



# Video intercom V44 SMART IP System

TOUCH SCREEN MONITOR MANUAL

TS-SMART7xx

TS-SMART10xx

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## 1. GENERAL WARNINGS

The Purchaser undertakes to handle the packaging with care and to store the material in an appropriate manner, in an environment without humidity and at a temperature not lower than -5 °C and not higher +40 °C.

The Purchaser undertakes to inform its own customers of the storage methods for the material supplied by AVE S.p.A.

The Purchaser undertakes to sell the Products in their original intact packaging. If this is not the case, the Purchaser undertakes to pass on to its customer the instructions for use supplied by AVE S.p.A. with the products. These instructions can also be found in catalogues, technical sheets, brochures, inserts and on the company's website ([www.ave.it](http://www.ave.it)).

In the case of the sale of AVE S.p.A. products in the countries of the European Union, the Purchaser undertakes to check that the instructions for use of the product in the AVE S.p.A. packaging contain the specific language of the country of destination. If this is not the case, the Purchaser undertakes to request AVE S.p.A. to include in the product instructions the language and/or symbols required for the export of the goods, or the Purchaser undertakes to do so on its behalf.

If the Purchaser opens the packaging before selling the products, the apparent integrity of the products must be verified; in case of doubt, the products must not be sold.

AVE S.p.A. products are products that require installation. Products and accessories must be installed by qualified personnel. The products must be installed and used in accordance with their intended purpose and in compliance with the standards applicable to the various types of installation, taking into account the provisions of the catalogue, the data sheets and the instructions published on the company's website. In any case, before putting the installed products into service, the system must be tested by authorised personnel to ensure its functionality and compliance with safety regulations in accordance with current legislation.

AVE S.p.A. reserves the right to modify and improve, without prior notice, the products illustrated in its catalogue and listed in the price list, due to the continuous process of productive, technological and regulatory adaptation. The product data sheet or other equivalent documentation is available on request from the AVE S.p.A. Technical Support Service. Consultation of the company's website for updates and confirmation of data is recommended ([www.ave.it](http://www.ave.it)).

### GENERAL INFORMATION

The AVE S.p.A. Video intercom system (Domina Video intercom range) has been designed, tested and approved in accordance with the European standards in force for the installation of electrical systems. For this reason, in addition to complying with the standards in force, it is essential to comply with all the system regulations, from the installation recommendations to the system configuration instructions described in the following paragraphs.

### USEFUL REGULATORY REFERENCES

For the correct implementation of a networked hotel system, we recommend consulting some CEI standards such as:

- CEI 64-8 Electrical system users with a nominal voltage not exceeding 1000 V alternating current and 1500 V direct current
- CEI 64-55 Residential and commercial buildings - Guidelines for the integration of electrical system users and for the preparation of auxiliary, telephone and data transmission installations in buildings - Special criteria for hotels
- CEI 64-100 Residential buildings- Guidelines for the preparation of electrical, electronic and communications infrastructures

## INSTALLATION OF PRODUCTS

This device must be installed in accordance with its intended use and in compliance with all applicable codes, standards and installation regulations. The device must only be installed by qualified personnel. Improper installation or misuse of the device may result in risk of electric shock and/or fire and/or improper operation. Before installation, carefully read the relevant instructions (on the device and in the instruction manual, if available) and consult the technical information available at [www.ave.it](http://www.ave.it). If you believe that you do not have sufficient information for the installation, and/or if you need further clarification, please contact the AVE Technical Support Service on 0039 030 24981 and/or an AVE Customer Support Service (list available at [www.ave.it](http://www.ave.it)). Observe the installation and connection procedures and the operating temperatures; before putting the installed products into service, have the system checked by qualified personnel. Do not open, dismantle or alter the product under penalty of forfeiture of warranty and exclusion of liability on the part of the company.

The AVE video-intercom system complies with the strictest product standards both as regards performance and safety requirements and compliance with the relevant environmental tests. It also contains advanced video surveillance functions (which can be activated during installation of the system) that may be subject to Regulation 679/2016 ("GDPR") and the General Provision of the Video surveillance authority of 8 April 2010. Since these indications establish specific obligations for the protection of privacy, we draw attention to the fact that the installation is carried out according to the current laws and legislative decrees on "privacy".

## 2. PASSWORD MANAGEMENT

To ensure the security of the system and your account, it is recommended that you change the default passwords used to access the system configuration menus.

## 3. INTRODUCTION

The purpose of this manual is to assist the installer in understanding the features and functions of the TS-SMARTxx touch screens.

The devices are listed below:

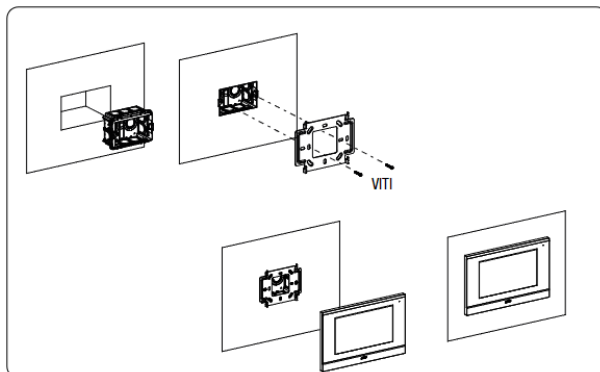


## 4. INSTALLATION

The devices should be installed at a height of 1.5 m from the ground.

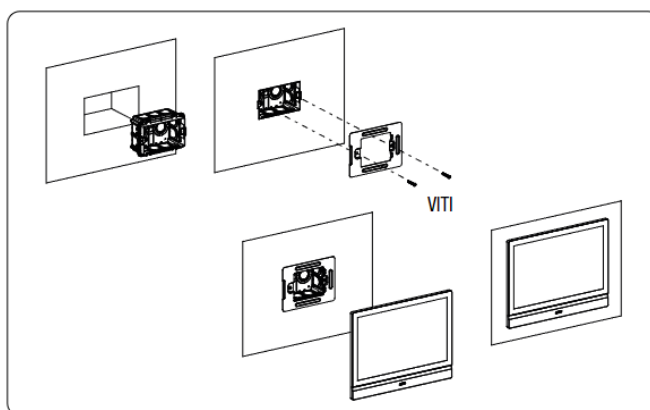
### 4.1 TS-SMART7xx

The TS-SMART7xx is a wall-mounted device with a plate for installation on a horizontally recessed 3-module box. To install the device, screw in the supplied screws to secure the support bracket to the box. Once wiring operations have been completed, align the slots in the back of the monitor with the bracket hooks and slide the device slightly downwards.



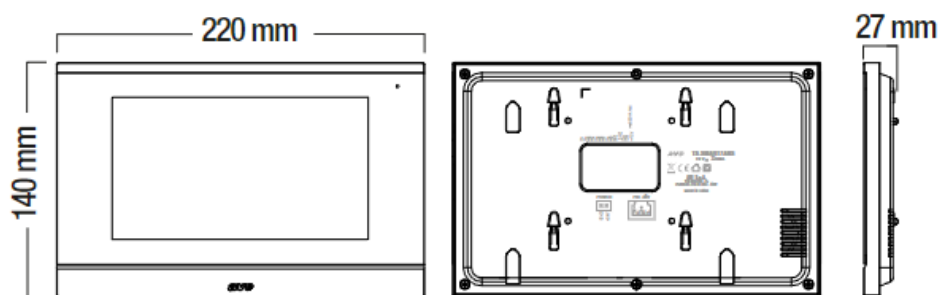
### 4.2 TS-SMART10xx

The TS-SMART10xx device is an in-wall device in a horizontally recessed 3-module box. Screw the screws supplied to secure the support bracket to the rectangular box, after it has been horizontally recessed. Once the wiring is complete, align the device to the plate and use the magnets on the back of the unit to bring it up to the hooking point. After it has been secured, slide the device to the right to engage the safety tab.

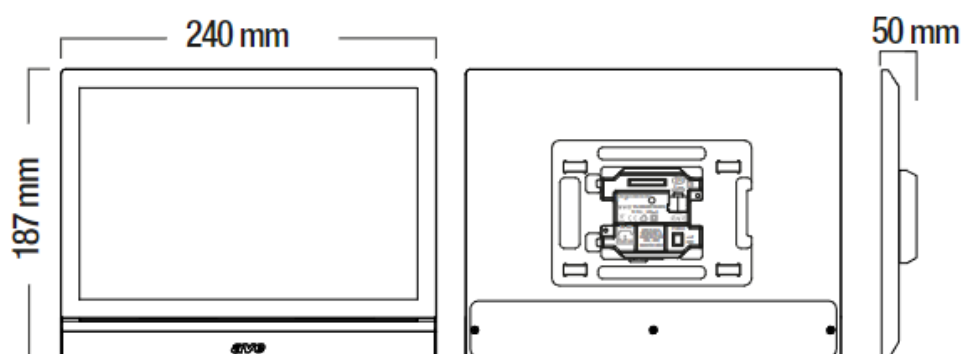


## 5. DIMENSIONS

### TS-SMART7xx



### TS-SMART10xx



## 6. DEVICE CONNECTION

The TS-SMART7xx and TS-SMART10xx touch screens (indoor stations) can be powered in two ways:

- Via a standard PoE 48V<sub>DC</sub> switch
- Via a stabilised 24V<sub>DC</sub> power supply using the special cable supplied with the device by connecting it to "Power" terminal (check the correct polarity before connecting the connector).

It is not possible to use both power modes simultaneously as this may cause irreparable damage to the device.

## 7. CONNECTING THE FRONT DOOR BELL

The devices are supplied with a connector to connect the front door bell.

Connect a button with normally open contact (e.g. item 441005) to the connector. Pressing the button will cause the touch screen to emit an audible signal.

If there is more than one TS-SMARTxx in a flat, simply connect the doorbell button to one of them: when a call comes in, all devices will automatically start ringing.

## 8. HOME PAGE

The home page of the device can be divided into different chapters:



### 8.1 System Info

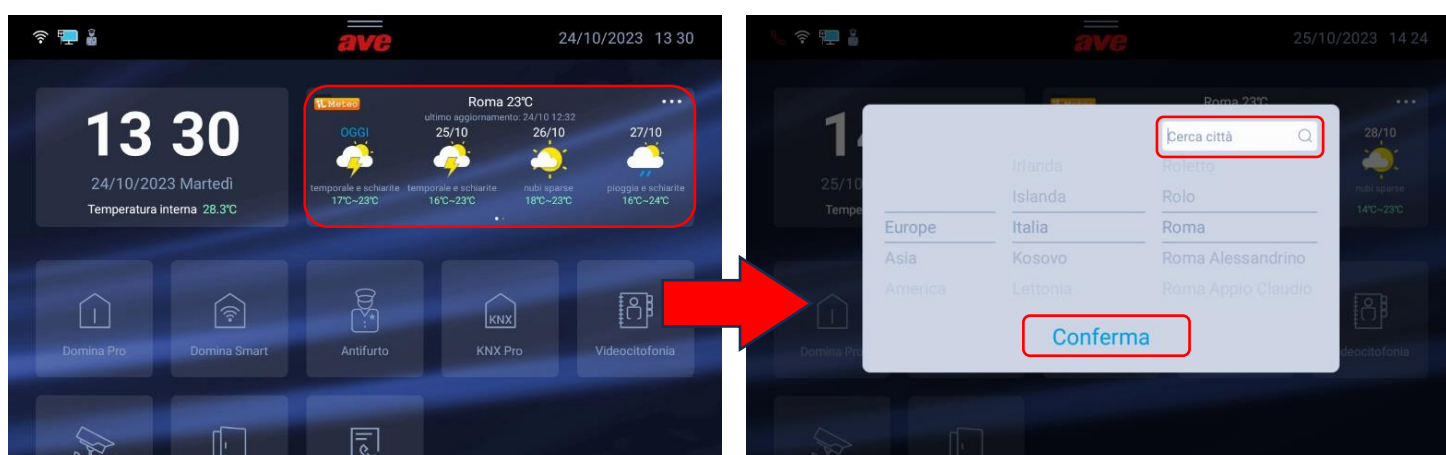
General device information section

### 8.2 Weather information

Weather forecast.

