Panasonic

Installation and Operating Instructions

Video Intercom System — Guard Station

Model No. **VL-VQ7000SX**



Thank you for purchasing a Panasonic product.

Please follow all instructions in this document and save it for future reference.

Carefully read the information found in the section titled "Important safety information" in particular.

The terms Guard monitor and Guard unit used in this document refer to the Guard Station.

This system is not designed to provide complete protection from property loss. To the maximum extent permitted by applicable law, Panasonic will not be held responsible for any damage incurred as a result of property loss.

Note to the installer

- **This document includes instructions for both installation and operation. See the section titled "Installation" for installation instructions.**
- Please read this document carefully, and install the product safely and correctly by following the instructions.
- Only use attachments/accessories specified by the manufacturer.
- The installation shall be carried out in accordance with all applicable installation rules.

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Important safety information

To prevent severe injury or loss of life or property, and to ensure proper and safe operation of your product, read this section carefully before using the product.

⚠ WARNING

Preventing fire, electric shock, and short circuits

- **Leave installation work to the dealer. Installation work requires technical knowledge and experience. Electrical connection work should be performed by certified personnel only. Failure to observe this may cause fire, electric shock, injury, or damage to the product. Consult the dealer.**
- Follow the below instructions about the power supply.
  - －Use only the ethernet (LAN) cable (Cat-5e or higher). <*>

  <*> This product complies with the IEEE 802.3af Power-over-Ethernet (PoE) standard. If PoE is available on your network, this product can receive the necessary power from the network through the ethernet cable and no DC adaptor is needed. If PoE is not available, you will need to connect a DC adaptor to the product.

  Required PoE-connected devices (user supplied) specifications

  - A switching hub or power supply device that supports PoE (compliant with IEEE 802.3af)
  - Complies with safety standard IEC60950-1 or IEC62368-1

  Refer to the documentation included with the PoE-connected device for details.

  If unsure whether it complies with safety standards, please contact the manufacturer of the switching hub or power supply device.

  Required DC adaptor (user supplied) specifications

  - Complies with safety standard BIS certification
  - INPUT: AC 100 V-240 V, 50/60 Hz
  - OUTPUT: DC 12 V, 1.5 A-2.0 A, 18 W-24 W

  Refer to the documentation included with the DC adaptor for details.

  If unsure whether it complies with safety standards, please contact the manufacturer of the DC adaptor.

  If devices other than above are connected, safety and performance cannot be guaranteed.
- Do not place objects on the cables. Install the product where no one can step or trip on the cables.
- Do not allow the cables to be excessively pulled, bent or placed under heavy objects.
- Insert the DC cable plug or DC adaptor firmly all the way into the terminals or power outlet. If they are not inserted all the way, heat may be generated.
- Never touch the DC cable plug or DC adaptor with wet hands.
- Do not disassemble or modify the product. Refer servicing to an authorized service center when service is required. Disassembling the product or manipulating the product in a way not described in the documentation may expose you to dangerous voltages and other risks.
- Do not touch the product, cables, DC cable plug or DC adaptor during an electrical storm. There may be remote risk of electric shock from lightning.
- Never install wiring during a lightning storm.
- Do not connect non-specified devices.

- Do not connect a cable to a terminal that is not specified in this document.
- When opening holes in walls for installation or wiring, or when securing the cable, make sure you do not damage existing wiring and ductwork.
- Do not make any wiring connections when the power outlet is turned on.
- Do not install the product in the following places:
  - Places where the product may be splashed with water or chemicals
  - Places where there is a high concentration of dust or high humidity
- Do not push any objects through the openings of the product.
- If any of the following conditions occur, disconnect the Ethernet (LAN) cable from the product, disconnect the DC adaptor from the power outlet, and then refer servicing to an authorized service center.
  - The product emits smoke, an abnormal smell or makes unusual noise
  - The cables are damaged or frayed
  - Metal objects have been dropped inside the product
- When existing wires are used, it is possible that they contain AC voltage. Contact an authorized service center.

⚠ CAUTION

Preventing accidents, injuries, and property damage

- Do not use the product in unstable areas or areas prone to strong vibrations. This may cause the product to fall, resulting in damage to the product or injury.
- If the wiring passes outdoors, use a conduit and a surge protector.
- If the wiring passes underground, use a conduit, and do not make any connections underground.
- Install the product securely with screws according to the instructions in this document to prevent it from falling off the wall. Avoid installing onto low-strength walls, such as gypsum board, ALC (autoclaved lightweight concrete), concrete block, or veneer (less than 18 mm thick) walls.
- The DC adaptor is used as the main disconnect device. Ensure that the power outlet is installed near the product and is easily accessible. Ensure that the power supply of PoE hub is connected to a breaker in an easily accessible distribution board.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.
- To prevent serious injuries due to the product unexpectedly falling, the product with a wall mount feature must be installed at a height of 2 m or lower.

Important safety instructions

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

Follow the power supply instructions indicated in this document.

1. Do not use this product near water. For example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, and the like.
2. Use only the ethernet (LAN) cable or DC adaptor indicated in this document.

SAVE THESE INSTRUCTIONS

Privacy and rights of portrait

When installing or using the product, please take into consideration the rights of others with regard to privacy and rights of portrait.

- It is generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.
- Please observe the legal regulations (data protection, video surveillance) in your country during use.

Data security

In order to use the system safely and correctly, the data security guidelines (listed below) must be observed. Failure to do so may result in the following.

- Loss, leakage, falsification or theft of user information.
- Unauthorized or illegal use of the system by a third party.
- Interference or suspension of service caused by a third party.

What is user information?

User information is defined as the following types of information.

