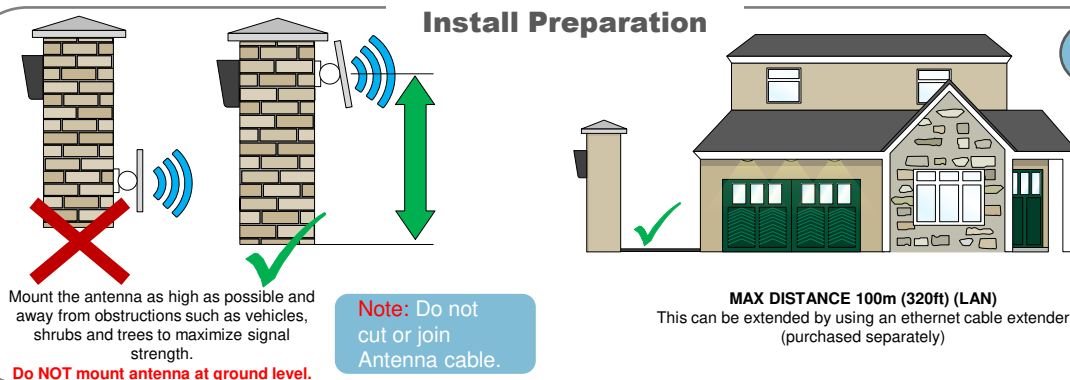


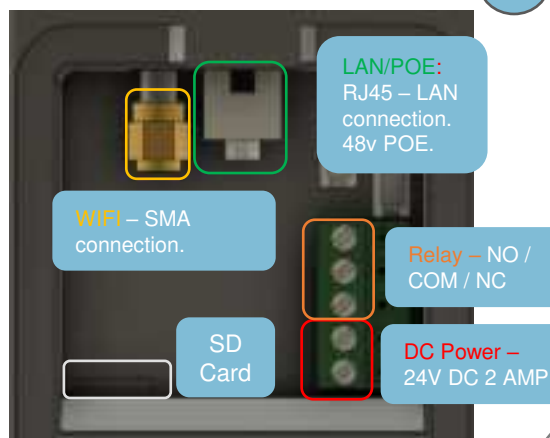
* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RESTOCKING FEES *

Install Preparation



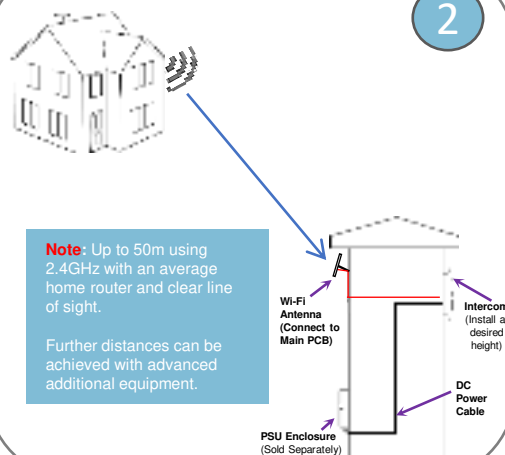
1

PCB



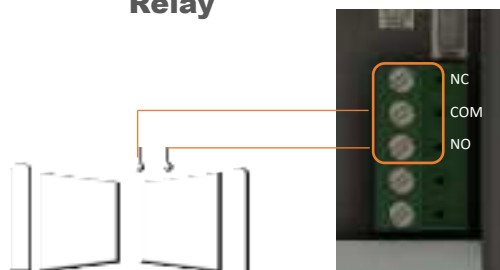
4

Site Wiring



2

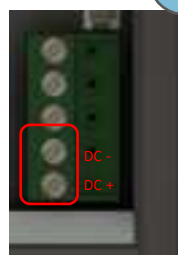
Relay



Power

Power In – 24V DC 2 AMP – use supply provided for power

24V AC-DC 2 AMP



3

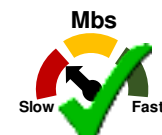
SITE SURVEY (WiFi)



I have some WiFi signal at the gate with my phone! If not, STOP. Use LAN/CAT5 cable!



My WiFi Internet Security is WPA, WPA2, WPA3 or better.