If the device is connected to the internet, it can show the weather forecast for four consecutive days; this service is provided by Ilmeteo.it.

The weather information available is: weather forecast, minimum temperature, maximum temperature and current temperature of the selected location.



To select the city for which you wish to view the weather forecast:

1. Press the 3 dots in the top right-hand corner;
2. Enter the name of the desired location;
3. Press "Confirm";

The default city displayed by the device is Rome and the device provides the date and time of the last update.



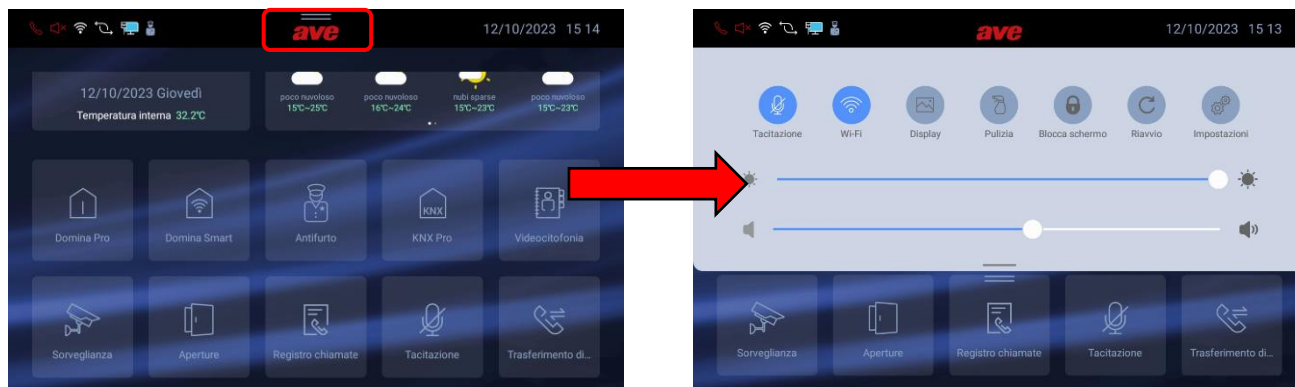
### 8.3 System Apps

Management of the system's "advanced" functions (to be activated in the "Settings" menu, see the relevant chapter in the manual):

- **Domina Pro:** interfacing with the AVE DOMINA PRO home automation system;
- **Domina Smart:** interfacing with the AVE DOMINA SMART connected domestic range;
- **Anti-intrusion alarm:** interfacing with anti-intrusion alarm control units from the AVE AF927 range;
- **KNX Pro:** display of a web page generated by a KNX web server;
- **Video intercom:** management of the video intercom system;
- **Surveillance:** display of cameras at outdoor stations or IP cameras associated with the system;
- **Openings:** management of electromechanical locks at outdoor stations;
- **Call log:** received call log;
- **Muting:** button for muting the ringtone of the device. A red loudspeaker icon in the top left corner of the display indicates that the mute function is active;
- **Call forwarding:** enables the forwarding of an incoming call from an outdoor station. A white double arrow icon in the top left corner of the display indicates that the call forwarding function is active;
- **Surveillance:** opens the page displaying the cameras of the outdoor stations and any IP cameras associated with the system.
- **Relays:** management of any auxiliary IP relays interfaced with the system.

## 8.4 Configuration menu

On the device's home page, a "drop-down" menu can be accessed by dragging the three horizontal lines at the top of the LCD downwards to access various functions.



The following operations can be performed from the menu:

- **Muting:** to disable the audio and microphone of the device. A red loudspeaker icon in the top left corner of the display indicates that the mute function is active;
- **Wi-Fi:** to access the activation and configuration menu of the device's Wi-Fi network.
- **Display:** to access the configuration menu of the device display and the LED bar (only on devices with this feature).
- **Cleaning:** to activate the device's screen cleaning function. With the cleaning function active, the touch screen is disabled for 30 seconds, after which all functionality is restored.
- **Lock Screen:** if the function is enabled in the "Display" configuration menu, press this button to lock the touch screen; a password is required to unlock it. If an incorrect password is entered three times in a row, no further entries can be made for 60 seconds.
- **Reboot:** to reboot the device.
- **Brightness:** move the slider to the left to decrease the brightness of the display, and to the right to increase the brightness.
- **Volume:** move the slider to the left to decrease the volume of the device, and to the right to increase it.

From the menu, it is also possible to access all sub-menus and all device parameters by pressing the button:

- **Settings:** access to the device settings menu: Within the configuration menu, access to sub-menus containing the most critical parameters is password-protected.

## 9. MEANING OF THE CONFIGURATION MENU PARAMETERS

By accessing the system configuration menu from the drop-down menu on the home page, it is possible to access all the parameters of the device:

### 9.1 Date and time

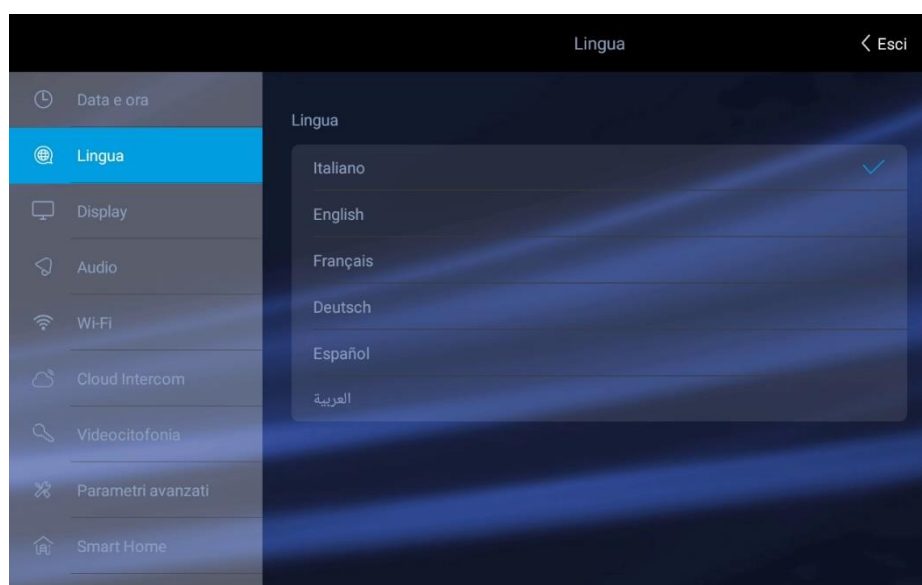
Menu for setting the date and time of the device. The date and time can be set manually or, if the device is connected to the Internet, they can be updated automatically. Automatic updating of date and time inhibits manual configuration.

- **Automatic synchronisation:** if the device is connected to the internet, date and time are automatically synchronised.
- **Daylight saving time:** if activated, the device will automatically switch from winter time to summer time and vice versa.
- **NTP Server:** server from which the time is read automatically (do not change the setting).
- **Time zone:** time zone of the place where the device is installed.
- **12-hour format:** time displayed by the device in 12-hour or 24-hour format.



### 9.2 Language

Menu for system language configuration. Choose the desired language and return to the home page via the EXIT button



### 9.3 Display

Display settings configuration page .

- **Brightness:** move the slider to the left to decrease the display brightness, and to the right to increase the display brightness.
- **Temperature calibration:** parameter for setting the temperature offset (in tenths of a degree) of the internal thermostat (the temperature is displayed in the Info section of the Home page). By changing this parameter, it is possible to compensate for the difference in temperature reading due to the position of the device (e.g. in front of a sunlit window);
- **Screensaver:** selection of the screensaver image used by the device. Press the "add images from SD card" button to load additional images into the device via an SD card (not supplied and max. 32Gb) to be inserted into the SD card slot on the rear of the device.
- **The screensaver is activated after (sec):** number of seconds after which the screensaver is activated. Press the "+" and "-" buttons to increase or decrease the time.
- **The screen switches off after (min):** number of seconds after which the device screen is switched off. Seconds are counted from when the screensaver is switched on.
- **Screen Lock with Password:** activation of the screen lock function at the same time as the screensaver. The screen lock function requires the user to enter a password to unlock the device (the password must be set in the relevant menu below).
- **Light bar:** management of the LED bar on the front of the device (only available on TS-SMART10xx).

**Light bar active with screen off:** if the parameter is active, the LED light bar remains lit when the device screen is off. If the parameter is deactivated, the LED bar is switched off when the device LCD screen is off.

**Stand-by:** press the button to access the light bar configuration menu.

**Enable:** to enable the device light bar.

**Light mode:** it is possible to activate the light bar with static light or to create the "breathing" effect of the bar by selecting the "Dynamic" function.

**RGB light bar:** by moving the cursor within the colour field it is possible to choose the colour of the LED light bar.

## 9.4 Audio

Configuration of sound signals emitted by the device. For all parameters it is possible to increase or decrease the volume of the signal by moving the corresponding slider to the left (decrease volume) or to the right (increase volume).

- **Outdoor station:** press the "+" and "-" buttons to select from the ten available ringtones the one emitted when a call is received from the outdoor station.
- **Doorbell:** press the "+" and "-" buttons to select from the ten available ringtones the one emitted when the doorbell outside the door is pressed (floor bell).
- **Other:** press the "+" and "-" buttons to select the ringtone used by the device for every other alarm signal.
- **AVE alarm:** press the "+" and "-" buttons to select the ringtone used by the device for every other alarm signal (alarms, alarms from SMART HOME).
- **Voice call :** volume of conversation when calling from outdoor station.
- **Click on screen:** activation of a click when buttons on the screen are pressed.
- **Error tone if LAN cable is disconnected:** activation of a sound if the cable connecting the device to the data network is disconnected. This function should only be activated in specific cases where it is necessary to debug the data network functionality and only on request from AVE technical support.

## 9.5 Wi-Fi

Menu for activating and configuring the device's Wi-Fi card.

- **Wi-Fi:** on/off button for the device's Wi-Fi network.
- **Available networks:** list of networks found by the device. Press the "information" button to display the information about the Wi-Fi network in question; it is possible to disassociate it from the device by pressing the "Disassociate" button.

## 9.6 Cloud Intercom

Remote device management menu to the AVE VIDEO V44 APP for mobile devices with iOS and Android operating systems.

- **Associate:** display of the QR code to be scanned by the APP of the mobile device to be associated with the system.
- **Associated users:** page for viewing and managing the accounts associated with the system.
- **Enable AVE Cloud Intercom:** enables the communication between the device and the remote service server.
- **Checking the connection to the intercom cloud:** test button to check the connection of the device with the remote server.
- **Cloud intercom server address:** address of the remote server (do not change the parameter).