- Information stored in the product
  - System event information
  - Pictures and videos will be recorded to the product
  - Resident names and room numbers
  - Messages
  - System and device settings
- Information stored on the computer that is used by the setup tool (CMS)
  - Resident names and room numbers
  - System and device settings

Data security guidelines

- **Observe proper management of passwords.**
  - Passwords can be used to program the system, open doors, etc. Select passwords that are difficult to guess, change them regularly, and keep them secret. Assign a unique password to each device.
  - You will never receive inquiries about passwords from Panasonic.
- **Use caution when entering or saving contact information for use by the system.**
  - When configuring email addresses, room numbers, or other contact information, make sure all information is entered correctly. Incorrect information could cause user information to be disclosed to unintended recipients.
- **Protect user information when sending the product to be repaired, or when handing it over to a third party.**
  - Use the product’s reset function to initialize the product before when sending the product to be repaired or handing it over to a third party.
  - Note that user information may be deleted or initialized when the product is repaired.
  - Refer all repairs to a trusted Panasonic service center.

- **Protect user information stored on the computer used to configure the system.**
  - When user information is stored on a computer, the confidentiality of that information becomes the responsibility of the installer. Take precautions to prevent the unauthorized use of the computer and the setup tool (SCS and CMS) used for performing system configuration or maintenance.
  - Connect the computer to the network only when performing system configuration or maintenance, and disconnect the computer from the network as soon as the work is complete.
  - Use a secure network that is protected by a firewall, etc.
  - To prevent the leaking of personal information, enable a screensaver for the computer that uses a password.
  - Before disposing of the computer, ensure that data cannot be retrieved from it by formatting the hard disk and/or rendering it physically unusable.
- **Protect user information when disposing of the product.**
  - Use the product’s reset function to initialize the product before disposing of the product.

Disclaimer

- Recorded data may be altered or deleted as a result of incorrect operations, exposure to static electricity, accidents, malfunction, repairs or other operations.
  To the maximum extent permitted by applicable law, Panasonic assumes no liability for any direct or indirect damages resulting from the loss or alteration of recorded data.
- To the maximum extent permitted by applicable law, Panasonic assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this document.
- To the maximum extent permitted by applicable law, Panasonic will not be held responsible for any damage or loss due to non-performance or delay in performance, error or failure of network and/or any products.

For best performance

Environment

- The product should not be exposed to direct sunlight.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than -10 °C or greater than 55 °C. Damp basements should also be avoided.
- Do not install the product in locations that are suspect to sudden changes in temperature. Failure to do so may cause condensation to form on the product causing malfunction.
- In areas surrounded by a high electrical field, disturbances may occur in the product's image or sound.

Other important information

- Before attempting to connect or operate this product, please read the nameplate on the bottom or rear of the product.
- When you leave the product unused for a long period of time, consult the installer regarding unplugging the product from the power outlet.

- When power fails, this product cannot be used.
- Panasonic may not be liable for damages due to external factors such as power failures.

General information

- In the event of problems, you should contact your equipment supplier in the first instance.
- After removing the product and any included items from the packaging, store, dispose, or recycle the packaging as necessary. Note that certain types of packaging may be a suffocation or choking hazard.

Cleaning

Wipe the product with a soft, dry cloth.

- For excessive dirt, wipe the product with a cloth slightly dampened with fresh water.

Important:

- **Do not use any cleaning products that contain alcohol, polish powder, powder soap, benzine, thinner, wax, petroleum, or boiling water. Also do not spray the product with insecticide, glass cleaner, hair spray or wall paint. This may cause a change in color or quality of the product.**

Open source software notice

Parts of this product use open source software supplied based on the relevant conditions of the Free Software Foundation’s GPL and/or LGPL and other conditions. Please read all license information and copyright notices related to the open source software used by this product.
This information is available at the following web page:
https://security.in.panasonic.com/products/vl-vq7000sx

At least three (3) years from delivery of this product, Panasonic Corporation will give to any third party who contacts us at the contact information provided below, for a charge of no more than the cost of physically distributing source code, a complete machine-readable copy of the corresponding source code and the copyright notices covered under the GPL and the LGPL. Please note that software licensed under the GPL and the LGPL is not under warranty.
https://security.in.panasonic.com/products/vl-vq7000sx

Graphical symbols for use on equipment and their descriptions

Symbol	Explanation
~	Alternating current (A.C.)
⎓	Direct current (D.C.)
	Caution: risk caused by visible radiation
	For indoor use only
	Class Ⅱ equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation)

Terms and illustrations

- Design and specifications are subject to change without notice.
- Illustrations may vary slightly from the actual product.

Trademarks

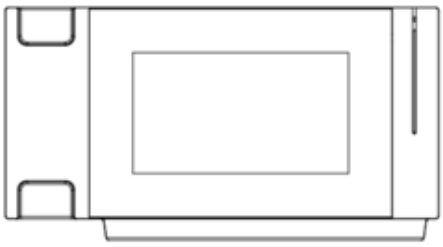
- Android is trademark of Google LLC.
- All other trademarks identified herein are the property of their respective owners.

1. Technical Specifications

- 7 inches capacitive touch screen monitor, 1024 x 600 resolution
- Support zone alarm function
- Video codec: H.264
- Network Connection: Ethernet (PoE)
- Operating Voltage: 48 V (PoE)
- Operating current: 300 mA (max: 640 mA, stand-by: 125 mA)
- Operation temperature: -10 ℃ to +55 ℃
- Operating system: Android™ 12
- Inner flash memory (Inner record: 100 pcs pictures)
- Dimensions (mm): Approx. 312(W) x 168(D) x 30(H)

  Approx. 312(W) x 185(D) x 115(H), with handset and desk bracket
- Mass (Weight): Approx. 1.7 kg

2. Packing Contents



Main body



Handset



Handset cable



Left desk bracket



Right desk bracket



Screw
(3 mm x 6 mm)