We recommend a minimum UPLOAD speed of 1.5 Mbps!

The higher the upload speed the higher the quality of your video stream will be. However, you can adjust the video stream quality should you still find it dropping frames or a little slow.

POWER CABLE

KEEP POWER SUPPLY AS CLOSE AS POSSIBLE.

TIP: Most technical calls received are due to installers using CAT5 or alarm cable to power the unit.

NEITHER are rated to carry enough power! (1.2amp peak)

Please use the following cable:

Up to 2 metres (6 feet) – Use minimum **0.5mm²** (18 gauge)
Up to 4 metres (12 feet) – Use minimum **0.75mm²** (16 gauge)
Up to 8 metres (24 feet) – Use minimum **1.0mm²** (14 gauge)

Power Consumption:
Standby = 170mA
Max = 300mA

INGRESS PROTECTION



We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.



To maintain the IP54 rating please follow the sealing instructions included. (also available online)



LIGHTNING PRONE AREAS MUST USE SURGE PROTECTION FOR POWER SUPPLY!



EXTRA RESOURCES

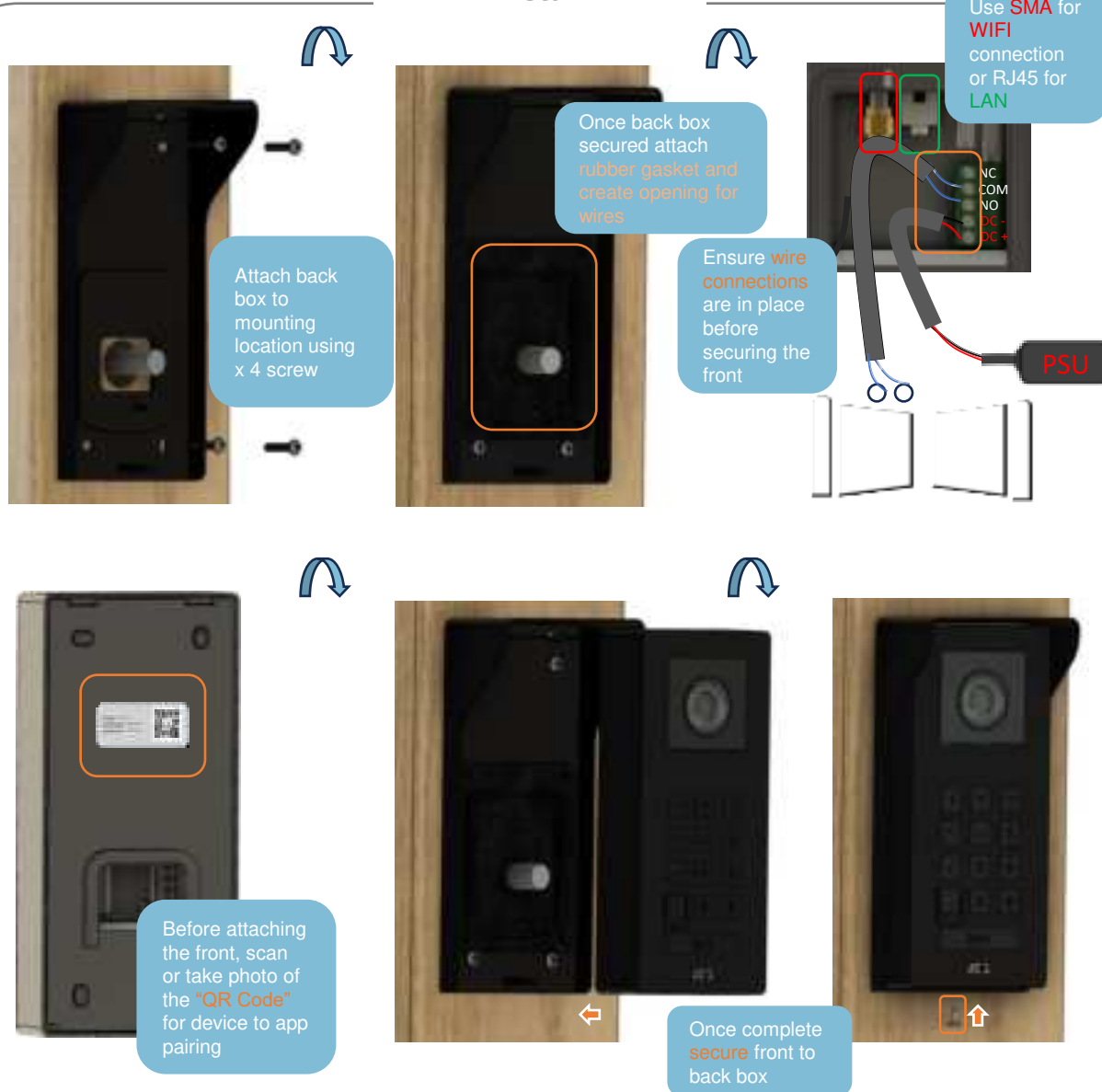
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Install



