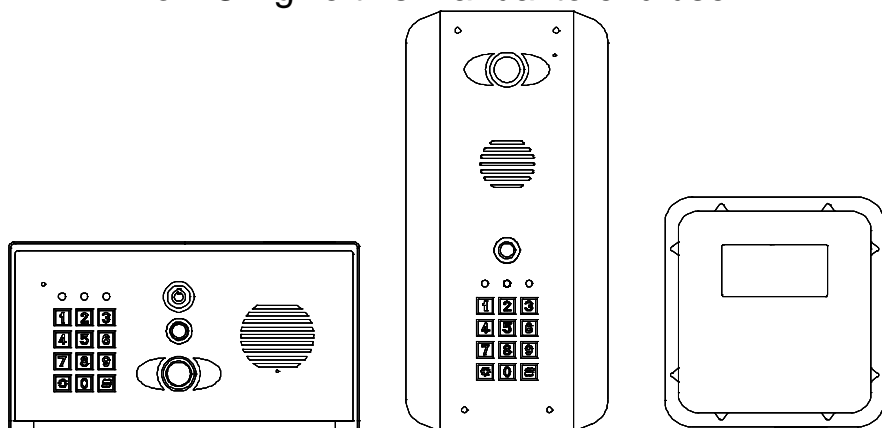


# Installation Instructions

For  
PRIME6-PROX-IMPK-PE-4GA

**PROFESSIONAL INSTALL ONLY**

Do NOT give this manual to end user!



Manual Version 1

The manufacturer cannot legally offer technical support to non-qualified gate or door installers. End users should employ the services of a professional install company to commission or support this product!



**Tip:** Site Survey BEFORE you begin. See Page 3!



## WARNING

Do not power from the gate controller. Only use the provided UL power supply, otherwise damage may occur and warranty may be void.



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# Site Survey



**YES!**

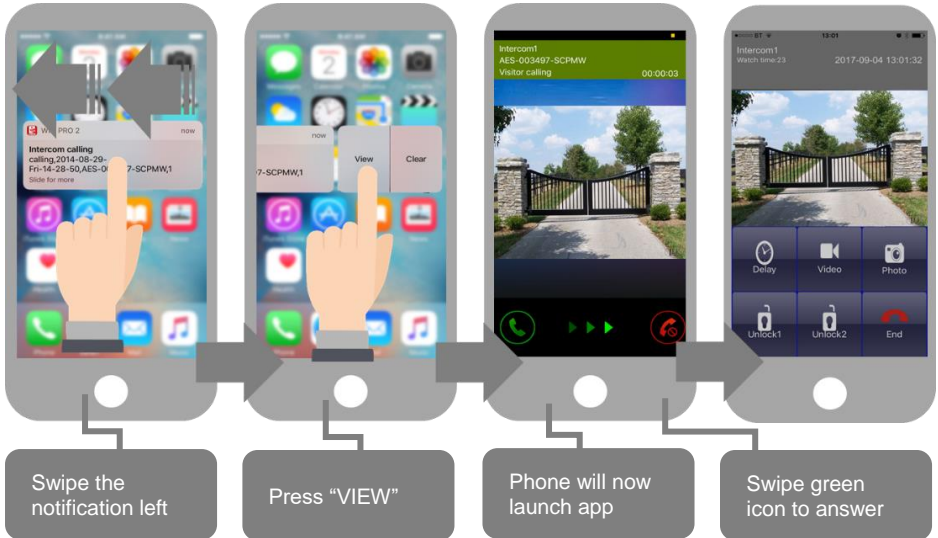
I have 4G signal at the gate with my phone! If not, STOP. You will need some! Try a different network provider.



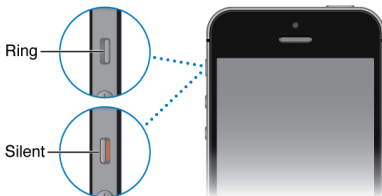
**YES!**

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

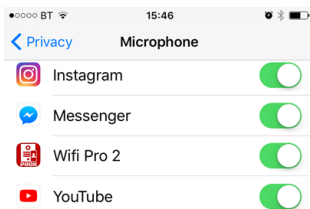
# Answering on Apple



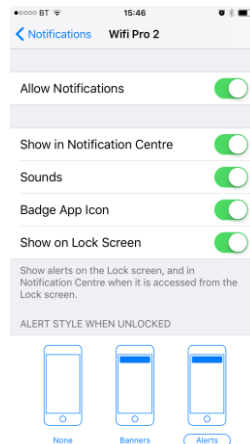
Note: Various versions of IOS and Android OS will have different notification acceptance techniques. Please refer to online support for your device if needed.