2 pin wiring cable

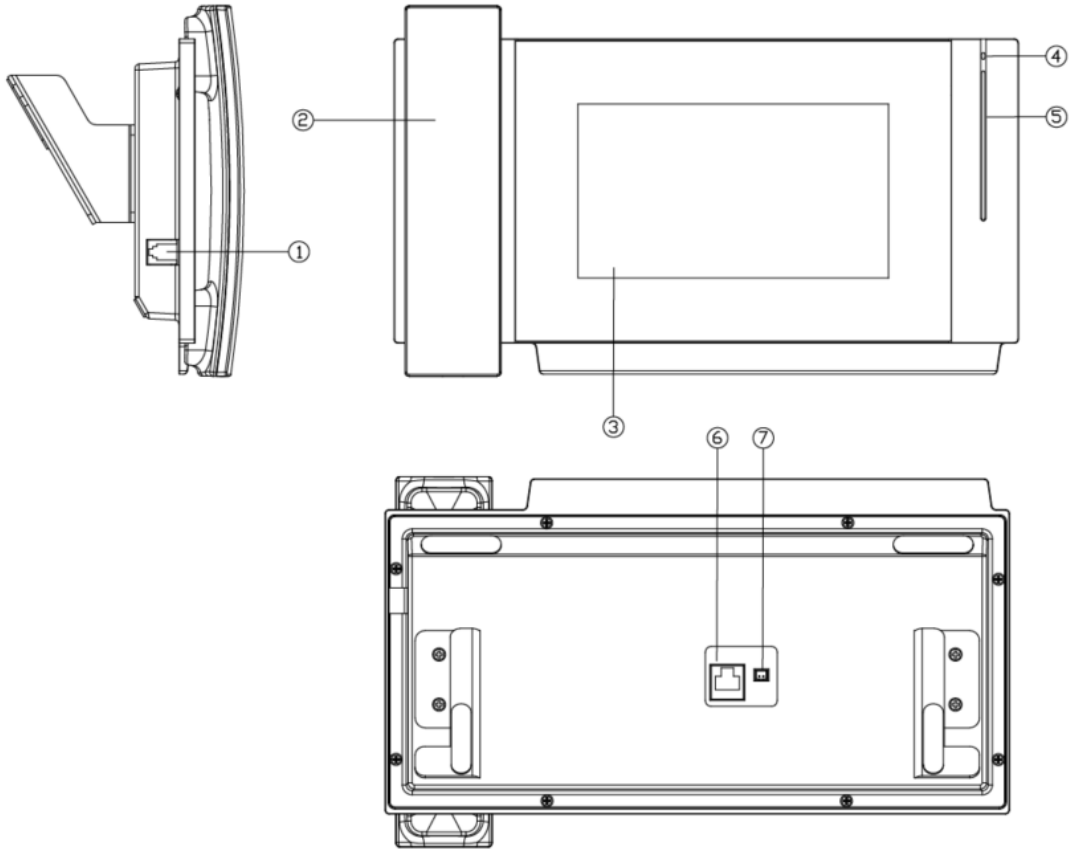
Plastic packaging materials information for this product

Plastic packaging material	Recycling mark	Thickness	Importer EPR number
Top cushion		50 Microns or more	Panasonic Life Solutions India Pvt. Ltd. EPR number : 2023030608544812298
Bottom cushion		50 Microns or more	
Protective film for Main body		50 Microns or more	
Bag for Screw / Cable		50 Microns or more	

This information is prepared in accordance with India / Plastic Waste Management (Amendment) Rule

3. Name and Functions of Each Part

3.1 Front and Rear Part



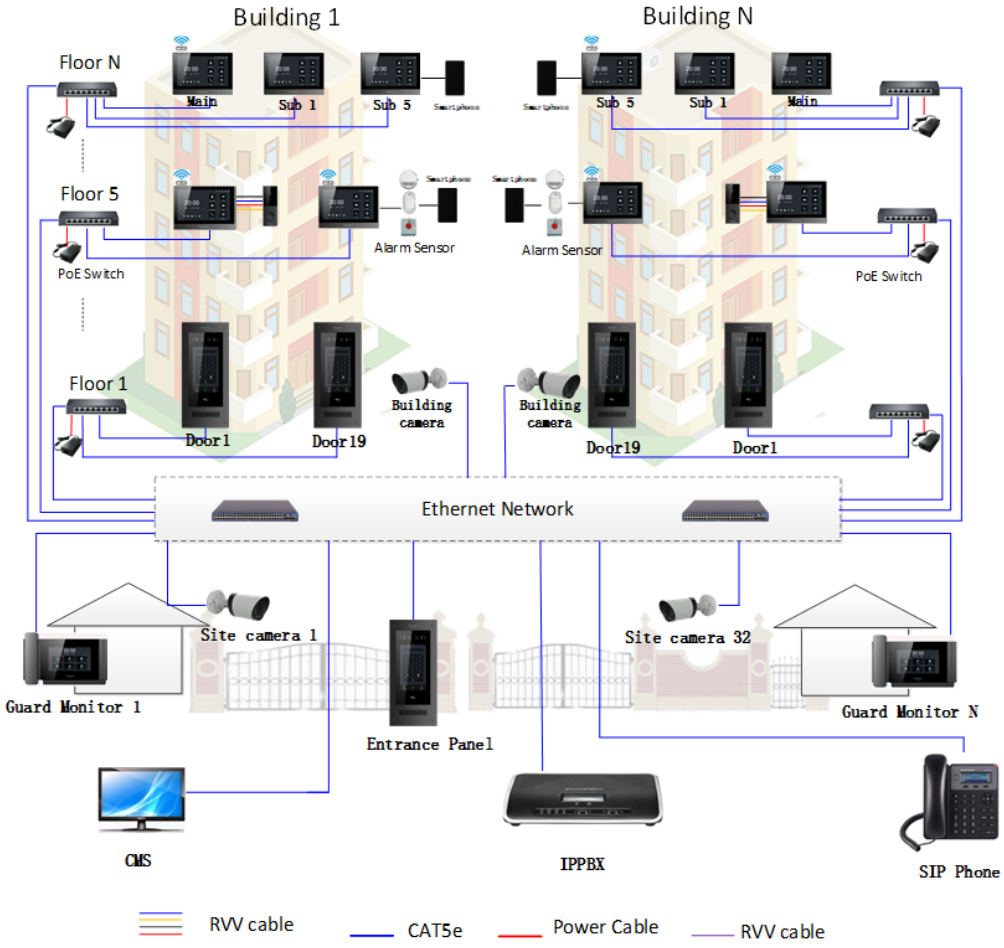
NO.	Part Name	Description
1	Handset jack	Interface for RJ11
2	Handset	Handset for talking
3	Screen	7-inch digital TFT LCD
4	Power Indicator	Green LED when power on
5	Speaker	Send voice to user
6	RJ45 Connector	Interface for PoE switch or network switch
7	DC Power *1	12 V DC power supply

*1 If PoE is not available, connect the DC adaptor to the product as follows:
1) Strip the remaining ends of the DC wires.
2) Solder the ends of the wires from the DC connector and the DC adaptor. (Connect ensuring that the polarity of DC+ and DC- is correct.)
3) Use insulation sleeves to insulate the wires.

