

# Wuloo®

## Wireless Intercom System



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Web: [www.wulooofficial.com](http://www.wulooofficial.com)  
Facebook page: @WulooOfficial

# Welcome!

## Thank you for your purchase!

The upgraded full duplex intercom system is the latest product of Wuloo. This product carries a variety of great features, including:

- Completely hands-free and easy to use.
- Clear voice quality for high-quality communication.
- Incredible long-range communication (up to 1 mile).
- Easy to connect to other intercoms, allowing you to expand to multi-intercom systems. Expandable for up to 10 units.
- Multiple power sources allow even for outdoor use with the DC5V power bank (the power bank is not included).
- New technology with special anti-interference features to help solve interference problems.
- User-friendly design. This product is shipped with a quick start guide and detailed instructions. You can also contact the Wuloo service team for product-related questions and help at any time!

We are dedicated to providing customers with a 100% satisfactory service.

Please feel free to contact us if you have encountered any problems with your purchase. Our fast and friendly team will provide you with the best possible service!

**Extend&Activate your warranty :**

**E-mail:** [support@wulooofficial.com](mailto:support@wulooofficial.com)

**Web:** [www.wulooofficial.com](http://www.wulooofficial.com)

Sincerely,

Wuloo

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# 1. What's included in the Box

## 1.1 Intercom Overview

Every intercom station has the following accessories. If you purchase additional stations, each new intercom station will come with its own set of the accessories listed below.



AC Adapter



Cable

## 2. Getting Started

The basic steps for setting up your intercom are as follows:

2.1 Connecting AC Power

2.2 Setting Code

2.3 Making an "Address List"

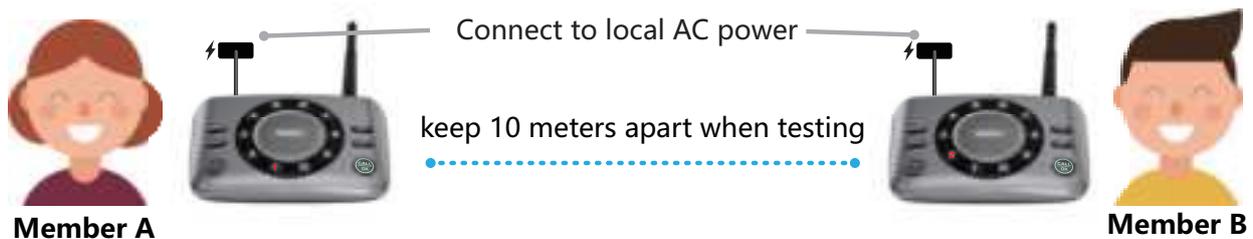
2.4 Testing a Connection

2.5 Distributing Different Stations to Different Users

**Note: The examples that follow are for 2 intercom stations. For multiple intercom stations, follow the same directions as listed below.**

### 2.1 Connecting AC power

Every intercom is equipped with an adapter (DC 5V1A) and a cable. Please connect every intercom station to your local AC power. We kindly suggest that you use the original adapter and cable that was included in your packaging to connect with your device(s). Please feel free to contact us if you have encountered any problems with the adapter or cable. We will send you a free replacement as covered by the warranty and will give you a discount on future purchases if your warranty expires.



### 2.2 Setting Code & Channel

This intercom has 10 codes (1-10) as well as 20 channels (1-20) available. However, channel settings are hidden, and you do not need to set the channel number as usual. All units are in channel 1 when they leave factory.

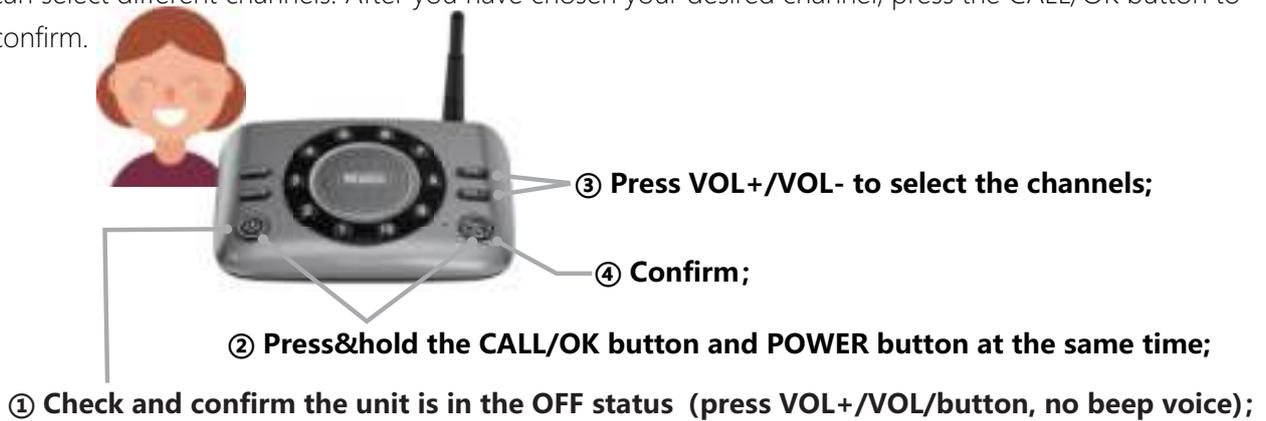
**Code Setting:** The intercom has 10 codes, and different units must be set with different codes. Press & hold the code number button for 3 seconds: when set successfully, you will hear a beep and the corresponding code number button will have a red light. When calling other intercoms, you only need to click the other party's code number, then press the CALL/OK button to call the other party, and the other party will need to press the CALL/OK button to answer. After that, both parties can speak directly at the same time hands-free. Either party can end the call by pressing the CALL/OK button. While in the call, your code number will have a red light, and the other person's number will flash red until the call is ended.