POWER CABLE

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EARTHING & INGRESS

This product **MUST** be EARTHED in the following states in order to qualify for manufacturers warranty

FL, LA, MS, AR, OK, MO, AL, IL, KY, TN, IN, KS, SC, GA, IA, TX, OH, NC, NE, MD, WV, VA, DE



We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.



To maintain the IP54 rating please follow the sealing instructions included. (also available online)

INGRESS PROTECTION



We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.



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* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RESTOCKING FEES *

1 Download the programming/user app. 'AES OPYN'

Note: Slight differences will be seen between the Android and iOS app versions, any major differences will be highlighted in the screenshots below.

Add Intercom to Device (WIFI)



App download

If first time install or after a factory reset, device will create a local network on boot-up used later in the setup.

Tip: Existing installs may also create this local network if needed by typing *1920# into the keypad

System is ready when you can hear a double beep

Open App and add a device

Scan the device QR code

Tip: The QR code can be found on the back of the device.

4

Ensure local network is active

5

Select desired network and enter details

6

Wait for system to bind and connect

7

Follow the steps provided by the app, such as **naming** the device and setting the **admin password**.

Afterwards device should appear **online** like this.

* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RESTOCKING FEES *

1 Download the programming/user app. 'AES OPYN'

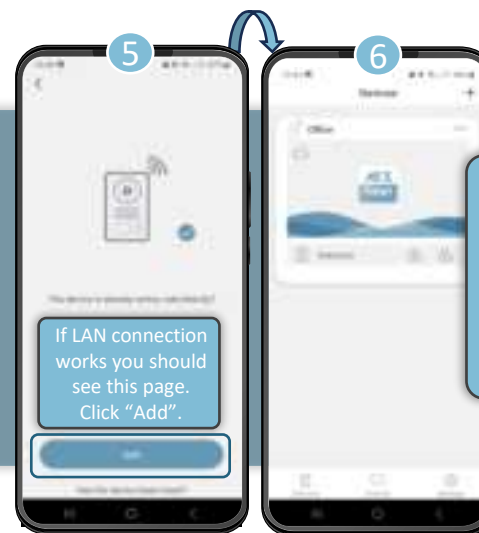
Add Intercom to Device (LAN)



Note: Slight differences will be seen between the Android and iOS app versions, any major differences will be highlighted in the screenshots below.