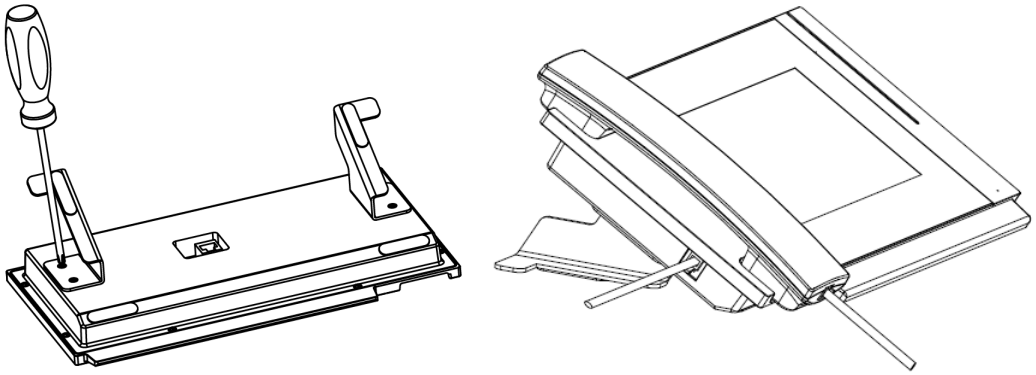
4. Connection Diagram

4.1 System Layout

- There are two types of apartment guard monitors: building guard and site guard.
- Building guard has the authority of the building. And site guard has the authority of the site.
- The distance between devices (indoor monitor, door panel, network switch, guard unit, and PoE Switch) and PoE Switch is limited to 70 meters.
- The system supports up to 98 buildings.
- The system supports up to 32 IP cameras.
- The system supports two Network configurations (Auto and Manual).
- The encode type and network configuration must keep up with first building panel.
- The address of other devices can be successfully set only after the first building panel (4-digit: 0181; 5-digit: 01801; 6-digit: 019001) in the system is set.



5. Installation



Wiring and installation of guard

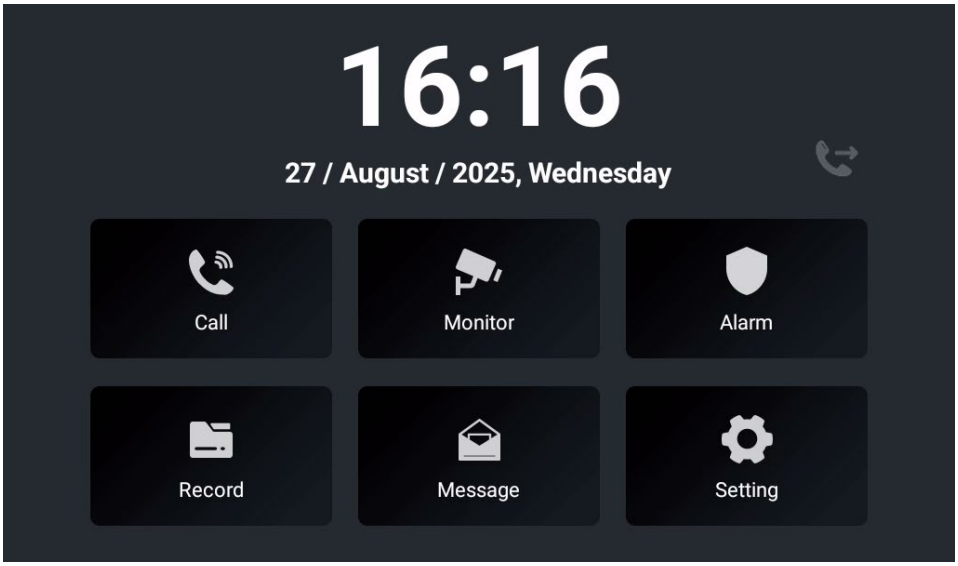
1) Place the guard unit on a level desktop;
2) Fix the bracket on the behind of the monitor with screw;
3) Pull the cable out and connect the system according to 4.1 System Layout.

6. Operation Description

When the guard unit is started for the first time, a screen will be displayed prompting you to choose between Apartment and Villa. Select Apartment mode.

6.1 Main Screen

Touch the screen anywhere in standby mode, the main page will be shown as follows:



It will show corresponding functions when pressing each icon on main screen.

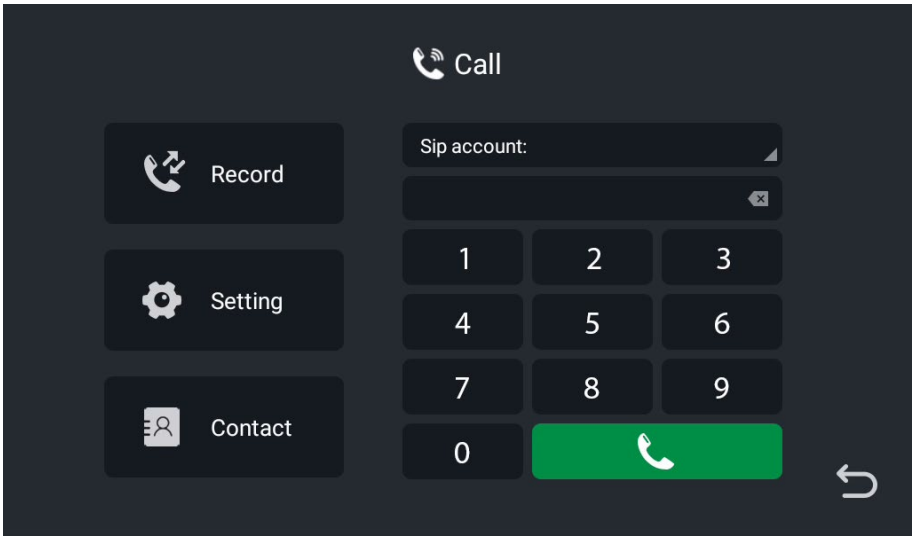
※ Icon Definition

	Enter the call menu		Enter the message menu

	Enter the monitor menu		Alarm management
	Picture record		Enter the setting menu
	Call forward		