## 9.7 Video intercom

Settings of the device's video intercom functions.

- **Intercom:** activation of the "intercom" function between different flats. If this parameter is deactivated, the user will not be able to make or receive calls from other flats.
- **Automatic image capture:** automatic capture of the image sent by the outdoor station when a call is received.
- **Automatic recording:** automatic recording of an incoming call from an outdoor station.
- **Automatic electro-lock unlock:** "Doctor's office" function. The main gate (power electro-lock) is automatically activated upon receipt of a call from the outdoor station.
- **Automatic unlock set:** the parameter allows associating the automatic unlock with certain time slots.

- **SOS:** activation of the SOS function from the home page of the device. When the function is active, pressing and holding the SOS button on the main page activates an audible alarm signal on all indoor stations in the flat.
- **Call forwarding:** password-protected function (default password 666666).  
**To Concierge:** forwards the call to the concierge (if present);  
**To an indoor station:** forwards the call to another flat. To activate the function, enter the number of the building and flat to which the call is to be forwarded and press "OK" to confirm.

## 9.8 Advanced Parameters

Password-protected menu (default 222222). Used to set the various system parameters (indoor station address, home page configuration, changing the password, resetting the device, etc.). Press the "OK" button to confirm any changes to the parameters. Changing one or more of the menu parameters may affect the correct operation of the system.

- **Indoor station address:** this button accesses the device's unique parameter configuration page:  
**Building:** building number. Parameter used when the system structure includes several buildings with a single outdoor station (e.g. block of flats). Normally, the parameter should not be changed.  
**Flat:** number of the flat within the building. The number must be progressive.  
**No.:** progressive number of the indoor station in the flat. If there is only one indoor station in the flat, the parameter should be set to 1. If there is more than one station, the number entered should be progressive 1, 2, 3, 4.  
The maximum number of touch screen monitors within a flat is 4; each device must have a unique ID.  
**Villa mode:** if activated, it eliminates the "Building" parameter from the menu, allowing the system to be used for a single house or block of flat.
- **Home Page Management:** configuration page of the home page of the device. The parameters on this page "populate" the Home page.

### Access to the main interface

- Apps:** activation of the Apps section (Smart Home, Anti-intrusion Alarm, Video Intercom, etc.).
- Domina Pro:** activation of the button to access the interface to the AVE DOMINA PRO<sub>(1)</sub> system web server.
- Domina Smart:** activation of the button to access the interface to the root node of the AVE DOMINA SMART system.
- Anti-intrusion alarm:** activation of the button to access the anti-intrusion alarm control unit of the AF927<sub>(2)</sub> range.
- KNX Pro:** activation of the button to access a web page generated by a KNX web server<sub>(3)</sub>.
- Video intercom:** activation of video intercom functions and incoming calls from the outdoor IP station.
- Call log:** activation of the button to access the log of incoming video intercom calls.
- Surveillance:** activation of the button for displaying the cameras of the outdoor station and any IP cameras connected to the system.
- Openings:** activation of the button for unlocking the electro-locks of outdoor stations.
- SOS Log:** by enabling this parameter, an SOS icon will appear in the top right corner of the home page which, when pressed, will cause all TS-SMARTxx units in the system to emit an alarm sound.
- Muting:** activation of the device's ringtone muting button.
- Call forwarding:** activation of the button to manage incoming call forwarding.

**Relays:** activation of the auxiliary IP relay menu.

### **Enable AVE Bus scenarios**

The parameters enable the buttons for quick activation of the home automation scenarios managed by the AVE DOMOTICA PRO system<sup>(1)</sup> on the Home page. A maximum of 4 direct buttons can be activated on the home page.

#### **Configuration of the scenario button:**

Activate the scenario button via the slider and associate:

- the name of the scenario that will be displayed on the home page;
- the icon displayed on the home page by selecting from those proposed by the system (it is not possible to import new icons);
- address previously associated with the scenario configured in the AVE DOMINA PRO system (from 01 to EF);

**KNX:** activation of the device interface enabling its direct interfacing with the KNX bus. For the KNX configuration of the device, please refer to the relevant guide.

**General info:** activation of date/time/temperature<sup>(4)</sup> and weather information on the home page.

**Note (1):** the function is available if item 53AB-WBS or an AVE device with integrated Web server is installed on the system.

**Note (2):** the function is available if item AF927PLUS is installed on the system.

**Note (3):** the function is available only with the TS-SMART10xx device.

**Note (4):** the temperature is measured by a thermometer that is only present on the TS-SMART10xx and cannot be integrated into the temperature control system of Domina systems.

- **Password:** page for changing user and administrator passwords. Access the password you wish to change, enter all required data and press "OK" to confirm the change.

User password: this password can be used to:

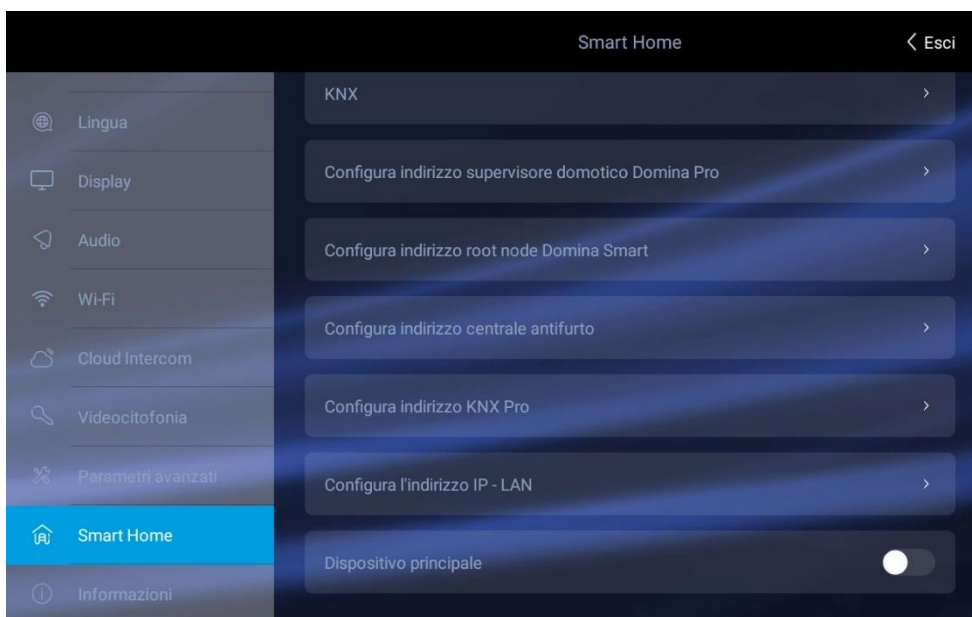
- unlock "Unlock 1" of the VIIP-PE7T outdoor station (default password 666666; this password should always be changed);
- enable call forwarding;
- Unlock the device when the password screen lock is on.
- Administrator password: allows unlocking the VIIP-PE7T outdoor station (default password 666666; this password should always be changed);

- **Factory reset:** total reset of the device to factory parameters.

Warning: all the information on the device will be erased and it will no longer be possible to retrieve it.

## 9.9 Smart Home

Menu for configuring interface parameters to advanced devices that can be integrated into the system.



- **KNX:** see the KNX system configuration guide.
  - **Domina PRO home automation monitor address configuration:** home automation monitor web server address. Press the "Default Address" button to reset the address to the default parameters 192.168.1.10. After each change, press the "Save" button to confirm.
  - **Domina SMART root node address configuration:** address of the device configured as root node in the DOMINA SMART system. Press the "Default Address" button to reset the address to the default parameters 192.168.1.12. The address of the root node can be found via the AVE Cloud APP. This is done by checking the addresses of the devices in the field.
  - **Anti-intrusion alarm control unit address configuration:** address of the anti-intrusion alarm control unit (AF927 range) installed on the system. Press the "Default Address" button to reset the address to the default parameters 192.168.1.11. After each change, press the "Save" button to confirm.
  - **KNX PRO address configuration:** address of the KNX web server to be accessed in order to view the web pages generated by it. The address shown is purely indicative: the identification of the address assigned to the KNX web server is beyond the control of AVE products. Press the "Default Address" button to reset the address to the default parameters 192.168.1.13.
- ATTENTION:** The AVE TS-SMARTxx touch screen is a viewer of a web page generated by a KNX web server. AVE accepts no liability for KNX products installed in the system that are not manufactured by AVE.
- **Configure the IP-LAN address:** address of the LAN address of the device. This function is only active if the video intercom function is not used and configured on the system. If the video intercom system is active on the system, the connection to the home automation monitor and the anti-intrusion alarm control unit is only possible via the Wi-Fi data network. After each change, press the "Save" button to confirm.
  - **Main device:** the activated parameter sets the indoor station as the communication device to the home automation monitor (web-server). If there is more than one indoor touch screen station in a system, this parameter should only be active on one unit. If the parameter is active on more than one unit, this may cause the system to malfunction.



### 9.10 Information

Display page for device information (operating system version, network information, etc.).

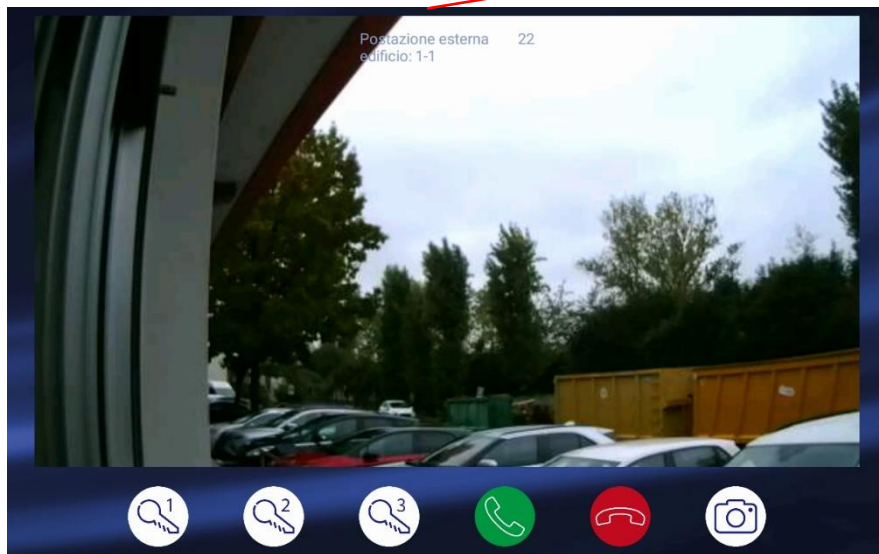
## 10. CALL MANAGEMENT

### 10.1 Answering a call

Below are the meanings of the buttons on the call screen:

**OUTDOOR STATION:** device from which the call was made

**22:** seconds remaining until the call is ended



**KEY BUTTON 1:** power relay closure (e.g. pedestrian gate)  
**KEY BUTTON 2:** dry contact relay closure (e.g. driveway gate)  
**KEY BUTTON 3:** auxiliary dry contact relay (optional) closure (e.g. driveway gate)

**GREEN HANDSET BUTTON:** Answering a call  
**RED HANDSET BUTTON :** rejecting a call  
**CAMERA BUTTON:** capturing the image displayed on the LCD.