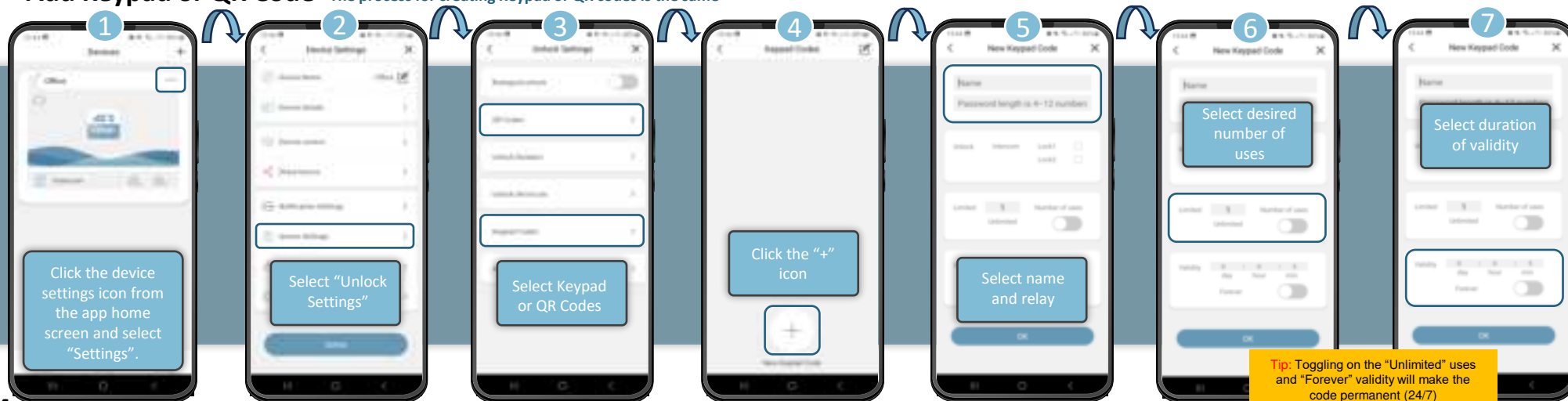


App download



Tip: The device UID and password can both be found on the back of device along with the QR code

Add Keypad or QR Code *The process for creating Keypad or QR codes is the same



Tip: Toggling on the "Unlimited" uses and "Forever" validity will make the code permanent (24/7)

* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RESTOCKING FEES *

Download the programming/user app. 'AES OPYN'

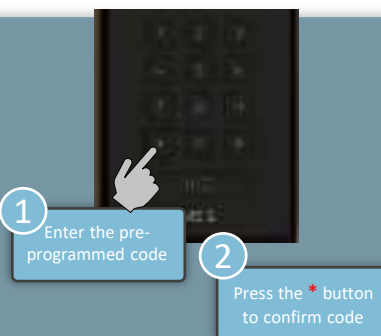
AES
Opyn

Note: Slight differences will be seen between the Android and iOS app versions, any major differences will be highlighted in the screenshots below.