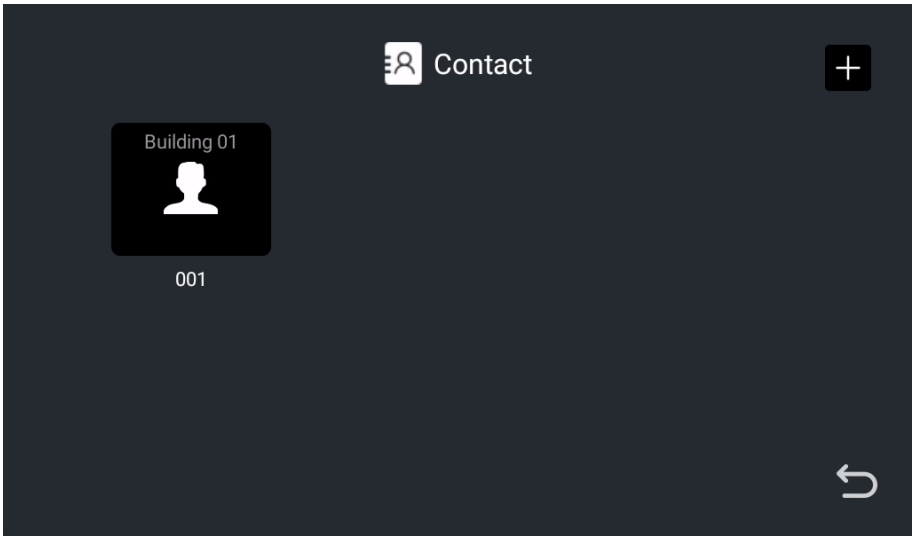
6.2 Call Function

Press the [Call] icon on main screen and the screen will enter the call page:



You can input the dial code of other devices and start the call. When you are using Sip call, choose a corresponding Sip account first.

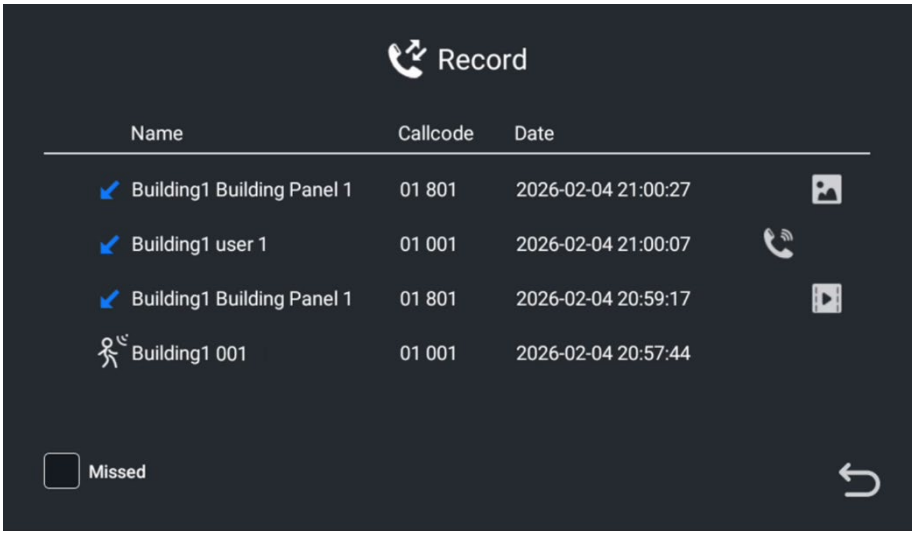
6.2.1 Contact



In [Contact], you can make direct call by pressing the name list. You can also press the "+" icon in the upper right corner of the screen to enter the name list page, select

the contact you want to add and press the “return” icon to confirm and return to the add contact page.