The incoming call ringtone lasts 30 seconds, after which the call is automatically rejected.  
The ongoing call is automatically ended 120 seconds after being answered.

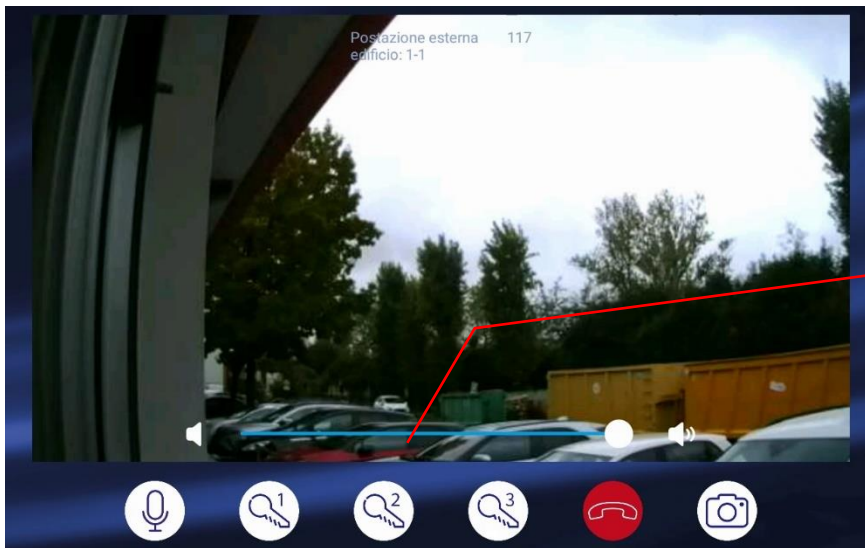
**Note:**

Press the unlock buttons of the electro-locks (keys 1, 2, 3) to activate the associated relay, both when the bell rings and during the call.

Press the call answer button (green handset) to change the list of buttons on the page; the "Mute" (Microphone) button appears.

The "Mute" button allows muting the device's microphone, preventing your voice from being heard from the outside.

The meaning of the other buttons on the screen remains unchanged.



**VOLUME BUTTON:** adjusts the volume of the call. Move the slider to the left to decrease the volume and to the right to increase the volume.

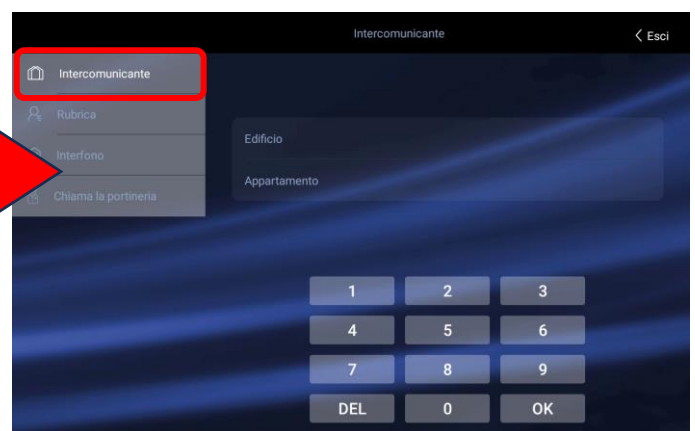
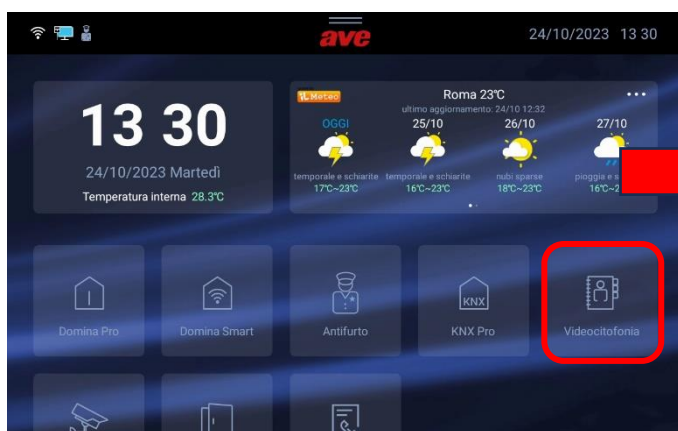
**MUTE BUTTON:** when the microphone of the device is muted, the voice of the speaker from the outdoor station can no longer be heard from the indoor station.

## 10.2 Intercom call between several flats

With the AVE V44 SMART system, intercom calls can be made between indoor stations <sup>(1)</sup> in different flats. This function is only possible if the indoor stations are part of the same data network and if the intercom function is active on them <sup>(2)</sup>.

In order to make intercom calls, proceed as follows:

1. access the menu by pressing the "Video intercom" and then "Intercom" buttons:



2. Enter the building and flat number of the person you want to contact (e.g. Building 1, flat 2).
3. Press the "OK" button to make the call.

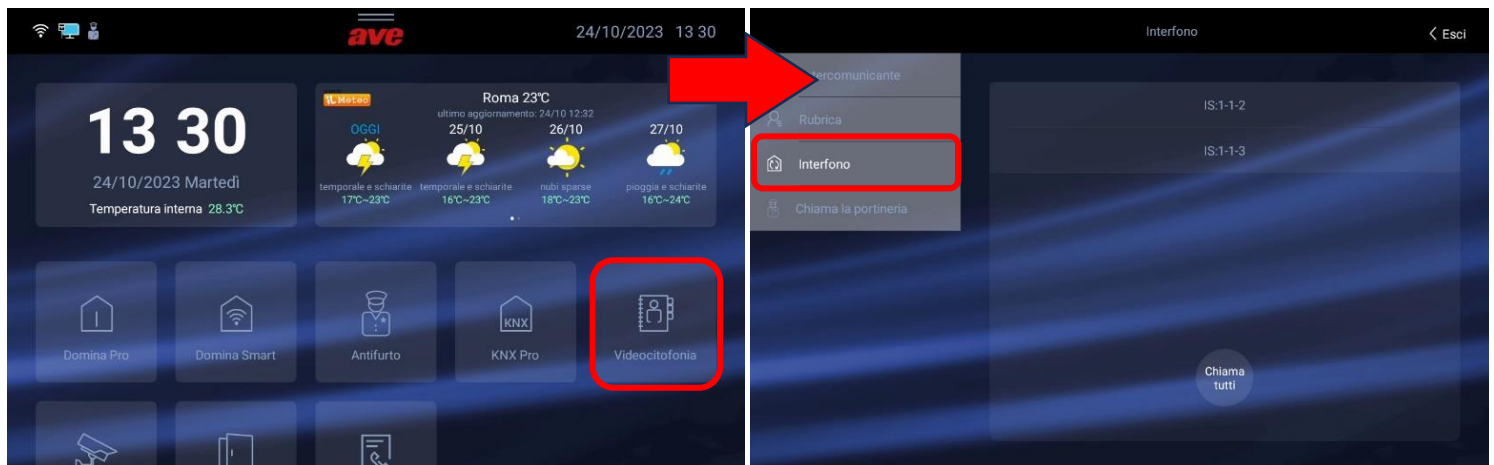
Note (1): all monitors can make and receive an intercom call while the handset can only receive intercom calls.

Note (2): the intercom function can be activated by scrolling down the drop-down menu on the Home page, then accessing the "Settings/Video Intercom" menu and finally activating the "Intercom" parameter.

### 10.3 Intercom call within the flat

If several devices are installed within a flat, intercom calls can be made between them (1). In order to make intercom calls, proceed as follows:

1. access the menu by pressing the "Video Intercom" and then "Intercom" buttons:

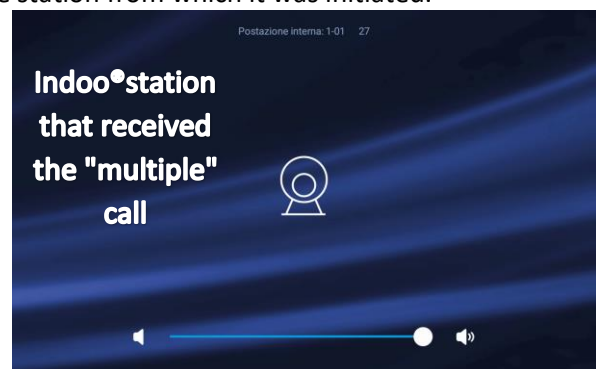
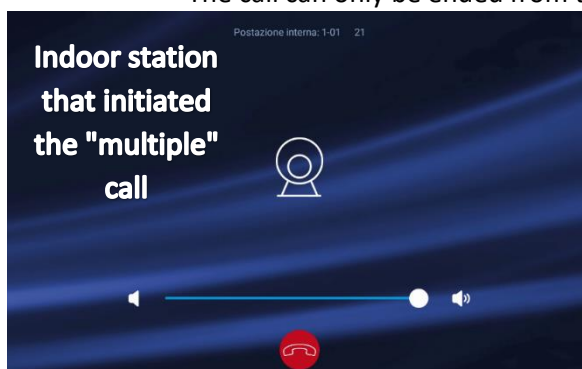


Note (1): all monitors can make and receive an intercom call while the handset can only receive intercom calls.

On the right-hand side of the device screen, the indoor stations belonging to the same flat are displayed, with which the touch screen can communicate.

2. Select the indoor station to be called from the list by pressing the corresponding button. When the button is pressed, the called indoor station will start ringing.
3. It is also possible to make multiple simultaneous calls to all internal stations in the flat by pressing the "Call All" button. All indoor stations in the flat will automatically initiate communication without ringing.

The call can only be ended from the station from which it was initiated.