Press & hold the code number button for 3 seconds to set a new code number.



**Channel Setting:** Though the intercom’s channel settings are hidden, in general, you will not need to modify an intercom’s channel. The factory default’s setting is channel 1. If your intercom hears a conversation from a stranger, this means your neighbor also purchased same intercom system, or other people are using the GROUP function. Because this intercom uses public frequency, you may experience some interference. Don't worry, you can avoid receiving unfamiliar calls by changing all your intercom units to another channel.

**How to Change the Channel:** In the OFF status, press & hold the power button and CALL/OK button at the same time: the unit will then enter the Channel setting mode. By pressing the VOL+/VOL- button, you can select different channels. After you have chosen your desired channel, press the CALL/OK button to confirm.

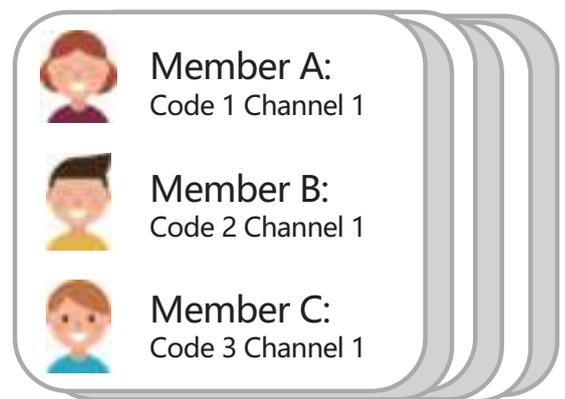


**Note:**

- 1.If you change the channel number, you must change all your units into the same channel number. The intercom units can only connect a call when they in the same channel.
- 2.In general, you do not need to set the channel numbers. If your intercom receives a conversation from a stranger, you can avoid this by changing all your intercom units to another channel.

**2.3 Make an “Address List”**

If you have a large intercom system with many intercom units and each unit has a different code number, you may need an “address list” to help you remember which intercoms belong to which users. We recommend recording the code number for each user and giving every user of your integrated intercom system this “address list.” We recommend making this list for larger intercom systems, though it may not be necessary for networks with fewer intercoms.



**Note:**

This intercom system is expandable for up to 10 units in one system. We do not recommend connecting more than 10 units in a system.

## 2.4 Testing a Connection

In testing, please ensure that there are at least 10 meters between 2 units or that they are in different rooms. The steps for testing your connection are as follows:

**Step 1:** Separate intercoms by at least 10 meters to prevent interference.

**Step 2:** Set up each intercom to have a different code number. For this test, Intercom A will have code 1 and channel 1 while Intercom B will have code 2 and channel 1. If you are testing multiple units, continue to program them to different codes while assigning all intercoms the same channel. Channel 1 is the factory default setting.

**Step 3:** Intercom A (Code 1, Channel 1): Press the code number button **2** then press the **CALL/OK** button.

**Step 4:** Intercom B (Code 2, Channel 1): See if Intercom B rings successfully.

**Step 5:** Intercom B (Code 2, Channel 1): If ringing was successful, press the **CALL/OK** button, and say the word "Hello" to test the voice connection of Intercom B.

**Step 6:** Intercom A (Code 1, Channel 1): If Intercom A hears the voice of the user of Intercom B, reply "Hello, testing one, two, three" to test the voice connection of Intercom A.