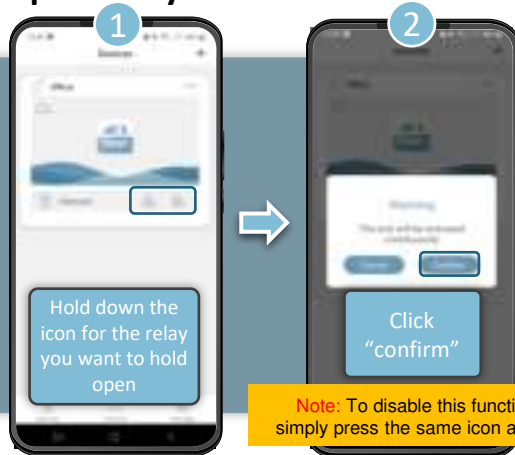


App download

Test Keypad Code

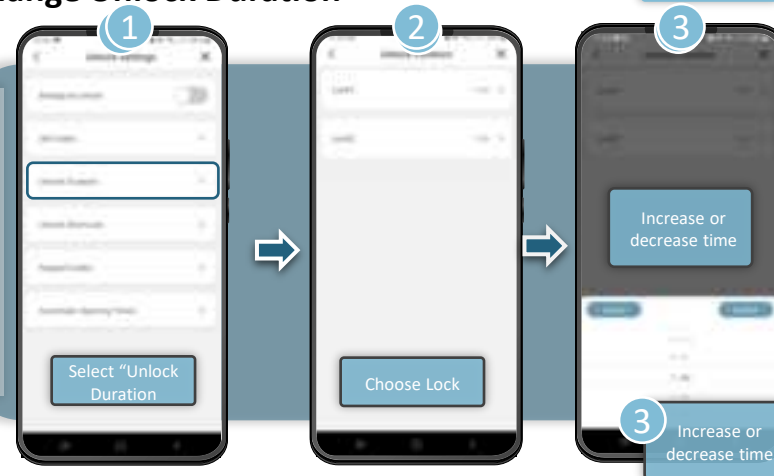


Hold Open Relay



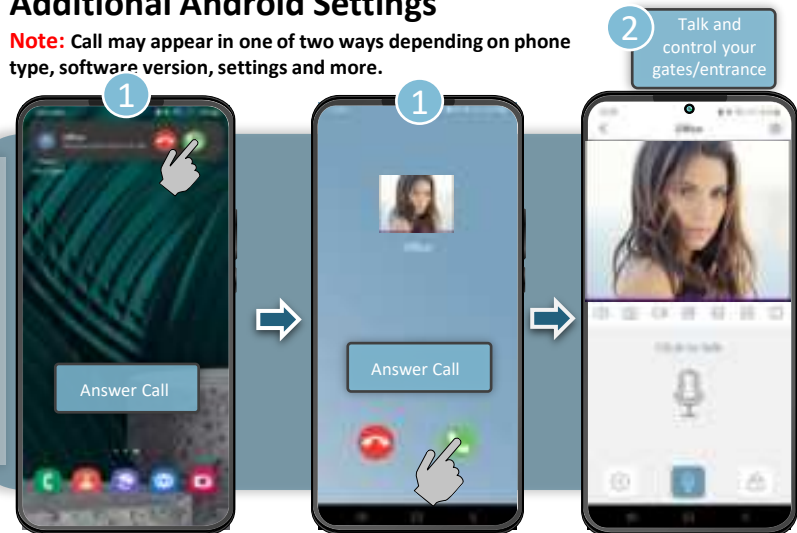
Note: To disable this function simply press the same icon again.

Change Unlock Duration



Additional Android Settings

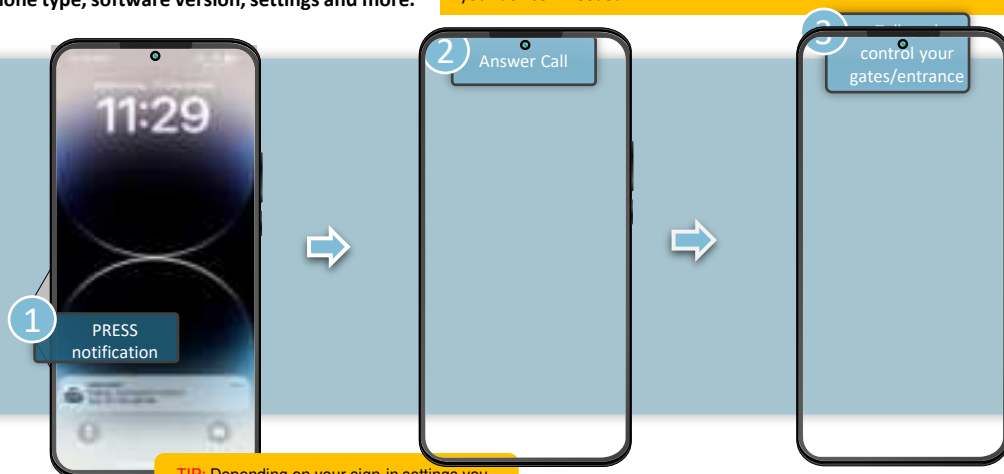
Note: Call may appear in one of two ways depending on phone type, software version, settings and more.



Answering on iOS (Apple)

Note: Call may appear in one of two ways depending on phone type, software version, settings and more.

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: Depending on your sign-in settings you may need to unlock your phone at this stage.