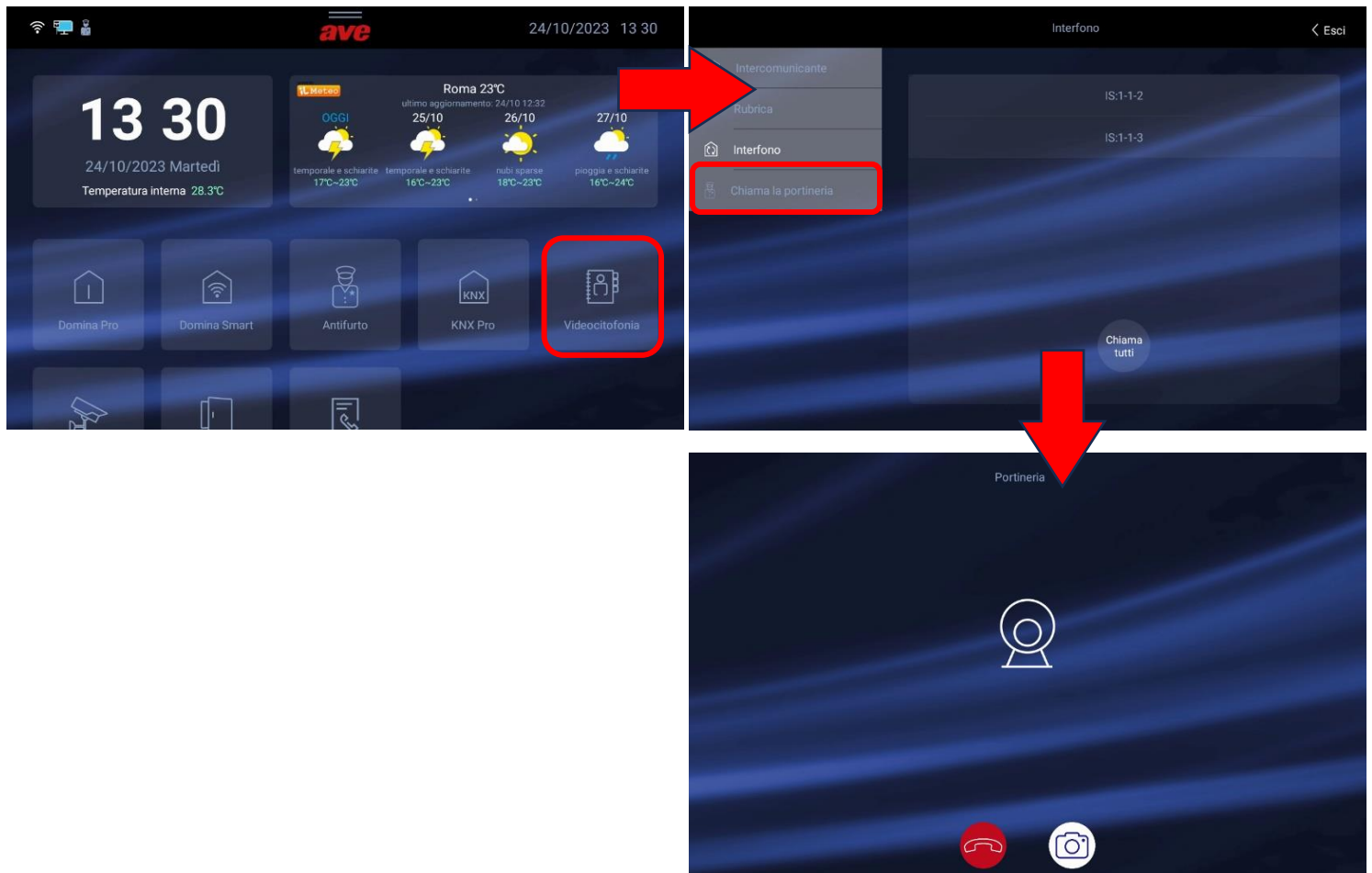
### 10.4 Call to concierge

If there is a concierge service in the system where the VIIP-GUARD station is installed, it can be called directly.

In order to make intercom calls, proceed as follows:

1. Access the menu by pressing the buttons "Video Intercom" and then "Call Concierge";

2. A call to the concierge will be initiated; the call can be ended by pressing the red handset button.
3. By pressing the "Camera" button, it is possible to view the image coming from the video camera on the indoor concierge station.



## 11. OPENING THE GATES WITHOUT A CALL IN PROGRESS

The TS-SMART7xx and TS-SMART10xx indoor Monitors allow system-related gates to open even when no call is made.

The outdoor stations are equipped with 2 on-board relays (one power and one dry contact); up to 2 additional relay boards (item VIIP-RELAY) can be installed on the system, for a total of 6 managed gates per system.

To open the various gates (pedestrian gate, driveway gate, etc.), proceed as follows:

1. Press the "Openings" button on the device's home page to access the menu;
2. Wait for the name of the outdoor station being called up to appear (approx. 1 second from the opening of the page to allow the dialogue between the devices to be established);

If there is more than one outdoor station on the system, an arrow will be displayed to allow moving between devices;

3. Press the button corresponding to the gate to be unlocked (1-6). The buttons have the following meaning:

**BUTTON 1:** used to unlock the power electro-lock (power relay on board the outdoor station);

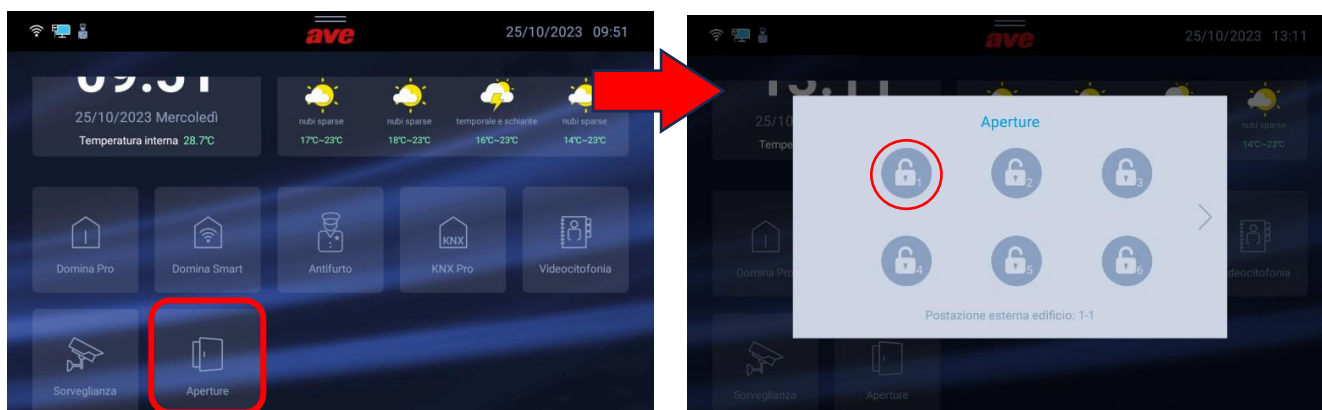
**BUTTON 2:** used to unlock the dry contact electro-lock (dry contact relay on board the outdoor station);

**BUTTON 3:** used to unlock the dry contact electric lock (dry contact auxiliary relay, optional installation and not supplied with the outdoor station);

**BUTTON 4:** used to unlock the dry contact electric lock (dry contact auxiliary relay, optional installation and not supplied with the outdoor station);

**BUTTON 5:** used to unlock the dry contact electric lock (dry contact auxiliary relay, optional installation and not supplied with the outdoor station);

**BUTTON 6:** used to unlock the dry contact electric lock (dry contact auxiliary relay, optional installation and not supplied with the outdoor station);





## 12. ASSOCIATING AND DISPLAYING IP CAMERAS

The TS-SMART7xx and TS-SMART10xx touch screens can display any IP camera (with compatible communication protocol) connected to the same data network.

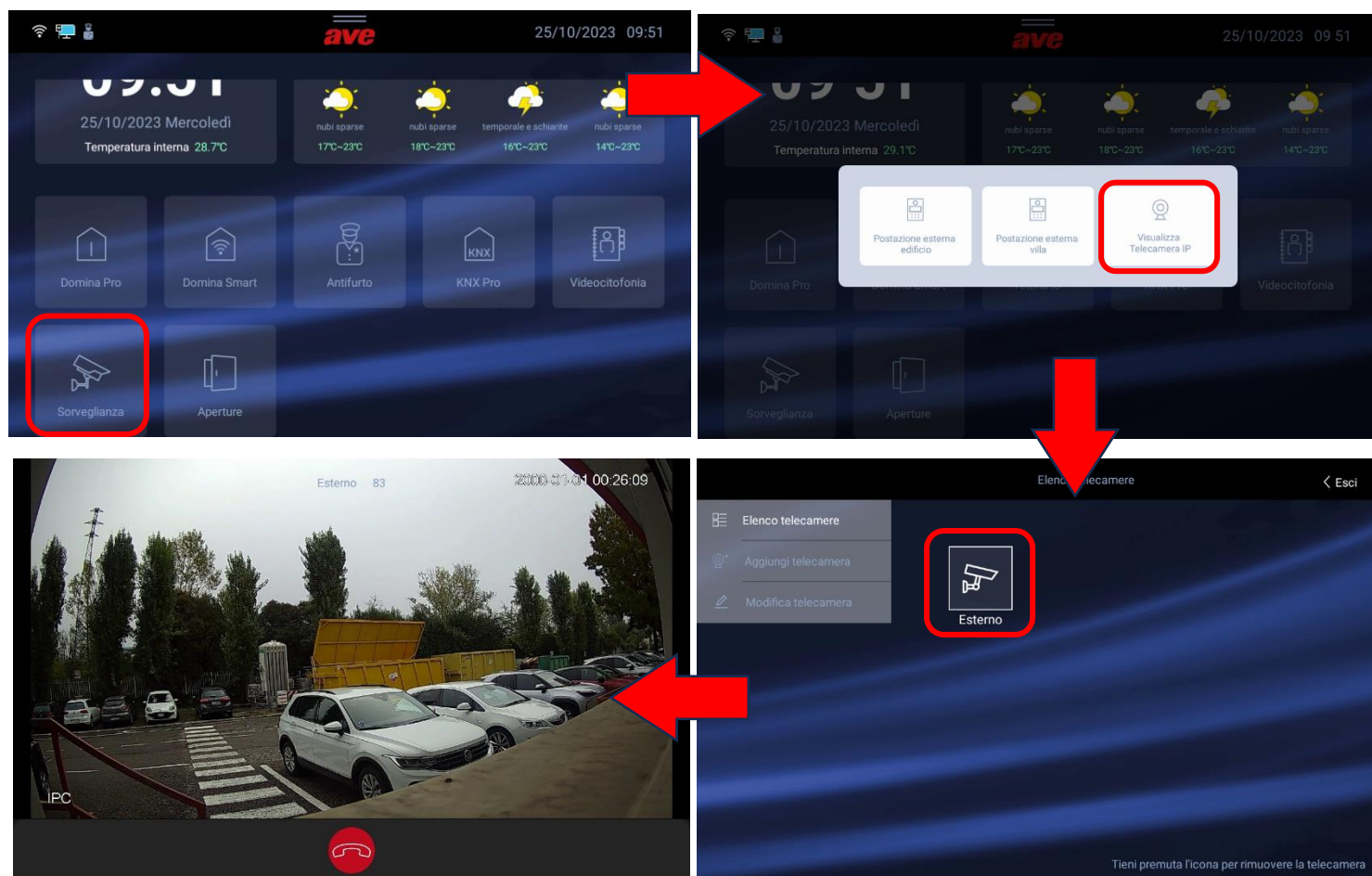
- **Camera list:** list of cameras previously associated with the device. Press a camera icon to open the page displaying the images transmitted by that camera. To close the page, press the red button. Press the two arrow button to move from one camera to the next. The opened page will be automatically closed after 120 seconds.
- **Add camera:** button used to add new cameras to the device. The parameters on the page allow the following functions:
  - Camera name:** used to assign an identifier to the camera;
  - Camera RSTP address:** RSTP string for displaying camera images; the RSTP string must be verified on the camera itself and is in no way dependent on AVE products;
  - Associated devices:** by activating this parameter, it is possible to associate the camera with an outdoor video intercom station; in this way, when receiving a call from an outdoor station, an additional camera can also be displayed by pressing the "Arrow" button;
  - Add:** button used to confirm the operation;
  - Import profile from microSD:** used to import a camera profile from a file stored on an SD card (not supplied) inserted into the slot at the back of the device.
- **Edit Camera:** used to edit the parameters of a previously configured camera. Select the parameter to be edited, make the change and press the "Save" button.

Note <sup>(1)</sup>: we recommend that you check the compatibility of the camera with the technical support department or the AVE sales network.

## 12.1 Viewing a camera

To view a previously configured camera on the system:

1. press the "Surveillance" button on the Home page;
2. press the "View IP Camera" button;
3. Press the icon of the camera you want to view;
4. Repeat the operation with any other cameras.