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

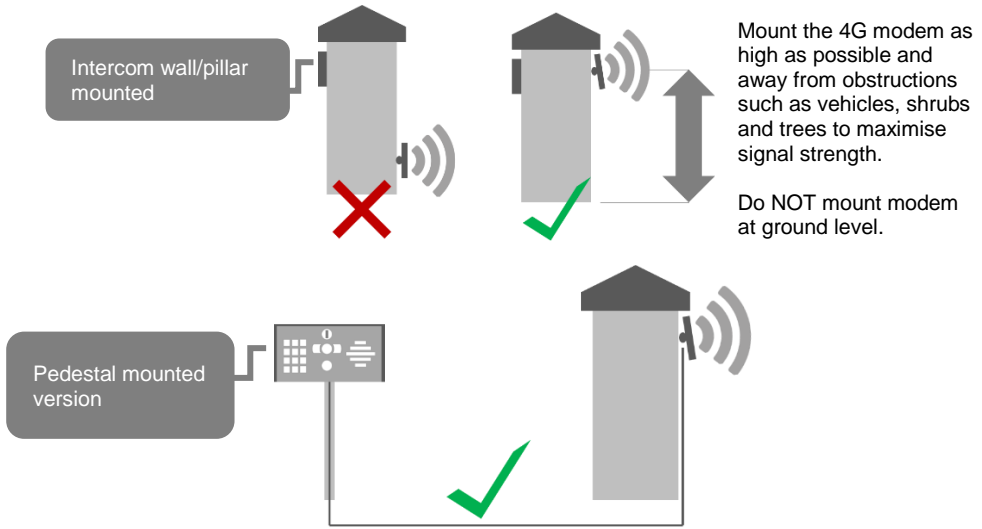


TIP: If there is no voice from the speaker at the gate, check the iPhone microphone permissions in Settings/privacy/microphone



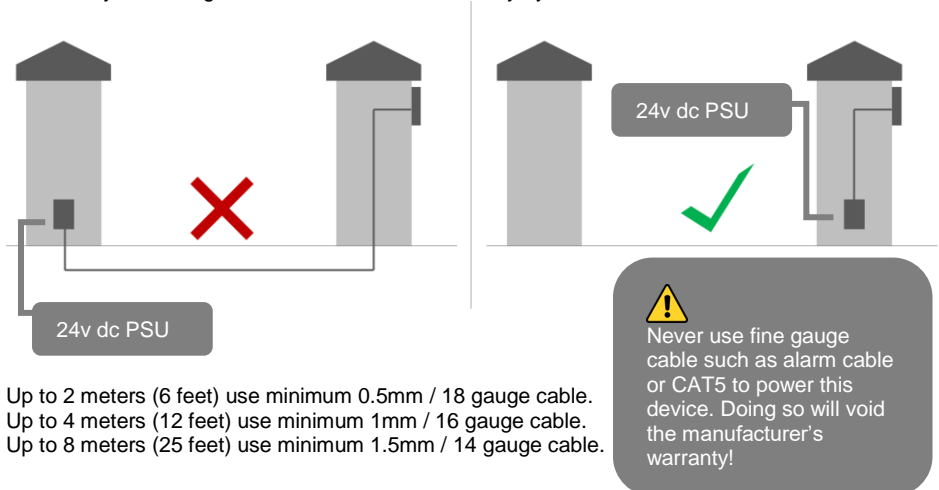
TIP: If you don't get notifications then check settings/notifications and select the app.