**Intercom A**  
Code 1 Channel 1

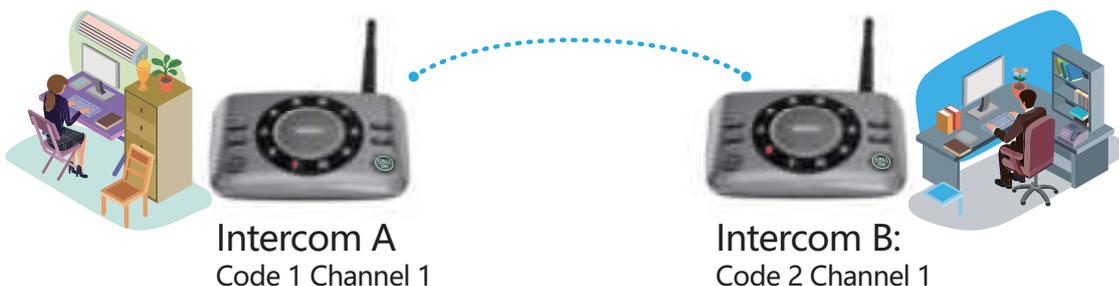


**Intercom B:**  
Code 2 Channel 1

If you can hear audio on both ends of the intercom system using the steps above, you have successfully set up the units of your intercom system.

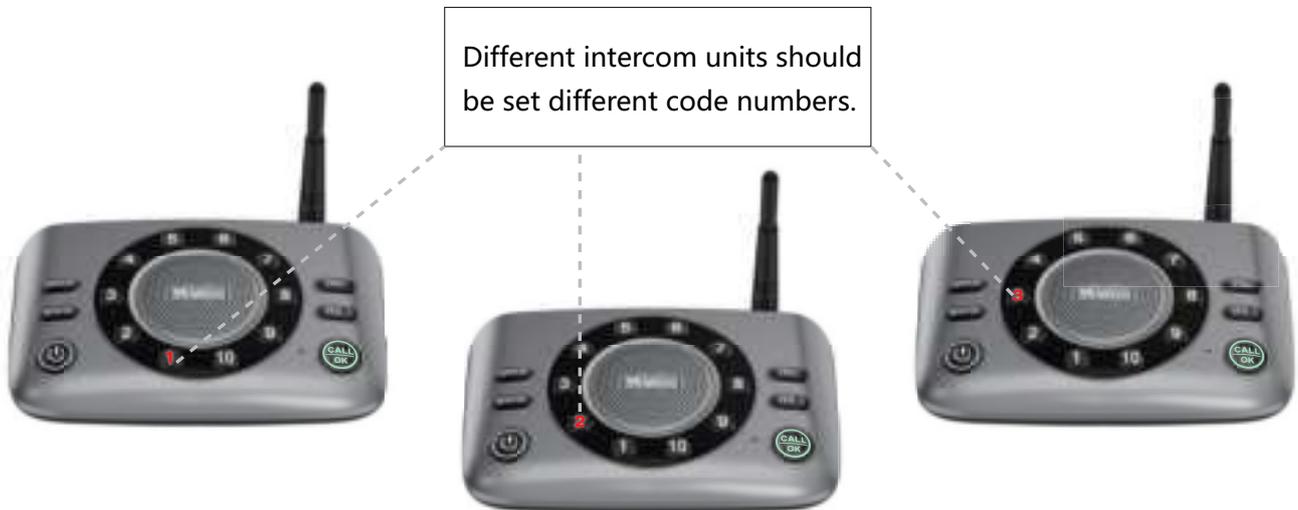
## 2.5 Distributing Different Stations to Different Users

After testing, you can assign different intercom stations and "address lists" to different users.



## 2.6 Notes

1. Different intercom units should be set different code numbers.
2. In general, there is no need to set the channel. You will only need to modify it if you receive a call from an unknown caller. When modifying your system's channel, all units need to be modified to the same channel number.



## 3.Advanced Settings

### 3.1 Calling Volume Setting

This intercom has 7 levels of calling volume available. Press VOL+/VOL- to set the volume.



### 3.2 Chime Setting

#### 3.2.1 Melody Setting

In the ON state, press & hold the VOL+ button for 3 seconds to enter the melody setting mode. Then, press the VOL+/VOL- button to select the melody. There are a total of 10 melodies to choose from. After selecting your preferred melody, press the CALL/OK button to confirm.



#### 3.2.2 Melody Volume Setting

In the ON state, press & hold the VOL- button for 3 seconds to enter the melody volume setting mode. Press the VOL+/VOL- button to select the melody volume. There are a total of 4 levels of volume to choose from. After selecting your preferred volume, press the CALL/OK button to confirm.