## 13. INTERFACING WITH PRO AND SMART HOME AUTOMATION AND WITH ANTI-INTRUSION ALARM SYSTEMS

Touch screens can be interfaced, via a data network, with the following systems:

- Domotica PRO;
- CONNECTED DOMESTIC RANGES;
- Anti-intrusion alarm control units from the AF927 range;

If a V44 SMART (IP) series video intercom system is installed on the system, the connection between the touch screen (item TS-SMARTxx), the home automation monitor (item 53AB-WBS, etc.) and the anti-intrusion alarm control unit (item AF927PLU - AF927PLUSTC) will only and exclusively take place via the Wi-Fi connection.

This is necessary to maintain a high level of security on the customer's network.

The video intercom part therefore operates on a different class of network from the connections to the home automation system and the anti-intrusion alarm system.

If there is no video intercom system, the connection between the touch screen, the home automation monitor and the anti-intrusion alarm control unit can also be made via the wired data network, using the RJ45 connector on board the devices.

The default parameters of the touch screens are already set so that they can communicate (if activated) with the AVE DOMINA PRO home automation system and the AF927 anti-intrusion alarm system.

To enable connection to the SMART system, it is necessary to verify the address of the **root node** device via the AVECLOUD APP by checking the network information of the devices; it is not possible to pre-configure a default address as the root node acquires a different address in each system.

The pre-configured network parameters for the systems are:

**AVE DOMINA PRO SYSTEM (HOME AUTOMATION) : 192.168.1.10**

**ANTI-INTRUSION ALARM SYSTEM: 192.168.1.11**

**DOMINA SMART CONNECTED DOMESTIC RANGE: 192.168.1.12**

**KNX PRO SYSTEM: 192.168.1.13**

It is always possible to restore the system's default parameters from the interface configuration page.

The system allows interfacing with:

**AVE DOMINA PRO HOME AUTOMATION SYSTEM (HOME AUTOMATION)<sub>(1)</sub>:**

- manage all the functions of the home automation system's web server (lights, dimmers, roller shutters, temperature control, etc.).
- receive, mute and clear alarms from the home automation system's web server.

**DOMINA SMART CONNECTED DOMESTIC RANGE SYSTEM<sub>(1)</sub>:**

- manage all SMART system functions (lights, dimmers, roller shutters, temperature control, etc.) connected to the configured root node;

**ANTI-INTRUSION ALARM SYSTEM<sub>(1)</sub>:**

- manage all the functions of the anti-intrusion alarm system (activation, deactivation, partialization, etc.).
- receive alarms from the anti-intrusion alarm system; at the same time as an alarm tone is emitted, the LED bar starts flashing red.

**ANTI-INTRUSION SYSTEM<sub>(1)</sub>:** displaying the web page of a KNX web server



Note<sub>(1)</sub>: the touch screen is only a system display. The home automation monitor (web server) or the anti-intrusion alarm control unit manages all system functions and security. The absence of the touch screen does not affect the operation of the AVE DOMINA PRO, AVE SMART and AF927 anti-intrusion alarm systems, which will continue to manage their respective systems.

## 14. V44 CONFIG CONFIGURATION SOFTWARE

The AVE V44 SMART video intercom system is equipped with a configuration software called V44 CONFIG, by means of which various operations can be carried out.

The software is available at [www.ave.it](http://www.ave.it).

Via this software, it is possible to:

- Update the software version of the outdoor stations;
- Update the software version of the indoor stations;
- Change the unlocking times of the dry contact relay;
- Change the volume of the external ringtone;
- Change the unique ID of indoor stations;
- Import/export the list of block of flats;
- Export the list of cards associated with the system;
- Change the addressing of the buttons of the outdoor stations mod. "Villa"

The software screen is shown below:

### 14.1 Software update procedure

The firmware of all the devices in the **V44 SMART** system can be updated depending on the hardware version of the devices installed: newer features may not be compatible and installation on devices with older hardware versions will not be possible.

Go to [www.ave.it](http://www.ave.it) to check for updates of the AVE V44 CONFIG configuration software.

After the system has been switched on and all the indoor and outdoor stations have been connected to the same data network, connect the PC on which the **V44 Config** configuration software is installed.

Change the IP address of your PC as follows:

IP address: 10.0.0.xx

Subnet mask: 255.0.0.0

CAUTION: Do not assign address 100 to your PC as it is reserved by the system.

### 14.2 Updating devices

Please refer to the following instructions to update devices:

- 1 Select "Network" in the "Communications" button;
- 2 Select the local IP associated with your PC;
- 3 Press the "Search" button: the table will populate with all devices found in the system <sup>(1)</sup>;
- 4 Press on the line of the device to be updated;
- 5 Select the file to be updated and press the "Update" button;
- 6 Confirm the operation: the system will updating the device; do not switch off the device and do not interact with it to avoid malfunctioning.
- 7 At the end of the update procedure, it is always advisable to reset the device to its default parameters using the "Restore factory parameters" button in the software (for all types of device) or via the user interface of the indoor stations;
- 8 Once the update operation is complete, it is possible to update another device by repeating the same procedure.

AVE V44 CONFIG\_V2.2\_20230216

Lingua: Italiano

Comunicazioni: Rete ①

IP locale: 10.30.2.56 ②

Dispositivo attuale: 10.30.2.50

Cerca ③

Disconnetti

ID	Tipo di dispositivo	Nome del dispositivo	Dispositivo n.	Indi
1	Postazione interna	TS-SMART10	001-1-2	10.3
2	Postazione interna	TS-SMART10	001-15-1	10.3
3	Postazione interna	TS-SMART10	001-2-1	10.3
4	Postazione interna	TS-SMART7	001-19-1	10.3
5	Postazione interna	TS-SMART7	001-14-1	10.3

④

Nome del device: TS-SMART10

Edificio/villa: Edificio

Indirizzo IP: 10.30.2.50

Edificio: 1 App.to: 2 N.: 1

Versione software: TS-SMART10\_V1.1.4\_20230206

Versione hardware: Hardware REC1.1 181012

MAC: 1C:87:76:85:EF:C6

MCU: V1.34\_20220609

Imposta n. dispositivo

Tipologia: Edificio Edificio: 1 App.to: 2 N.: 1

Scrivi

Aggiorna

Seleziona C:\Users\massimo.pasquali\Desktop\VIIP-PE7T\_V2.4\_20230203.apk

Aggiorna

⑤

Configurazione del pulsante Configurazione carta

Importa file

Esporta file

Numero del pulsante

Edi

Messaggio

Sei sicuro di voler aggiornare il dispositivo?

TS-SMART10\_V1.1.4\_20230206  
--->  
VIIP-PE7T\_V2.4\_20230203.apk

OK Annulla

⑥

Note 1: If no devices are displayed, repeat the procedure, checking that all devices are switched on including the PoE switch;

## 15. CONFIGURING THE AVE VIDEO V44 APP

The V44 SMART system is equipped with the **AVE VIDEO V44 APP**, which allows remote interaction with the system.

The operations that can be performed remotely are:

- Answering a call;
- Releasing the electro-locks;
- Activating the outdoor station camera

The application is available for iPhone (requires iOS 13 or higher) and Android (requires Android 10 or higher) and can be downloaded from their respective online stores.

### NOTE:

If the user is using a smartwatch (e.g. Apple Watch) connected to their device, the incoming call alert will not emit any sound, but an alert will appear on the smartwatch itself inviting them to open the App from their mobile phone: this is not a malfunction of the system, but the standard way of using mobile devices (e.g. Apple).

From the Apple website

### Dove vengono visualizzate le notifiche

Le notifiche vengono visualizzate sull'Apple Watch o sull'iPhone, ma non su entrambi i dispositivi.



Se l'iPhone è sbloccato, ricevi le notifiche sull'iPhone anziché sull'Apple Watch.



Se l'iPhone è bloccato o in stato di stop, ricevi le notifiche sull'Apple Watch, a meno che l'Apple Watch non sia bloccato.

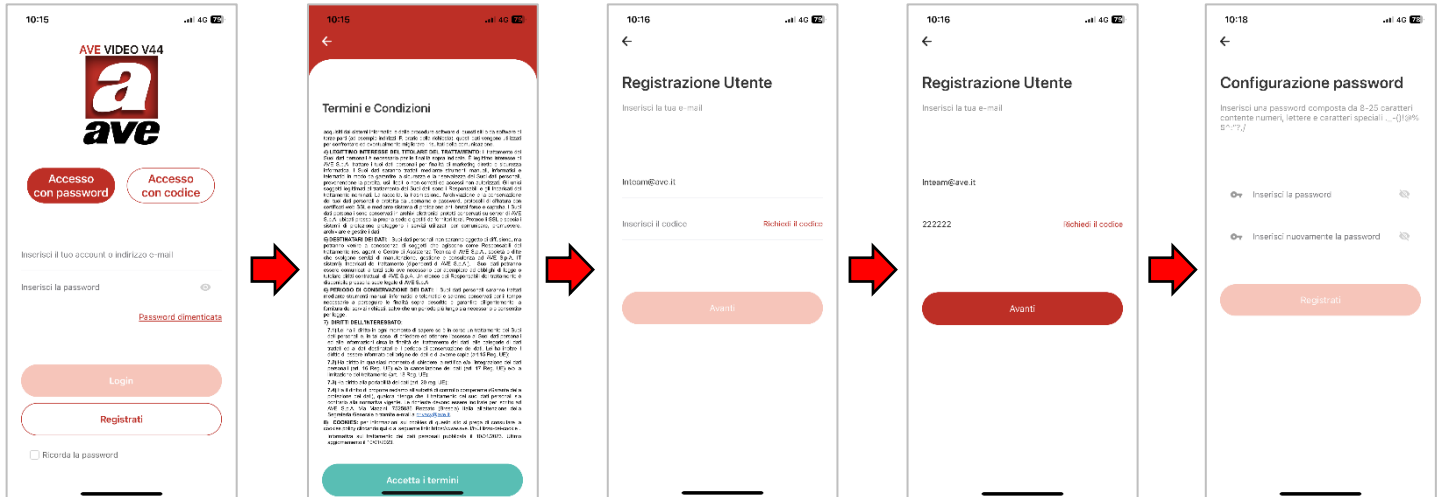
### 15.1 Preliminary steps for user registration

After downloading the App, user registration is required.

To do this, proceed as follows:

1. Launch the App;
2. Press the "Register" button;
3. Scroll down the page and accept the Terms and Conditions of Use;
4. Enter your e-mail;
5. Press the "Request Code" button;
6. Check your inbox and open the e-mail sent by the system;
7. Get the registration code number and enter it in the appropriate field in the App;

8. Press Next
9. Enter the password (at least 8 characters);
10. Confirm the password by re-entering it in the appropriate field;
11. Complete registration by pressing the "Register" button;
12. To log out, go to Account/Settings/Logout menu;
13. Close the APP;
14. Launch the APP again and log in using the username and password you created earlier.