* ALWAYS TEST THE UNIT ON SITE BEFORE INSTALLATION TO AVOID RESTOCKING FEES *

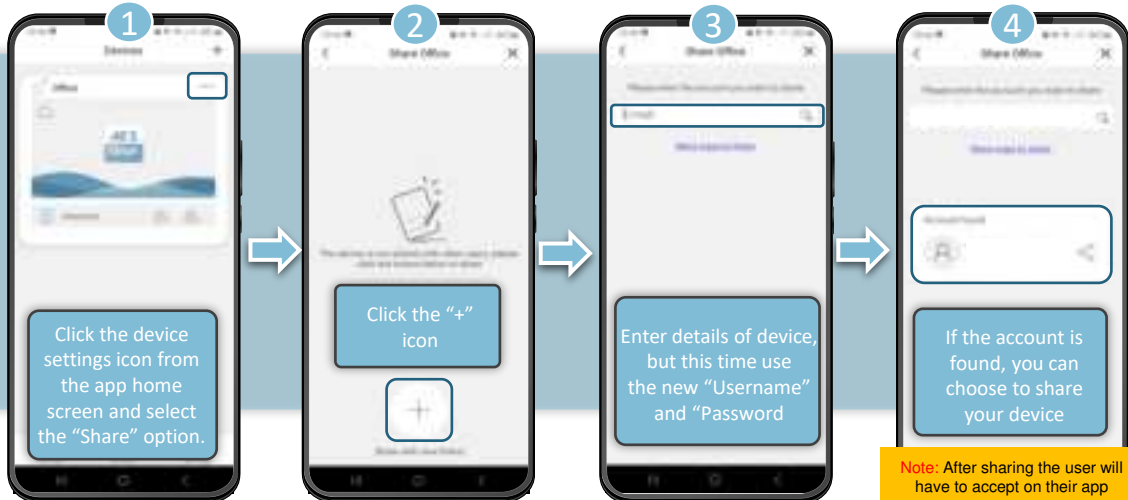


Note: Slight differences will be seen between the Android and iOS app versions, any major differences will be highlighted in the screenshots below.

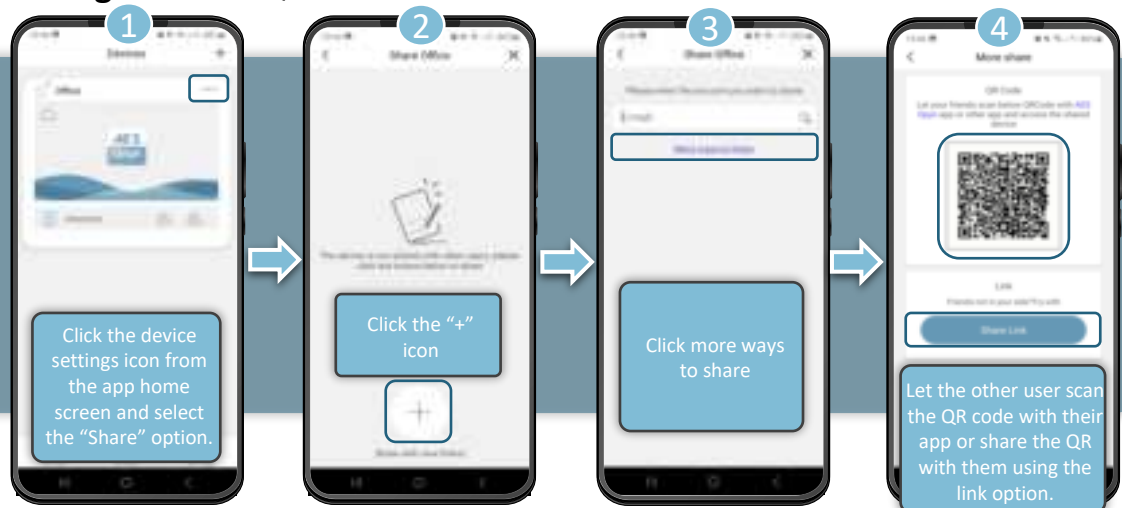


App download

Sharing Device – Search Account



Sharing Device – QR Code



INTERCOM MAINTENANCE

Bug ingress is a common issue in unit failures. Ensure that all components are sealed accordingly and check occasionally. **(Do not open the panel in the rain / snow unless correctly equipped to keep the internals dry. Ensure the unit is securely closed after maintenance)**

ENVIRONMENTAL INFORMATION

The equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances for the environment. In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end-of-life equipment.

The crossed-bin symbol marked in your device invites you to use those systems.



If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration. You can also contact AES Global Ltd for more information on the environmental performances of our products.