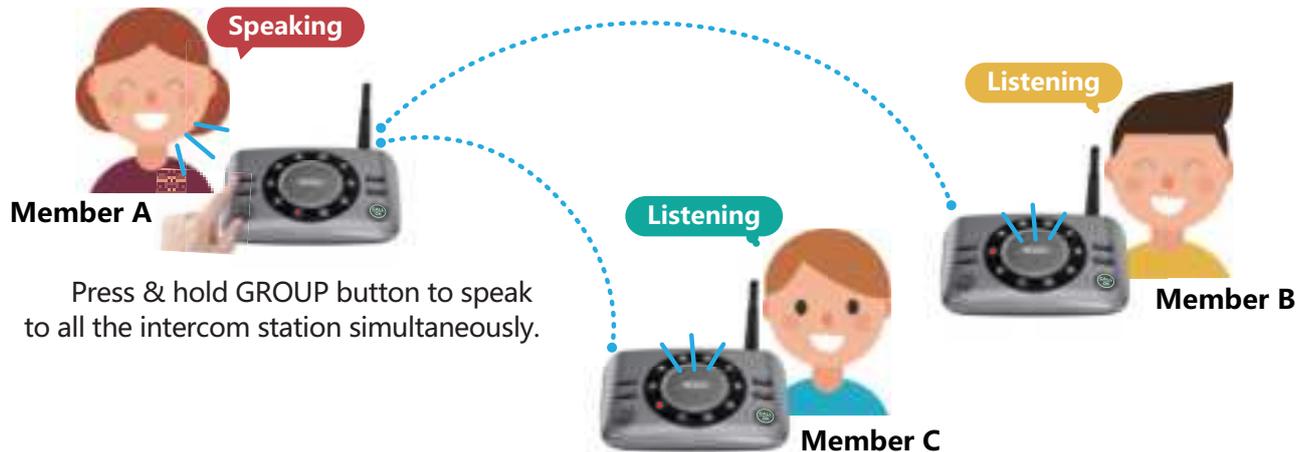


### 3.3 Functions Description

This intercom has multiple functions you can use:

#### 3.3.1 GROUP

This function is used for calling all the intercom stations within a system at the same time. Press & hold the **GROUP button** to speak to all the intercom stations in this system at the same time, even if they have different codes (but all intercoms must have the same channel).



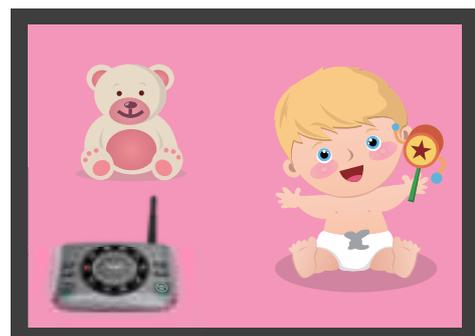
#### 3.3.2 MONITOR

This function can be used for receiving noises from one intercom without sending noises from the other. For the MONITOR intercom (such as the intercom in the parents' room), press the code number of MONITORED intercom (such as the intercom in the baby's room), then press MONITOR button to send a "monitor requirement." The MONITORED intercom (baby's room intercom) will receive the "monitor requirement." The corresponding code number will flash quickly, then on the MONITORED intercom (baby's room intercom), press the CALL/OK button to enter MONITORED mode. Now, the MONITOR intercom (the parents' intercom) can hear the voice from the MONITORED intercom (the baby's room), but the MONITORED intercom (the baby's room) cannot hear the voice from the MONITOR intercom (the parents' intercom). If the CALL/OK button on the MONITOR intercom (the parents' intercom) is pressed, then both intercoms can communicate like a normal call. If the CALL/OK button is pressed again on either intercom, the call will hang up.

**NOTE:** The MONITOR mode or CALL do not have time limits: a great upgrade compared with the previous version.



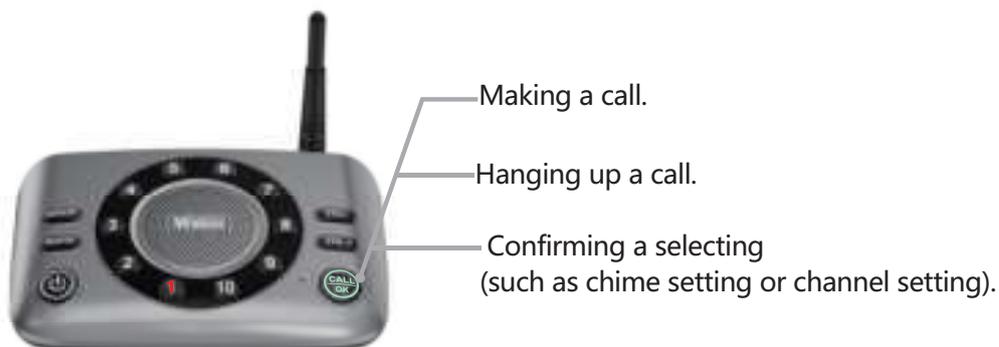
MONITOR Intercom  
(Parents' room)



MONITORED Intercom  
(Baby's room)

### 3.3.3 CALL/OK

The CALL/OK button has several functions: making a call, hanging up a call, and confirming a function (such as chime setting or channel setting).