# Installation

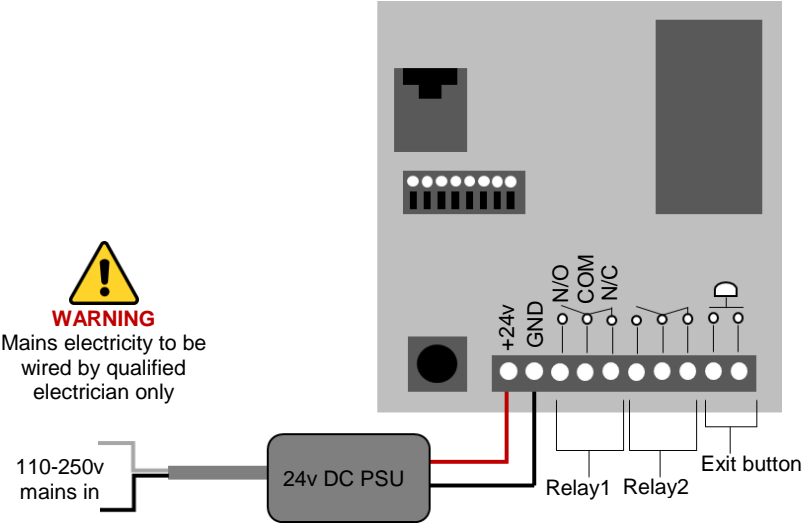


# Power

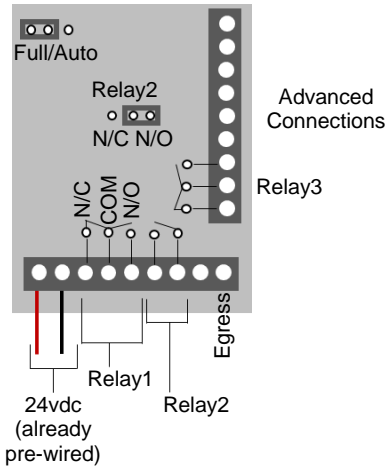
This intercom comes with a 24v dc power supply. The intercom requires up to 2 amps peak demand at times, therefore power cable is of extreme importance. It is preferred the 24v dc PSU is installed within close proximity of the intercom. However, on occasion this may be difficult to achieve. Please adhere to the cable thickness guide below or the device may be damaged and rendered out of warranty by the manufacturer.



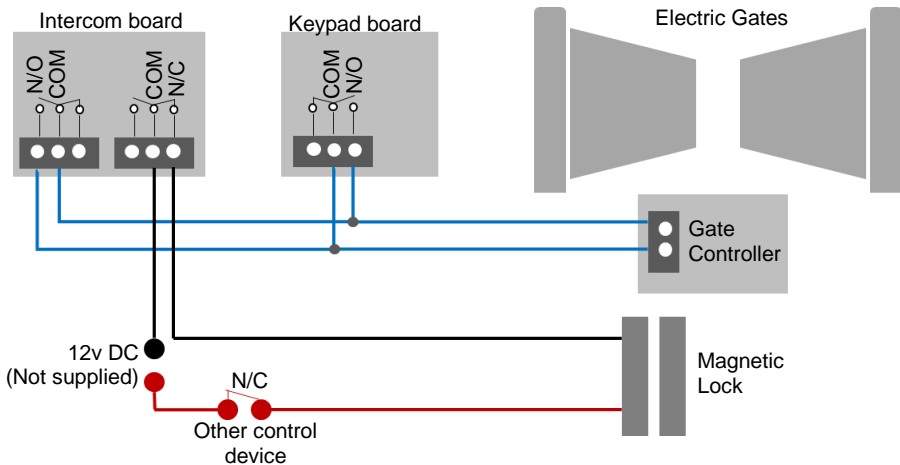
# Intercom Module Wiring



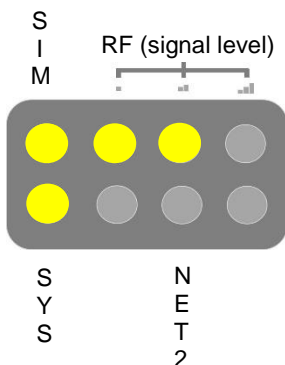
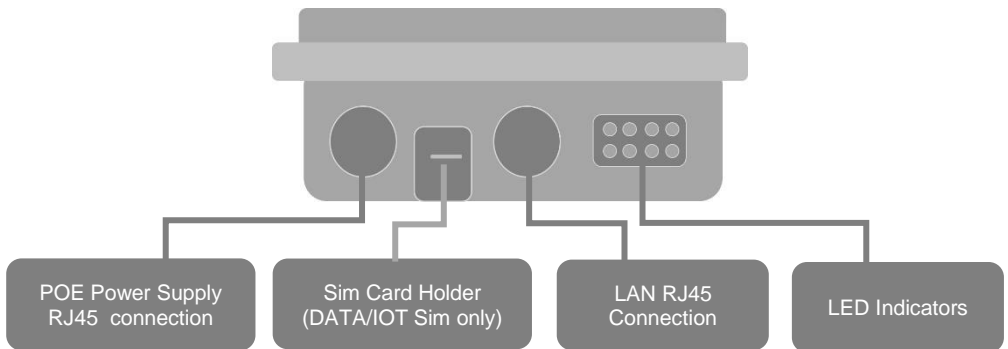
# Keypad Module Wiring