6.2.2 Record



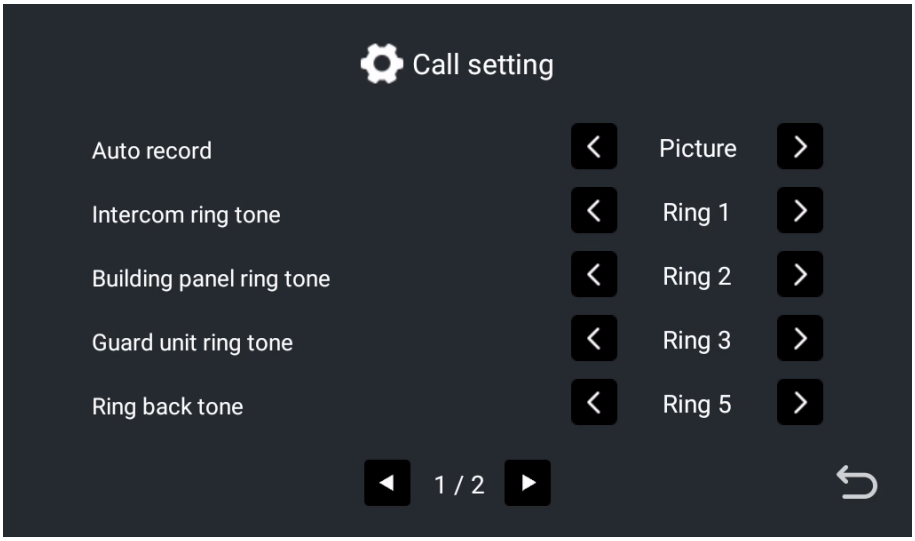
In [Record], you can

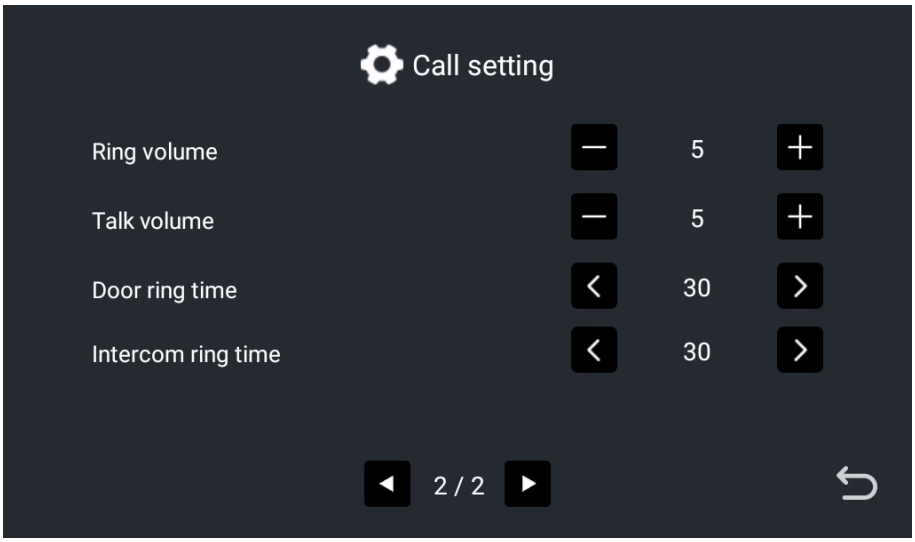
- Press  to review the picture automatically captured when receive external call.
- Press  to review the video automatically captured when receive external call.
- Press  to call back.
- Check the motion detect records of the monitors. 
- Press Missed to filter out unanswered records.

Remark

- Long press a call records for 2 seconds; you can delete the call record or delete all records.
- Pictures are linked to call records.

6.2.3 Setting





In [Setting], you can:

- Change [Auto record] to Picture/Video/Off.
- Select the melody for Intercom ring tone/Building panel ring tone/Guard unit ring tone/Ring back tone. (Selective 10 melodies)
- Adjust the talking and ringtone volume.
- Setting the Door ring time and Intercom ring time.

6.2.4 Call from door panel

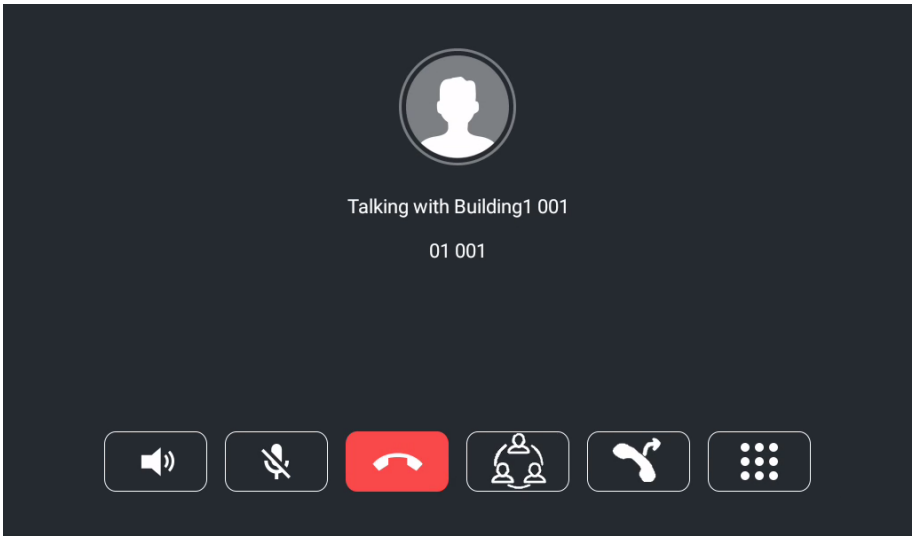
When door panel calls in, the visitor's image will be shown on the monitor screen and you can pick up the handset to talk with the visitor.



- When door panel calls in, the visitor's image will be shown on the screen and you can talk with the visitor.
- You can press  to capture a photo of visitor.
- You can press  to record a 15 seconds video of visitor.
- You can press  to modify the talk volume.
- You can press  to disable the MIC.
- You can press the  icon and choose which relay to unlock.
- You can press  to switch the channel to other door panels and IP cameras.
- You can press  to transfer the call to monitors in other families or add other monitors into this call.
- You can press  to end the call.

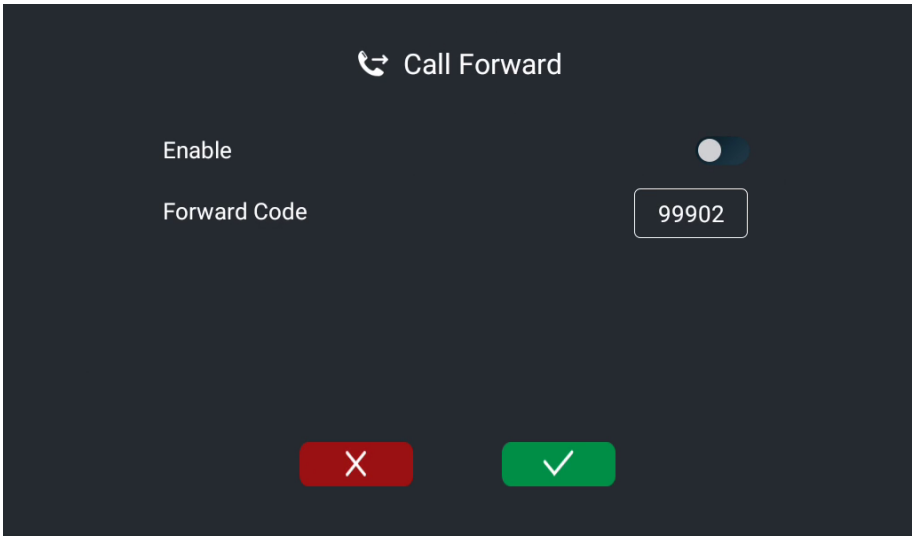
6.2.5 Call from indoor monitor

When indoor monitor calls in, you can pick up the handset to talk with the visitor. When the call starts, it will show as below:



- You can press  to modify the talk volume.
- You can press  to disable the MIC.
- You can press  to end the call.
- You can press  to add a device into the call.
- You can press  to transfer the call to other devices.
- You can press  to use DTMF.