### 3.4 Exclusively Improved Anti-Interference Function

This Wuloo intercom has an exclusive anti-interference feature.

Because the intercom uses public frequency, no license is required. But this also leads to the occasional reception of unfamiliar calls. Don't worry: this can be solved easily by setting your intercom(s) to another channel.

#### How to Change the Channel:

In the OFF status, press & hold the power button and CALL/OK button at the same time: the unit will then enter the Channel setting mode. By pressing the VOL+/VOL- button, you can select different channels. After you have chosen your desired channel, press the CALL/OK button to confirm.



#### Note:

- 1.If you change the channel number, you must change all your units into the same channel number. The intercom units can only connect a call when they in the same channel.
- 2.In general, you do not need to set the channel numbers. If your intercom receives a conversation from a stranger, you can avoid this by changing all your intercom units to another channel.
3. Additionally, the intercom device will easily receive interference from various wireless signals. Please keep your intercom away from bluetooth speakers, microwave ovens, radios, and other equipment. Otherwise, your intercom may experience static.

### 3.5 Reset Factory Settings

In the OFF state, press & hold the CALL and VOL-button at first, then press & hold the POWER button while still holding the CALL/OK and VOL- button. If you hear a beep, it means your intercom has been reset successfully.



After a reset, the intercom unit will be restored to its original state: CODE 1, Channel 1, 4th-level call volume, the “ring” melody, and 2nd-level melody volume.