# Output Connections Example



## Modem Connections



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

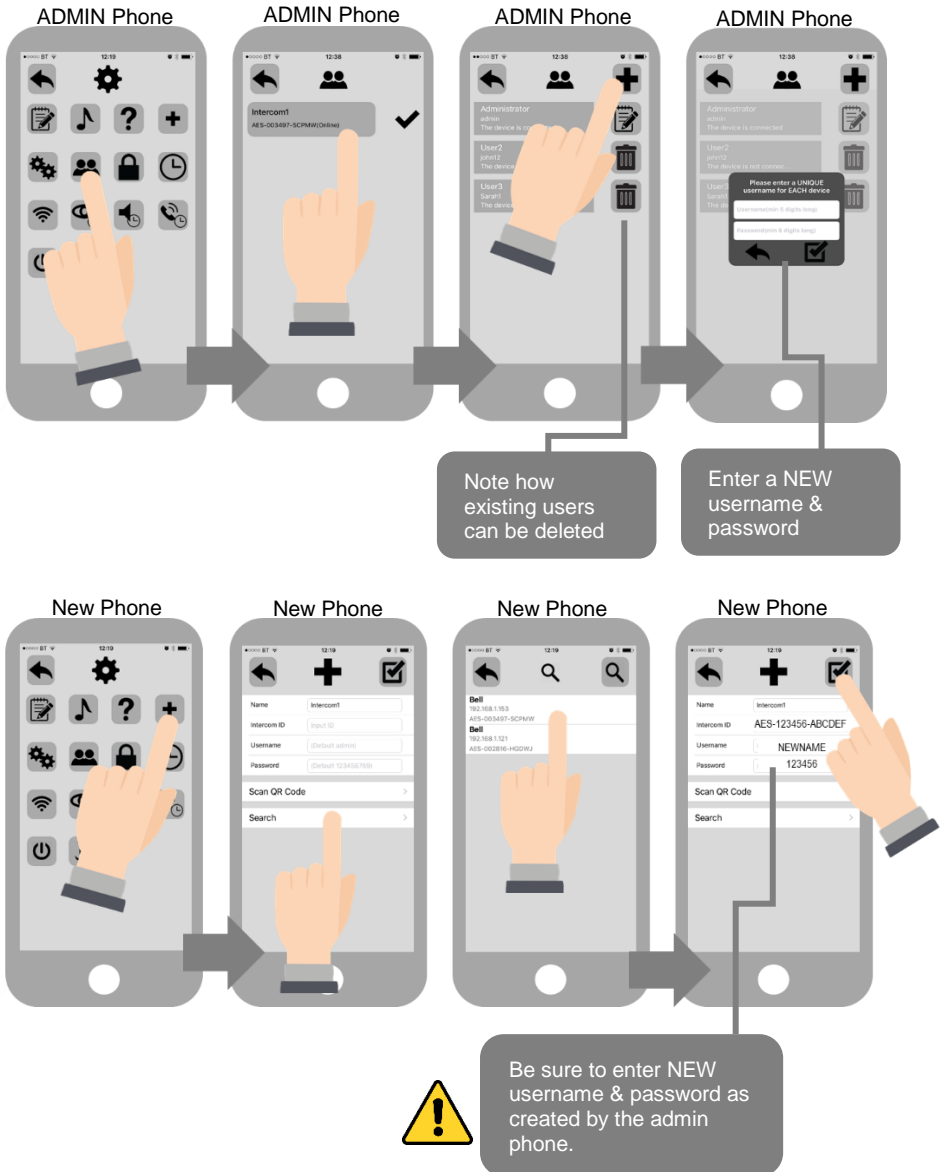
**RF** –   
 ■ The first LED will flash if you have **low** 3G signal.   
 The first LED will stay solid if you have **low** 4G signal.   
 ■ The second LED will flash if you have **medium** 3G signal.   
 The second LED will stay solid if you have **medium** 4G signal.   
 ■ The third LED will flash if you have **high** 3G signal.   
 The third LED will stay solid if you have **high** 4G signal.

