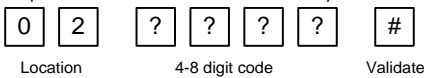


**Delete an entire group of codes**



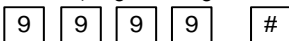
**Programming super user codes...**

A super user code can activate any of the 3 relays



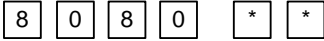
**Restoring defaults**

When in programming mode, you can enter the following sequence...



**When the engineers/Installers code is forgotten....**

- 1) Wire a push button (or replicate with wire link) across the Egress terminal and (-)GND.
- 2) Switch off power for 1 minute.
- 3) Switch ON power.
- 4) during the first 60 seconds, press the EG button once to enable the function.
- 5) Enter the following code..



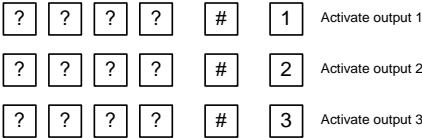
The keypad should now be in programming mode, ready to accept new data. Change the installers/engineers code now as per instructions above.

## Using the keypad

**Using the standard codes...**

Once you have exited out of programming mode, simply enter the user code.

**Using super user codes**



## Troubleshooting

It is worth remembering that when you install this intercom, you are literally only supplying 25% of the overall system. The other 75% already exists. Namely the the cellular network, and the phones or devices.

Anything can go wrong with any part of that entire system. Therefore, it is a useful exercise to attempt to prove to the customer that the intercom hardware is working and operational before attempting to diagnose the root cause, especially when connected wirelessly to a network.

If the intercom is connected via wifi to the network, it is very useful to press and hold the code button on the board, then connect the phone DIRECTLY to the BELL wifi network (must be within wifi range of intercom). Open the app, and show the customer that when the phone is connected directly to the intercom, there is video and two way speech. The job is then to find out what part of the installation or overall system is causing the problem since the intercom hardware has been proven as operational.

We can say without doubt that when we do get hardware failures, the above process will not work and you will not get video and voice to the phone in a direct connection like this.

Below are the most common causes of problems with installs, starting with the most common first.

Problem/error	Symptoms caused	Solution
Wrong power cable (too thin) installed from 24v adaptor to the intercom, or power adaptor too far from intercom.	Delayed push notifications, video lag, voice problems, freezing, relays not opening the gate.	Change the power cable to specifications shown within this manual.
Additional user added incorrectly.	Can randomly display status "id already in use"	When an additional user was being added, the process was done incorrectly. Additional users MUST be added by the admin device first, with separate usernames created for each. The new usernames and passwords must be used by the new devices as shown in this manual to logon to the intercom.

Change History

Top version	Panel version	PCB version	Firmware version	IOS app version	Android app version
1	2	1.0	4.11.12.21.20171121	1	1

## Warranty Terms

**To the original purchaser only:**

FAAC International, Inc., warrants, for twenty-four (24) months from the date of invoice, the gate operator systems and other related systems and equipment manufactured by FAAC S.p.A. and distributed by FAAC International, Inc., to be free from defects in material and workmanship under normal use and service for which it was intended provided it has been properly installed and operated.

FAAC International, Inc.'s obligations under this warranty shall be limited to the repair or exchange of any part of parts manufactured by FAAC S.p.A. and distributed by FAAC International, Inc. Defective products must be returned to FAAC International, Inc., freight prepaid by purchaser, within the warranty period. Items returned will be repaired or replaced, at FAAC International, Inc.'s option, upon an examination of the product by FAAC International, Inc., which discloses, to the satisfaction of FAAC International, Inc., that the item is defective. FAAC International, Inc. will return the warranted item freight prepaid. The products manufactured by FAAC S.p.A. and distributed by FAAC International, Inc., are not warranted to meet the specific requirements, if any, of safety codes of any particular state, municipality, or other jurisdiction, and neither FAAC S.p.A. or FAAC International, Inc., assume any risk or liability whatsoever resulting from the use thereof, whether used singly or in combination with other machines or apparatus.

Any products and parts not manufactured by FAAC S.p.A. and distributed by FAAC International, Inc., will carry only the warranty, if any, of the manufacturer. This warranty shall not apply to any products or parts thereof which have been repaired or altered, without FAAC International, Inc.'s written consent, outside of FAAC International, Inc.'s workshop, or altered in any way so as, in the judgment of FAAC International, Inc., to affect adversely the stability or reliability of the product(s) or has been subject to misuse, negligence, or accident, or has not been operated in accordance with FAAC International, Inc.'s or FAAC S.p.A.'s instructions or has been operated under conditions more severe than, or otherwise exceeding, those set forth in the specifications for such product(s). Neither FAAC S.p.A. nor FAAC International, Inc., shall be liable for any loss or damage whatsoever resulting, directly or indirectly, from the use or loss of use of the product(s). Without limiting the foregoing, this exclusion from liability embraces a purchaser's expenses for downtime or for making up downtime, damages for which the purchaser may be liable to other persons, damages to property, and injury to or death of any persons.

FAAC S.p.A. or FAAC International, Inc., neither assumes nor authorizes any person to assume for them any other liability in connection with the sale or use of the products of FAAC S.p.A. or FAAC International, Inc. The warranty herein above set forth shall not be deemed to cover maintenance parts, including, but not limited to, hydraulic oil, filters, or the like. No agreement to replace or repair shall constitute an admission by FAAC S.p.A. or FAAC International, Inc., of any legal responsibility to effect such replacement, to make such repair, or otherwise. This limited warranty extends only to wholesale customers who buy directly through FAAC International, Inc.'s normal distribution channels. FAAC International, Inc., does not warrant its products to end consumers.

Consumers must inquire from their selling dealer as to the nature and extent of that dealer's warranty, if any. This warranty is expressly in lieu of all other warranties expressed or implied including the warranties of merchantability and fitness for use. This warranty shall not apply to products or any part thereof which have been subject to accident, negligence, alteration, abuse, or misuse or if damage was due to improper installation or use of improper power source, or if damage was caused by fire, flood, lightning, electrical power surge, explosion, wind storm, hail, aircraft or vehicles, vandalism, riot or civil commotion, or acts of God.

## Regulatory Compliance



FCC Id: 2ALPX-WIFI-IBK

Grantee: Advanced Electronic Solutions Global Ltd

This device complies with Part 15 of 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.

Output power listed is conducted. This device 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. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance. This device has 20MHz and 40 MHz bandwidth modes.