WARRANTY

Please note, by installing this product, you are accepting the following warranty terms:

1. The manufacturer's warranty is a "return to base" 2-year warranty from date of manufacture. This means that any suspected defective components or items are returned to the manufacturer's agent for investigation and diagnosis and returned at the cost of the customer.
2. The warranty does not cover, nor is the manufacturer or agent responsible for any of the following whatsoever: Storm damage, lightning or surge damage, flooding, accidental damage, vandalism or deliberate damage, unexplained corrosion or unusually harsh environments, failure of telephone networks, future un-interoperability between the product and network providers which cause malfunction due to changes implemented by the phone providers after manufacture of the product, or that which is outside of control of the manufacturer (e.g. 2G, 3G switch off, removal or inability to obtain VOLTE service), and damage due to not proper installation.
3. The manufacturer in no way accepts liability for any of the following incurred due to a product defect: Cost of attending site, inconveniences, labour rates, time lost, loss to or damage to property, security breaches, late payment clauses or breaches of any contracts between the installer and the client.
4. This is a profession install product only. The product is a component of an overall system. Therefore, it is the responsibility of the installer to certify the safety and compliance of the overall finished system. As soon as this product is fixed to another item, or connected to another third-party device, then the product has been modified, and compliance with local regulations in the country of install is strictly the responsibility of the installer.
5. Re-stocking fees may apply to items returned that are found to be non-defective. Complete units will also attract a re-stocking fee if returned for credit, regardless if a defect is discovered or not. Re-stocking fees may vary depending on the condition of the item being returned, and whether it can be determined as in brand new condition. The warranty terms do not entitle customers to an automatic full refund. For more details on returns procedures and re-stocking fees, contact the agent.
6. Items with physical signs of surge damage are not covered by warranty. Items with visible signs of surge damage will only be covered by warranty if photographic evidence is provided from site, showing surge protection has been installed.

Full warranty terms and conditions available upon request to AES Technical Department.

Alexa & Google Integration Instructions

• Alexa



1. Download the “AES Opyn” app via Google Play or App Store.
2. Launch the app and register an account (or login if you have already registered)
3. Connect and set up your AES Opyn device(s) via the app.
4. Search for the “AES Opyn” skill in the “Amazon Alexa” app skill directory.
5. Click “Enable” and proceed to link your AES Opyn and Amazon account.
6. Once successfully linked you can add your device(s) using the “discover devices” option on the Alexa app.
7. After adding the device(s) you can rename them to your liking and start using the voice control commands.

• Google



1. Download the “AES Opyn” app via Google Play or App Store.
2. Launch the app and register an account (or login if you have already registered)
3. Connect and set up your AES Opyn device(s) via the app.
4. Search for the AES Opyn service in the “Google Home”, home control service directory.
5. Connect/Link your AES Opyn and Google Home accounts.
6. The Opyn devices you had connected to your “Opyn” app then automatically appear in your Google Home app.



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* ALWAYS TEST THE UNIT ON SITE **BEFORE** INSTALLATION TO AVOID RESTOCKING FEES *

Reset / Default Device

If you need to default the system back to factory settings this can be done by entering the reset code sequence into the keypad.

Default Sequence: *1590#

(**Note:** This code can be changed)

Unbind Device

If you wish to clear the device of all users and do not have access to their app you can delete them manually by entering the unbind code sequence into the keypad.

Default Sequence: *1910#

(**Note:** This will remove admin and all shared users)

Change “Reset Code”

If you wish to change the reset code from its default value this can be done entering the following sequence into the keypad

Sequence: Sequence: XXXX#CODE# (XXXX = Current Code, CODE = New Code)

(**Note:** If you lose or forget this code a master reset on the system will be needed)

Create Local Network

If you need to configure WIFI again due to changing router or network password, but device is already “offline” then use this sequence to create local network used in setup.

Sequence: *1920#

(**Note:** This will not remove any programming)

Master Reset

Press tamper alarm button 5 times within 3 seconds



If you need to default the system and do not know the reset code due to it being changed from its default value, you can use this process to fully reset the system.

Note: Performing this process will remove all current programming including saved users & access codes.



Manufacturer: Advanced Electronic Solutions Global Ltd
Address: Unit 4C, Kilcrounagh Business Park, Cookstown,
Co Tyrone, BT809HJ, United Kingdom



Warning:

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.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter

STILL HAVING TROUBLE?

Find all of our support options such as Web Chat, Full Manuals, Customer Helpline and more on our website:

WWW.AESGLOBALONLINE.COM

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