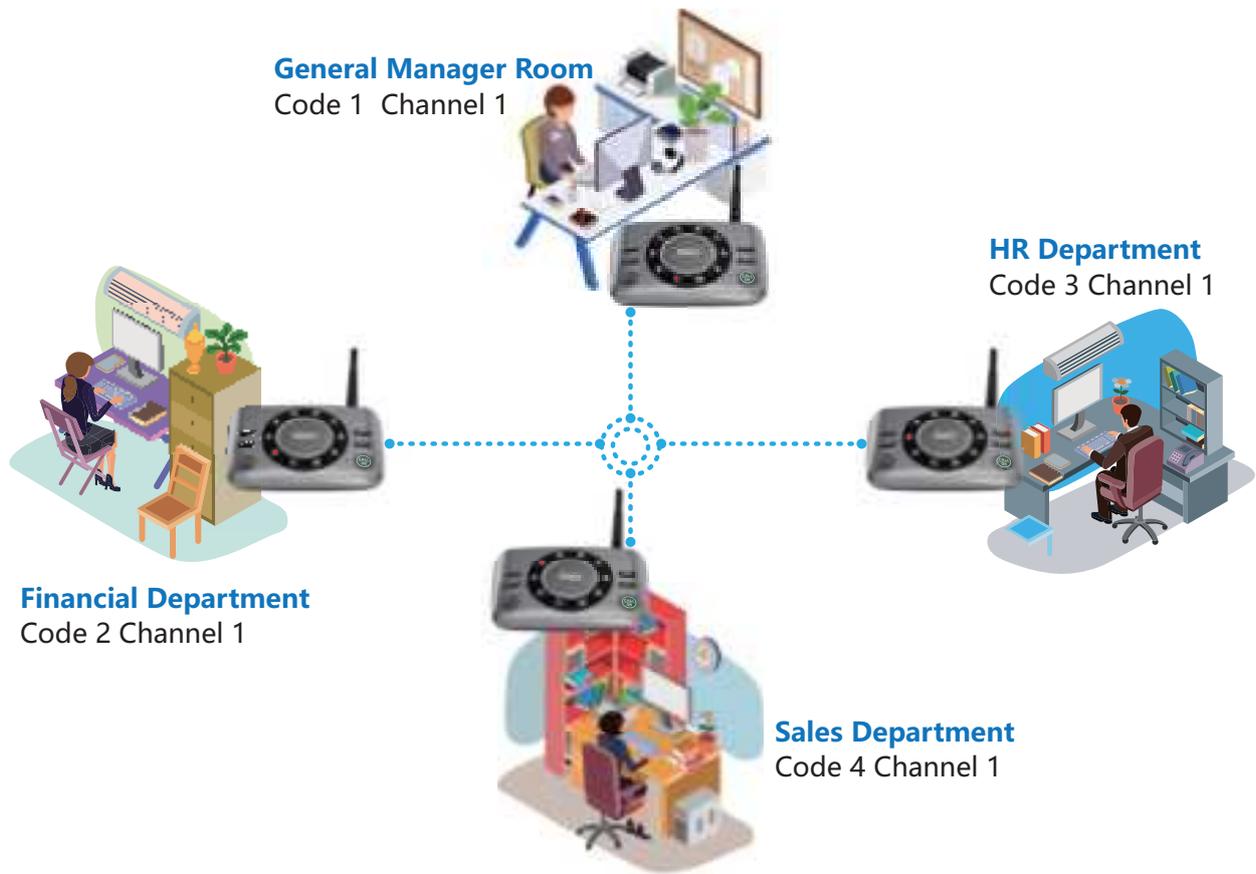
### 3.6 Usage Scenario

We have come up with several scenarios to help you understand the intercom system better for future ease of use.

**Usage scenario description:** You work for a company that has 4 departments. The department offices include the general manager’s office, the financial department office, HR department office, and the sales department office. Your company purchased 4 intercom stations and distributed them to the 4 departments to help them communicate better.

First: The channel and code for every intercom must be set and distributed to every department, shown in the table below:

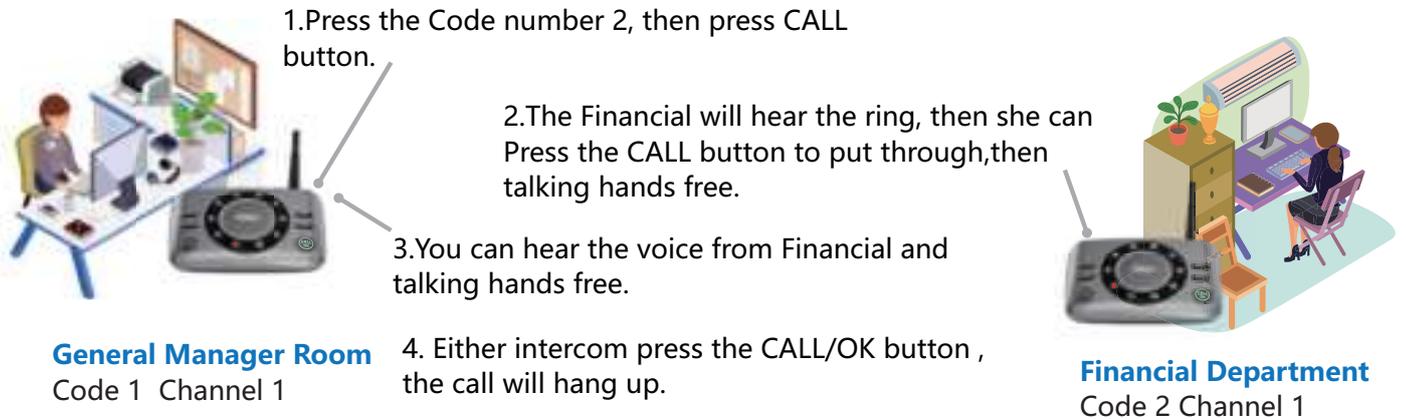
<b>Channel (Factory default setting)</b>	1	1	1	1
<b>Code</b>	1	2	3	4
<b>Device Location</b>	General Manager Room	Financial Department	HR Department	Sales Department



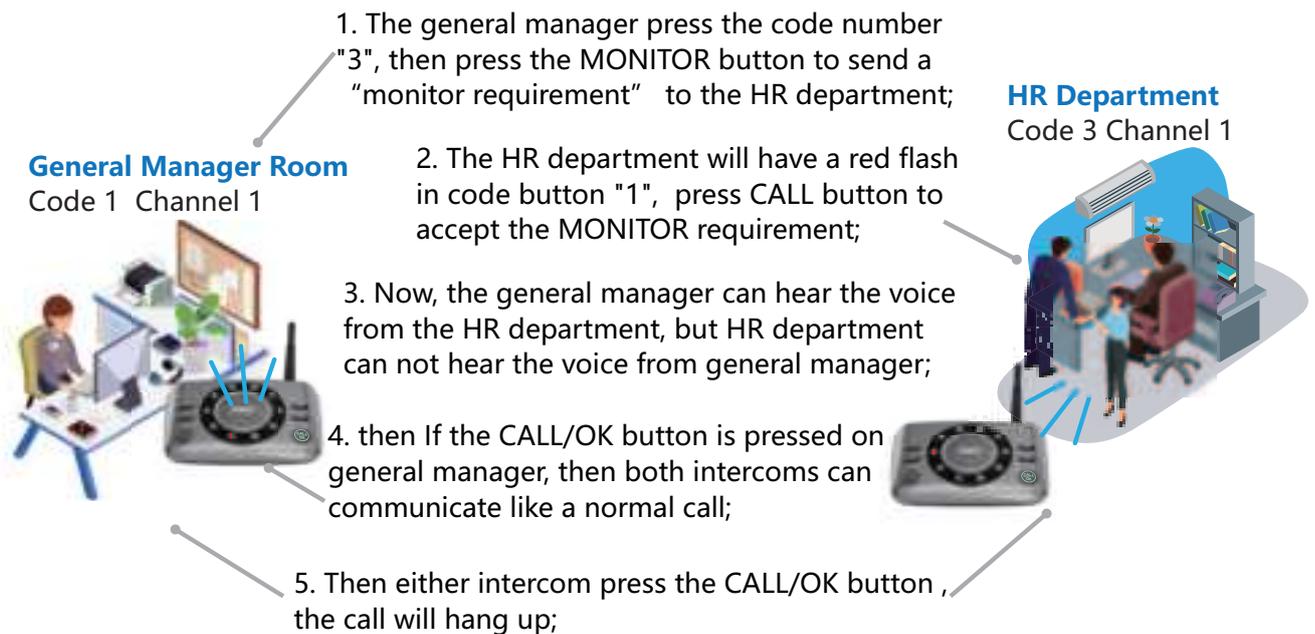
**Usage Scenario 1:** The general manager informs the entire staff that they're having a meeting in the meeting room in 10 minutes. In this case, the manager can use the GROUP function on the intercom found in his office to notify all the intercoms at the same time.