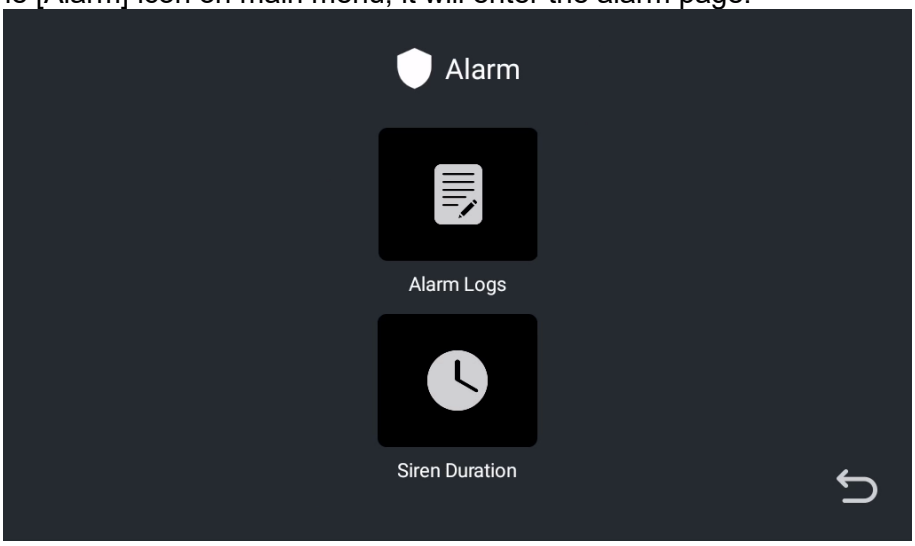
6.2.6 Call forward



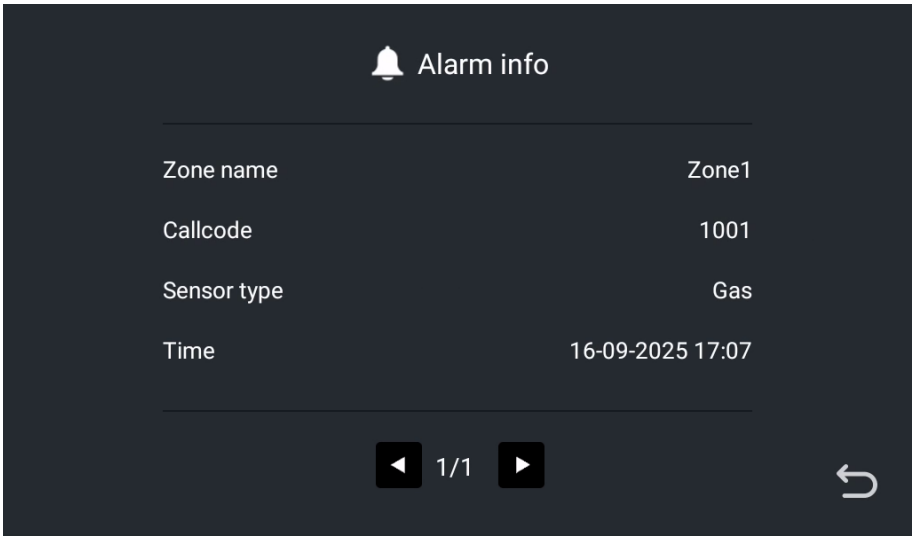
Press the [Call Forward] icon in the main menu, it will enter the call page. If the call forward is enabled, the guard unit can transfer the coming call to other devices in the system.

6.3 Alarm function

Press the [Alarm] icon on main menu, it will enter the alarm page.



The guard unit can receive alarm information of the monitors from the building or the site. It can also receive tamper alarm from the door panels. When it receives the alarm, it will show the following.

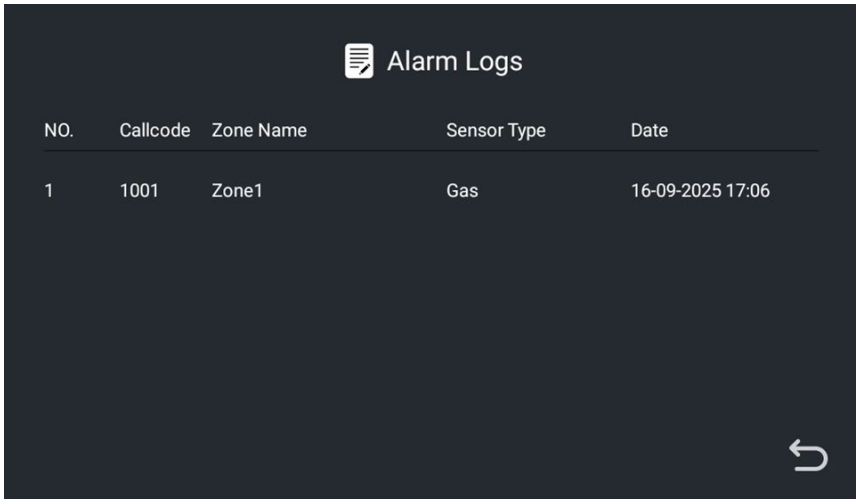


Remark:

- Only building guard 1 and the site guard 1 can receive alarms.