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

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

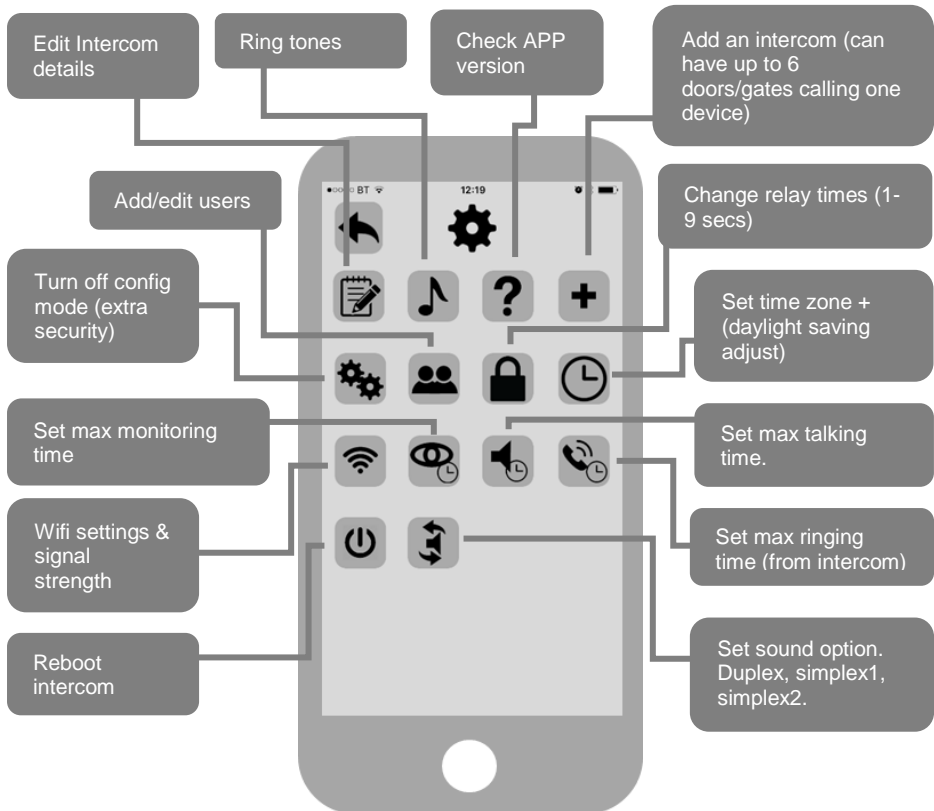
# Adding Additional APP Users

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