**Usage Scenario 2:** The general manager's office has something important to tell the financial department and needs to ask the financial manager to come to his office right away. In this case, the general manager can make a CALL to the Financial Department.



**Usage Scenario 3:** There is a meeting in the HR departmental office, but the general manager is busy and doesn't have time to participate in the meeting. However, the meeting is still very important, and the general manager wants to listen in on the meeting. In this case, on the MONITOR intercom (general manager's intercom), the general manager will press the code number of the MONITORED intercom (HR department's intercom). The general manager will then press the MONITOR button to send a "monitor requirement" to the MONITORED intercom (HR department), which will receive the "monitor requirement." The corresponding code number will flash quickly. Then, the MONITORED intercom (HR department) will press the CALL/OK button to enter MONITORED mode. Now, the MONITOR intercom (general manager) can hear the voice from the MONITORED intercom (HR department). If the CALL/OK button is pressed on the MONITOR intercom (general manager), then both intercoms can communicate like a normal call. Should either side press the CALL/OK button again on their intercom, the call will end.



## 4. Additional Notes

### Notes:

1. Different intercom units should be set with different code numbers.
2. This intercom system is expandable for up to 10 units in one system. We do not recommend connecting more than 10 units to a single system.
3. In general, there is no need to set the channel. You will only need to modify it if you receive a call from an unknown caller. When modifying your system's channel, all units need to be modified to the same channel number.
4. Additionally, the intercom device will easily receive interference from various wireless signals. Please keep your intercom away from bluetooth speakers, microwave ovens, radios, and other equipment. Otherwise, your intercom may experience static.

## 5. Troubleshooting

Most issues that arise can easily be resolved by changing the settings on your intercom.

Please read this user manual carefully before you use this machine. Use the table below to find your exact issue and the possible solutions for it. If you need more help, you are welcome to contact us:

**Email:** [support@wulooofficial.com](mailto:support@wulooofficial.com)

**Facebook page:** @WulooOfficial

**Web:** [www.wulooofficial.com](http://www.wulooofficial.com)

Trouble	Possible Solution
The intercom is connected to AC power, but the machine does not work.	<ol style="list-style-type: none"> <li>1. Check the AC power cord to see if it is connected properly. If it is not, please connect it now.</li> <li>2. Change the AC adapter that was included in your initial set. We will send you a new adapter for free if the current adapter broke within your warranty period. If your warranty has expired, you can buy an adapter from our store at a significant discount.</li> </ol>
The intercom is not receiving calls or responding.	<ol style="list-style-type: none"> <li>1. Check to make sure the intercoms have been set to different codes. The two intercoms must have different codes for users to communicate.</li> <li>2. In general, you do not need to set the channel numbers. Should your intercom intercept a conversation from a stranger, you can avoid receiving unfamiliar calls in the future by changing all your intercom units to another channel, all units must have same channel.</li> <li>3. Your volume may be too low. Press the VOL+ button to increase the volume of your intercom device.</li> </ol>
The intercom is making a continuous "beep" sound.	<ol style="list-style-type: none"> <li>1. Move the intercoms away from each other or other devices (e.g., speakers) to eliminate interference from other audio devices.</li> <li>2. Change all your intercom to another channel to avoid interference from other wireless intercom devices.</li> </ol>
The intercom units do not work.	<ol style="list-style-type: none"> <li>1. Try setting up the units in different locations. If the units work in a different location but not in your building, the issue may be with the walls of your home or office.</li> </ol>
The intercom does not receive any information while it is in Monitor mode.	<ol style="list-style-type: none"> <li>1. Monitor mode can only support 1 monitor unit (receiving audio) per 1 monitored unit (sending audio). One monitor unit cannot receive audio from several monitored units that are sending audio to it at the same time.</li> <li>2. The intercom station in monitor mode is the "monitored" side. Please place the intercom close (close is important) to the person you wish to monitor: for example, a baby.</li> </ol>