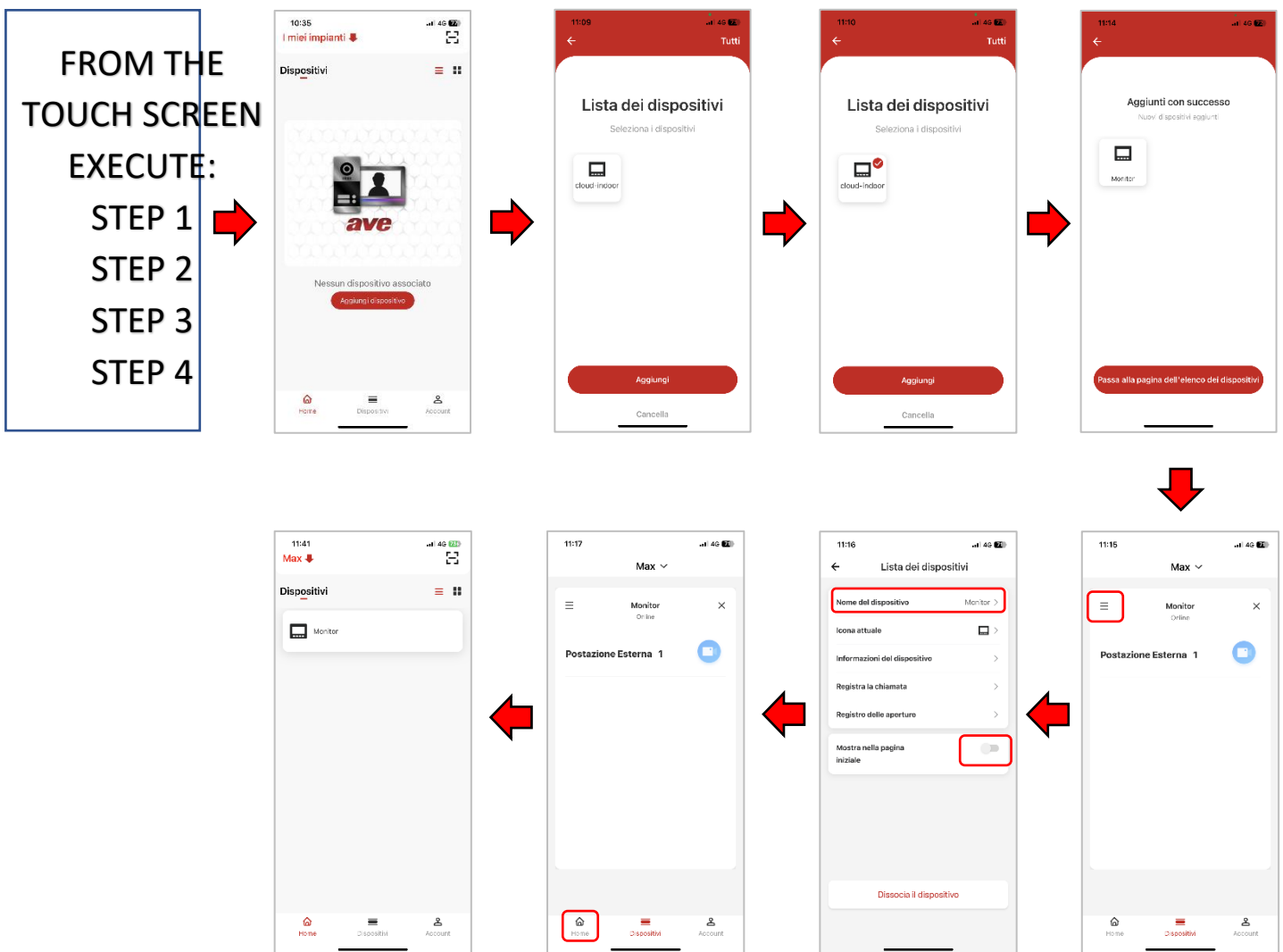


## 15.2 Associating devices with the App

The devices that can be associated with the AVE VIDEO V44 App are the 7" and 10" Wi-Fi touch screens (items TS-SMART7xx and TS-SMART10xx). The other devices in the IP system are not suitable for remote control.

Perform the following steps to associate a device with the App:

1. Connect the touch screen to a Wi-Fi network with Internet access;
2. Press the "Settings" button on the touch screen;
3. Access the "Cloud Intercom" menu;
4. Press the "Associate" button
5. Access the AVE VIDEO V44 APP;
6. Press the "Add Device" button or the box in the top right-hand corner;
7. Scan the QR code displayed on the touch screen and wait for the device to appear in the App;
8. Select the device and press "Add";
9. Press the "Switch to device list page" button and select the device you have just added;
10. Press the button with the 3 horizontal bars to access the device parameters where you can change the name displayed by the App;
11. Activate the "Show on home page" parameter to allow the device to be displayed on the home page;
12. Exit the menu and press the home button



### 15.3 Deleting Apps associated with the indoor station

To delete an APP from an indoor video intercom station, proceed as follows:

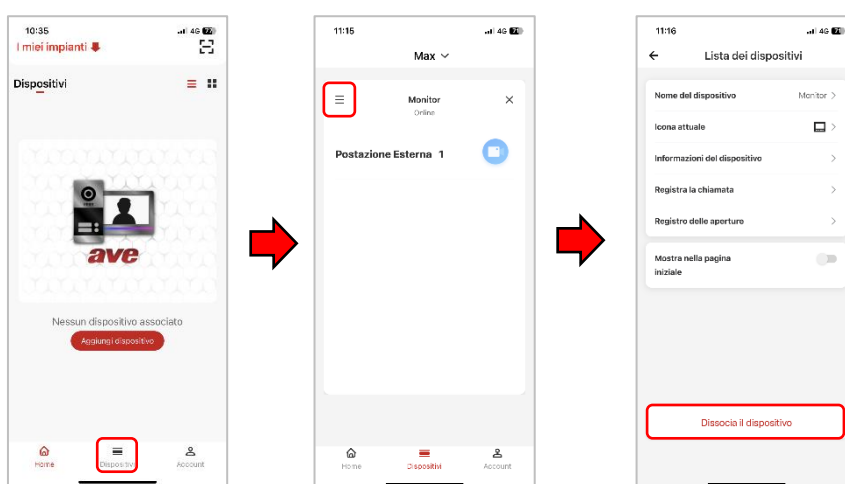
1. Connect the touch screen to a Wi-Fi network with Internet access;
2. Press the "Settings" button on the touch screen;
3. Access the "Cloud Intercom/Associated Users" menu;
4. Press the "Delete APP User" button;
5. Confirm the operation.

The association between the APP and the device is automatically cancelled.

### 15.4 Deleting devices in the App

To delete a device from the APP, proceed as follows:

1. Access the APP and enter the "Devices" menu;
2. Select the device to be deleted;
3. Press the button with the 3 horizontal bars to access the parameters of the device;
4. Press the "Dissociate device" button;
5. Confirm the operation.



## 15.5 Inviting new users to your system (system sharing)

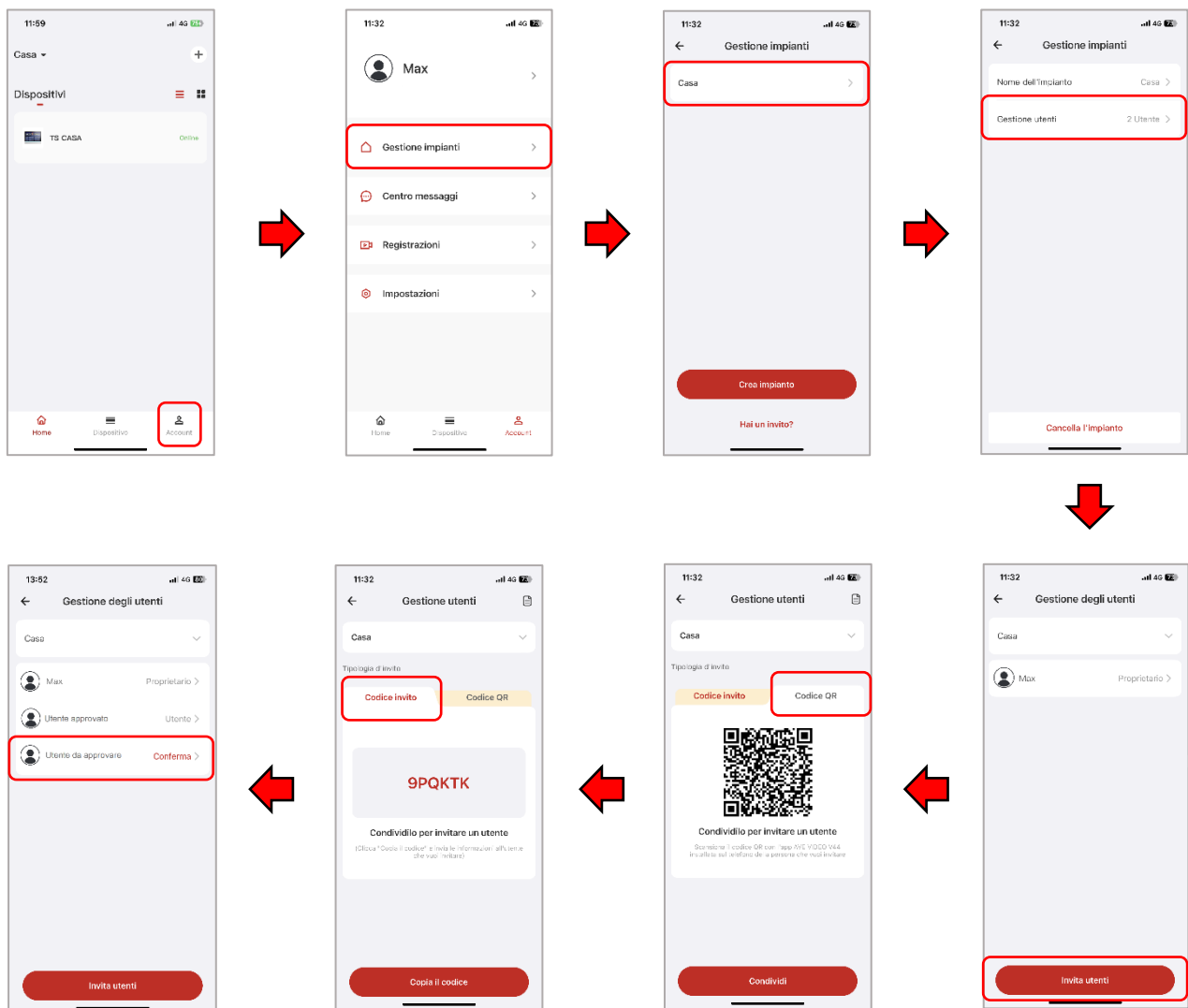
To share your system with other users, proceed as follows:

Download the AVE VIDEO V44 App on the mobile phone of the person you are inviting and carry out the registration procedure.

Then launch the AVE VIDEO V44 APP.