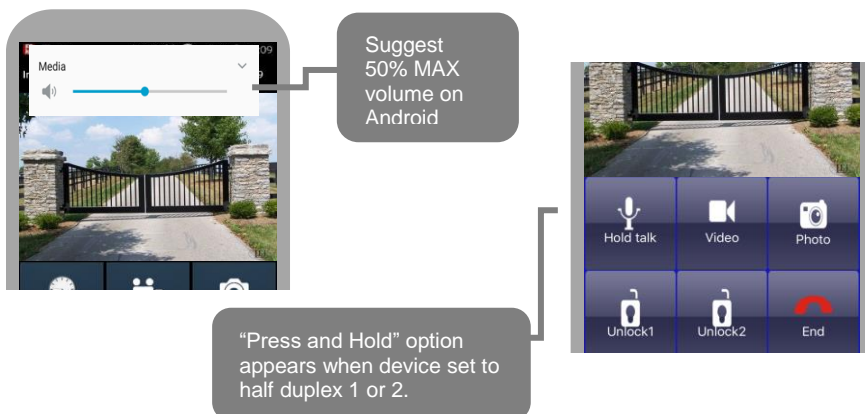
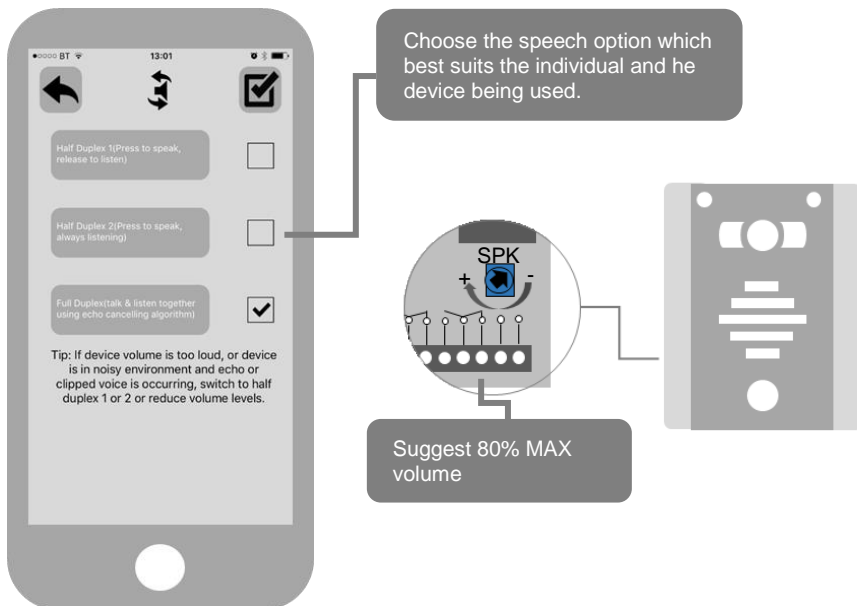


# Other Settings

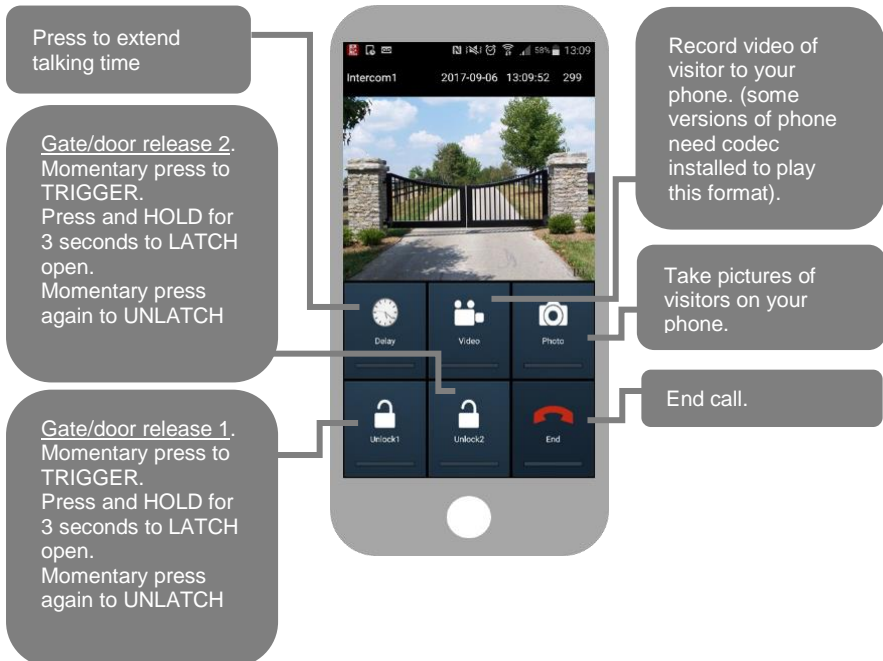
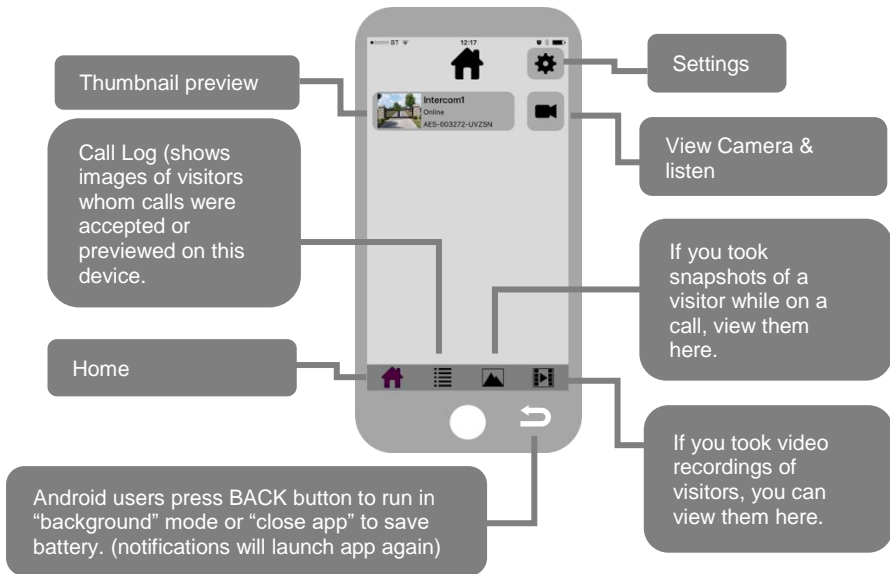