## **6.Adding Additional Units**

**This intercom system supports expansion to more intercom stations, providing you with even more convenience.**

### **6.1 Expand to More Intercom Stations**

If you find that you do not have enough intercom stations, and you wish to expand to include more devices, you can purchase additional intercom units in our store. Please select the same model number when purchasing additional units. Once your additional intercoms arrive, set them to a different code from your existing units so that you can communicate with the intercom devices you've already installed.

This intercom system is expandable for up to 10 units in one system. We do not recommend using more than 10 units with a system.

## 7. Questions & Answers

Below are some common problems encountered by our customers as well as detailed answers you can use for reference. We hope this information can help you use your device more efficiently.

**Question 1:** Why does my intercom sometimes receive noises or conversations from strangers?

**Answer 1:** This is likely due to the fact that the intercom uses FM wireless technology. It uses public frequency, so if someone close to you is using wireless intercom devices at the same frequency, you may experience interference. To solve this problem, you just need to change all the intercom units to a different channel.

**Question 2:** This intercom uses FM wireless communication. Do I need to have a license?

**Answer 2:** This intercom system uses public frequency, so there is no need for a license.

**Question 3:** Can I talk to the other user without pressing the TALK key?

**Answer 3:** Yes, this intercom is completely hands-free and easy to use; you do not need to press & hold to talk.

**Question 4:** If I use a public frequency, will I encounter interference?

**Answer 4:** Interference is rare: however, it can happen. When other devices use the same frequency, you may experience interference. However, you can avoid this by simply changing your channel for all your intercom units.

**Question 5:** Can I use batteries for these machines?

**Answer 5:** No, this intercom does not work with batteries. Alternatively, you can use the power bank (DC 5V1A) instead. This works well when you want to take the intercom outdoors.

**Question 6:** What voltage do the intercoms work with?

**Answer 6:** This intercom package comes complete with an adapter that supports 100-240V AC power. The original adapter is used worldwide.

**If you have more concerns, please feel free to contact us via our customer service email at [support@wulooofficial.com](mailto:support@wulooofficial.com) . We will do our best to answer you within 12 business hours. You can also visit our official Facebook page @WulooOfficial and @admin. We will reply to you immediately if our admin is online, or usually within 6 hours if the admin is not immediately available. Thank you very much for choosing Wuloo!**

## 8.Warranty

We believe in honesty and reliability for all our products. That's why all of our products must pass a strict test before they are packaged for shipping. We are dedicated to providing our customers with 100% satisfactory service and as such, we are proud to provide a warranty service for this product:

- 1.We provide free replacements instead of repairs for quality-related issues detected within 1 year.
- 2.We provide a whopping 50% discount for new replacement purchases made within 2 years if the intercom has suffered accidental damage (e.g., drop and break).
- 3.We also provide lifetime service for all questions regarding your intercom.

If you have any additional questions, you are welcome to contact us via email or Facebook.

**Extend&Activate your warranty:**

Email: [support@wulooofficial.com](mailto:support@wulooofficial.com)

Facebook Page: @WulooOfficial

Web: [www.wulooofficial.com](http://www.wulooofficial.com)

For additional coupons and deals on products, follow us on our Facebook page at @WulooOfficial. We send out coupons and promotions regularly to help our previous customers save the most on their future purchases! Thank you so much for choosing Wuloo!

## **FCC Statement**

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.

Caution: 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 important announcement

### **Radiation Exposure Statement**

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

## ISED Statement

- English: This device complies with Industry Canada license - exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES - 003 (B)/NMB - 3(B).

- French:

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

L'appareil numérique est conforme à la canadienne CAN ICES - 003 (B)/NMB - 3(B).

### Radiation Exposure Statement

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

Pour se conformer aux exigences de conformité d'exposition RF de la FCC, cette subvention est applicable uniquement aux configurations mobiles. Les antennes utilisées pour cet émetteur doivent être installées de manière à fournir une distance de séparation d'au moins 20 cm de toutes les personnes et ne doivent pas être colocalisées ou fonctionner conjointement avec toute autre antenne ou émetteur.