### INVITATION PROCEDURE FROM THE APP OF THE OWNER OF THE SYSTEM

- Access the Account menu;
- Press "System Management";
- Select the system to be shared with another user;
- Press "User Management";
- Press the "Invite Users" button;
- The system offers two different types of invitation: via QR code or via code;
- If you choose to invite via the QR code, frame the code from the phone of the person you are inviting;
- If you choose to invite via a code, communicate or send the code to the person you are inviting (e.g. via other applications).
- Wait for the other person to accept the invitation from their phone and confirm



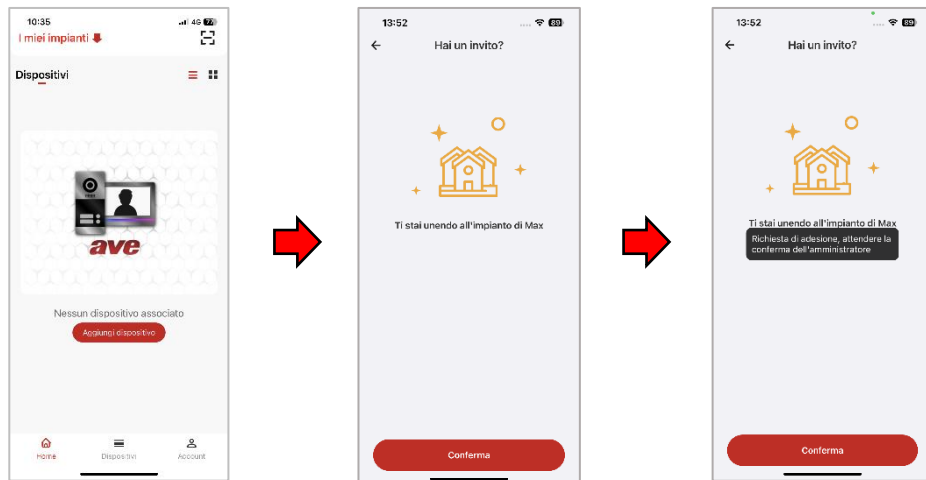


## INVITATION PROCEDURE FROM THE APP OF THE OWNER OF THE SYSTEM

To accept an invitation to participate in a system, please proceed as follows:

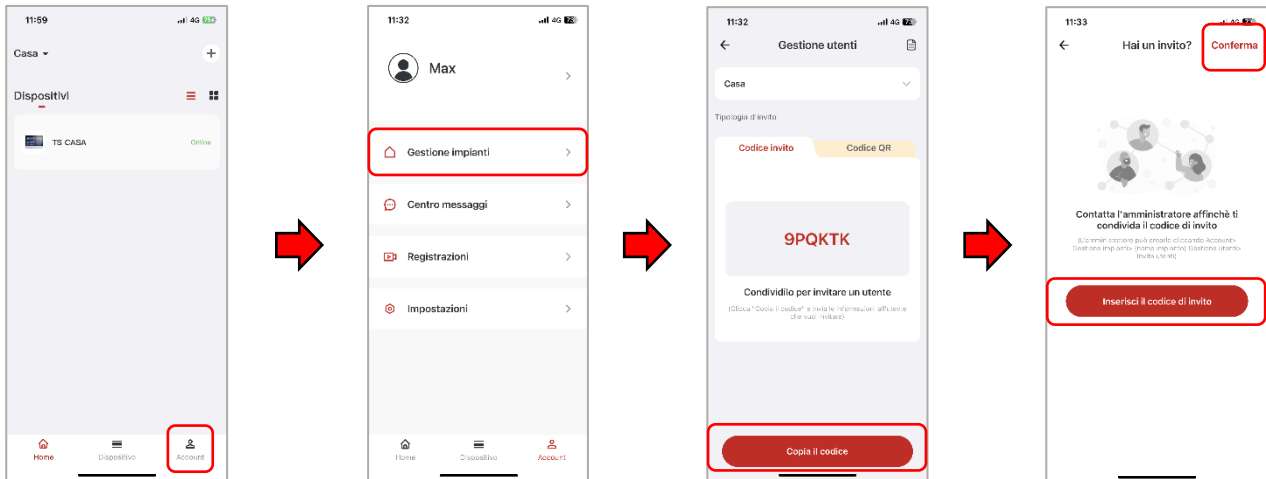
### INVITATION VIA QR CODE

- Access the AVE VIDEO V44 APP;
- Press "Add Device" and frame the QR code with your phone;



### INVITATION VIA AN INVITATION CODE

- Access the Account menu;
- Press "System Management";
- Press "You have an invitation";
- Enter the invitation code provided by the system owner;
- Press "Confirm"



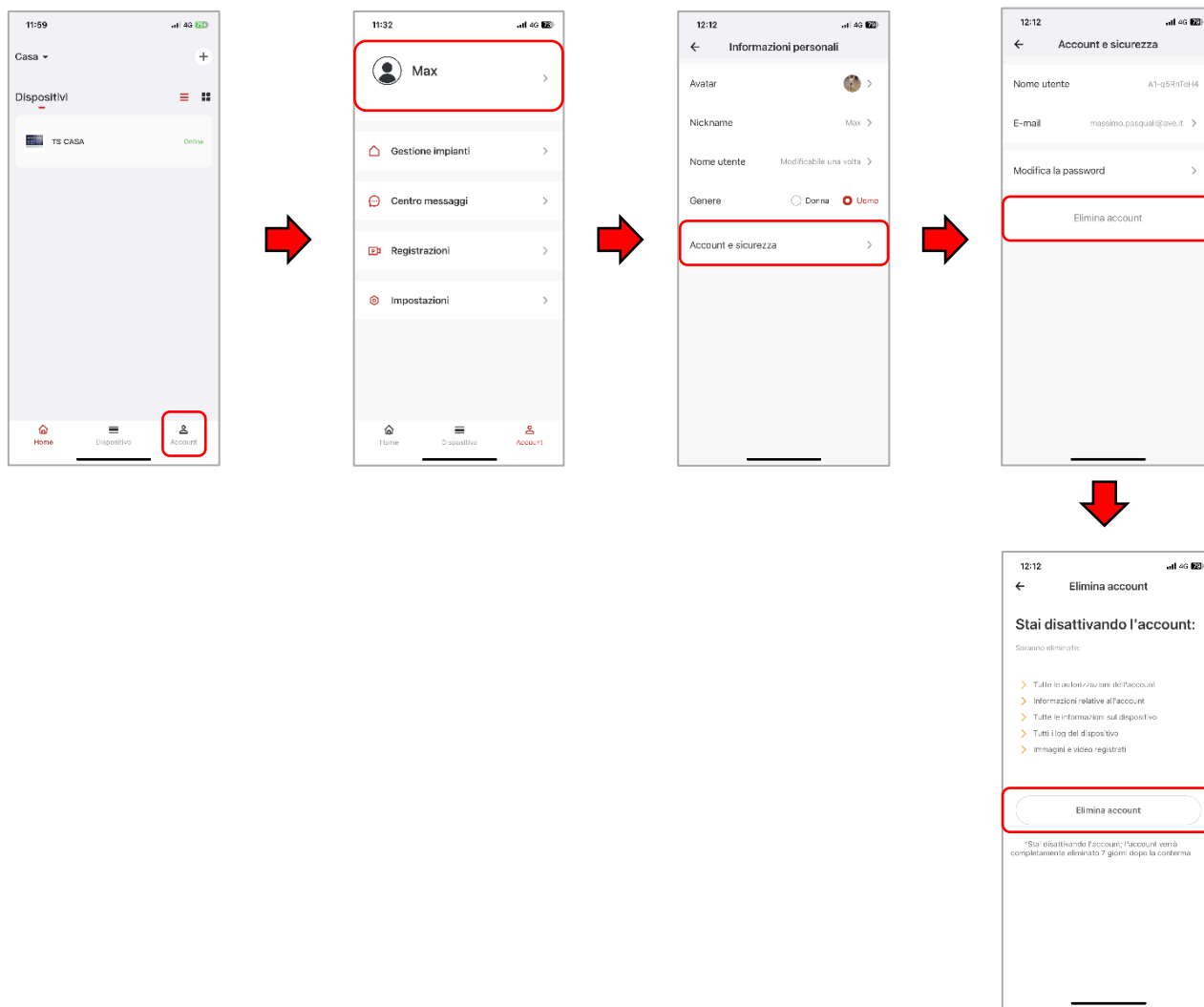
## 15.6 Deleting an account

To delete an account, please refer to the following procedure:

- Access the Account menu;
- Press the "Account" button;
- Press "Account and Security";
- Enter the invitation code provided by the system owner;
- Press "Delete Account"
- Confirm the deletion of the account.

### NOTE:

The actual deletion of an account will take place within 7 days from the date of the request; during this period, it is possible to restore the account by requesting the reactivation code directly in the APP.



## 16. FAQ

PROBLEM	SOLUTION
The device does not switch on	Check that the device's primary power supply (PoE 48V <sub>DC</sub> switch or external power supply) is switched on and that the connection cables are correctly connected to the device
TS-SMART does not receive calls from the outdoor station.	Check that the outdoor station is connected to the data network and switched on. Check that the network switch or router in the system is switched on and in good working order. Check that the flat ID of the indoor station is correct.
The TS-SMART does not emit a sound when receiving a call	Check that the device's audio is on and that the "Mute" function is not active.
From the outdoor station, it is not possible to hear who has answered the call	Check that the device's microphone is active
Calls between different flats are not possible.	Check that the "Enable Intercom Function" parameter in the device settings is active on both the "calling" and "called" device.
No cameras are displayed on the interface page	Check that the TS-SMART is connected to the same network as the cameras. Check that the cameras are switched on and configured correctly, and that the IP addresses configured on the cameras are correct. Check that the camera string on the configuration page is correct.
The SMART Home Automation interface page does not appear.	Check that the TS-SMART is connected to the same Wi-Fi network as the Domina SMART series Root node
The PRO Home Automation interface page does not appear.	Check that the TS-SMARTxx is connected to the same data network as the web server of the home automation monitor or the anti-intrusion alarm control unit.
The interface page with the AF927 Anti-Intrusion Control Unit is not displayed	Depending on the installation carried out on the system, check that the wired data network is connected and active, or that the device's Wi-Fi card is connected to the same data network as the system to which the home automation monitoring web server or the anti-intrusion alarm control unit is connected. Check that the home automation web server and/or the anti-intrusion detection control unit are switched on, in good working order and connected to the same data network as the TS-SMARTxx.
No weather information is displayed	Check the data connection to the router and the Internet connection.
The date and time are incorrect	Check the data connection to the router and the Internet connection. Check that the "Automatic Synchronisation" parameter in the Settings/Date and Time menu is active, or adjust the date and time manually. Check summer/winter time setting

Note: the resolution of certain problems that may occur in a system requires the technical intervention of qualified personnel (the installer who installed the system or C.A.T. AVE S.p.A.).

#### NOTES:

For the duration and conditions of the warranty for each product, please refer to [www.ave.it](http://www.ave.it) and to the latest sales catalogue. The products must be marketed in their original packaging, otherwise the retailer and/or installer is obliged to apply and forward to the user the instructions accompanying the product and/or posted on [www.ave.it](http://www.ave.it) and in the latest sales catalogue. AVE items are products for installation purposes. They must be installed by qualified personnel in accordance with current regulations and usage, observing AVE S.p.A.'s storage, operation and installation instructions. Compliance with the general terms and conditions of sale, notes, general warnings, warranty warnings, claims and technical warnings for the installer posted on [www.ave.it](http://www.ave.it) and in the latest sales catalogue is also required. **WARNINGS:** Items must be handled with care and stored in their original packaging in a dry location, protected from the elements and at a temperature suitable for storage as indicated in the product manual. If items are not in their original packaging, the dealer and/or installer is obliged to attach and forward the accompanying operating instructions to the user. Storage of items for periods greater than 5 years is not recommended. After opening the packaging, ensure that the item is intact. Installation must be carried out by qualified personnel in accordance with the requirements of the current standard for electrical installations.

The information in this manual may contain technical inaccuracies, omissions or typographical errors. The information contained herein is subject to change or update without notice. AVE S.p.A. also reserves the right to make changes/improvements to the products and/or programs described in this manual at any time and without notice.