# Sound, Volumes and Speech

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.

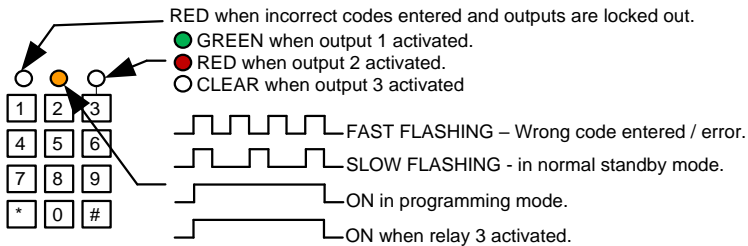


# Using the APP



# 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 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

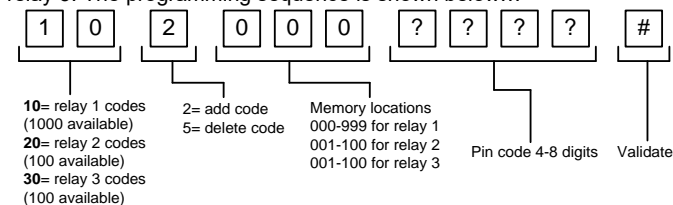
4-8 digit code

Validate

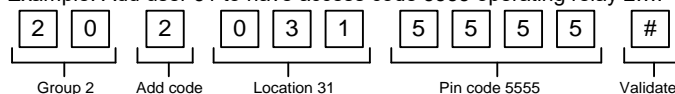
Replace ??? with your new ENGINEERS code.

## Enter or delete new user/Homeowner codes

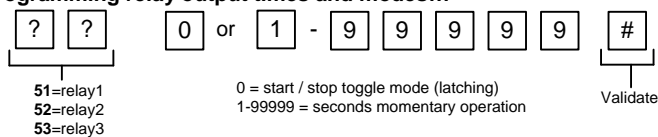
There are 3 groups of user codes. Group 10 for relay 1, group 20 for relay 2, and group 30 for relay 3. The programming sequence is shown below...



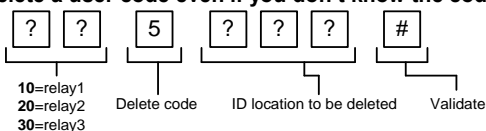
Example: Add user 31 to have access code 5555 operating relay 2....



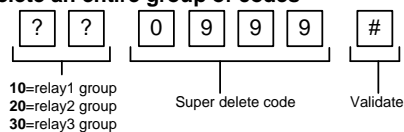
## Programming relay output times and modes...



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

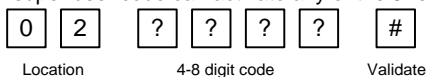


## Delete an entire group of codes



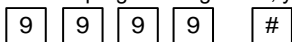
## Programming super user codes...

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...

8

0

8

0

\*

\*

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**

?

?

?

?

#

1

Activate output 1

?

?

?

?

#

2

Activate output 2

?

?

?

?

#

3

Activate output 3

# 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 with the customer. Namely the router, the wifi 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 thi

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.
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## 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

### FCC 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.

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.

### Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.