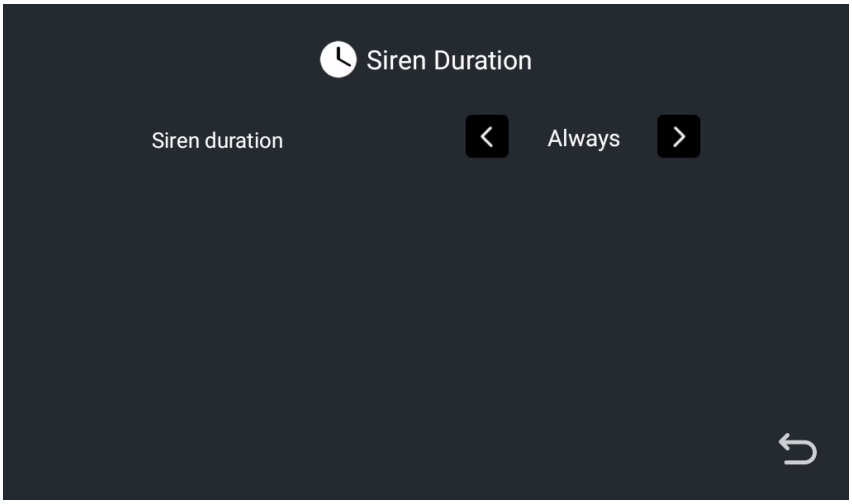
6.3.1 Alarm logs

In [Alarm Logs], you can check all the alarm that this guard unit received.



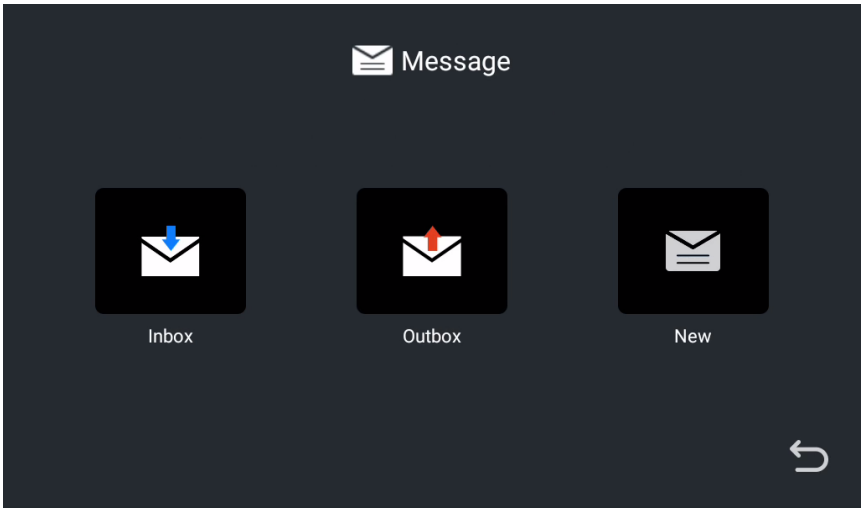
6.3.2 Siren duration

In [Siren Duration], you can check and set the siren duration to Never/1 min/Always.



6.4 Message Function

Press the [Message] icon in the main menu, it will enter the message page.



6.4.1 Inbox

You can review the received message, and also delete, forward and reply messages.

6.4.2 Outbox

You can review the messages that have been sent, and also delete, forward and resend messages.

6.4.3 New

You can press the [New] icon to edit message, input the intercom address of the monitor you want to send and edit the content, and then press  icon to send to single monitor. Or press  icon to send to all monitors in the address bar. There are four rules for the guard unit to send message.

※ Send to a single room:

4 digits: for example:

send to Building 1 room 1--input 0101 in the address bar.

5 digits: for example:

send to Building 1 room 1--input 01001 in the address bar.

6 digits: for example:

send to Building 1 room 0101-- input 010101 in the address bar.

※ Send to multiple rooms:

4 digits: for example:

send to Building 1 room 1, room 2 and Building 2 room 6--input 0101, 0102, 0206 in the address bar.

5 digits: for example:

send to Building 1 room 1, room 2 and room 12 --input 01001, 01002, 01012 in the address bar;

send to Building 1 room 1- 30 --input 01001~01030 in the address bar.

6 digits: for example:

send to Building 1 room 0101, 0102 and Building 2 room 0506--input 010101, 010102, 020506 in the address bar.

※ Send to the whole Building:

4 digits, 5 digits and 6 digits: for example:

send to Building 20 --input 20 in the address bar. (Building Guard can send to the corresponding building)

※ Site guard sends to the whole site:

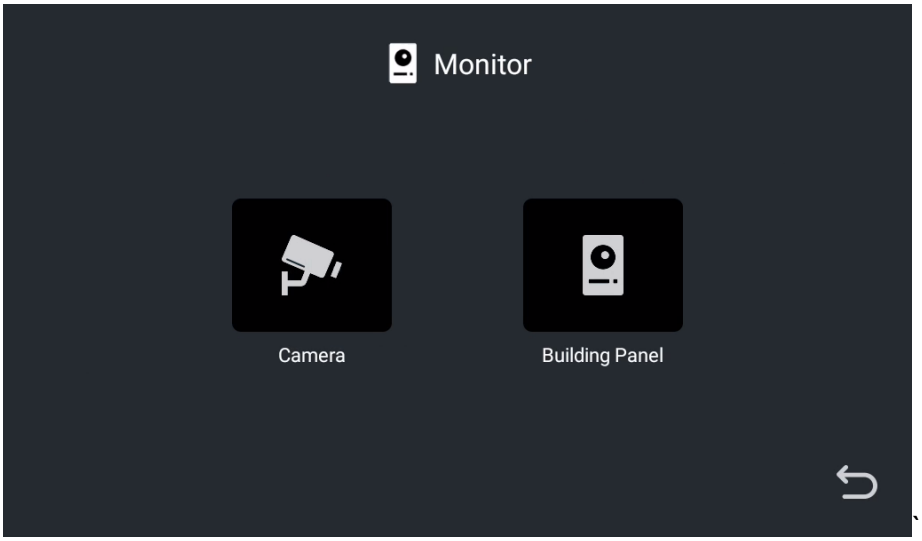
4 digits, 5 digits and 6 digits: input 99 in the address bar.

Remark:

- Long press a message for 2 seconds, you can delete the message or delete all messages.
- Building Guard can send message to the corresponding building, and Site Guard can send message to the whole site.

6.5 Monitor Function

Press the [Monitor] icon on main screen, select the door panel/camera you want to monitor and then enter the monitoring mode.

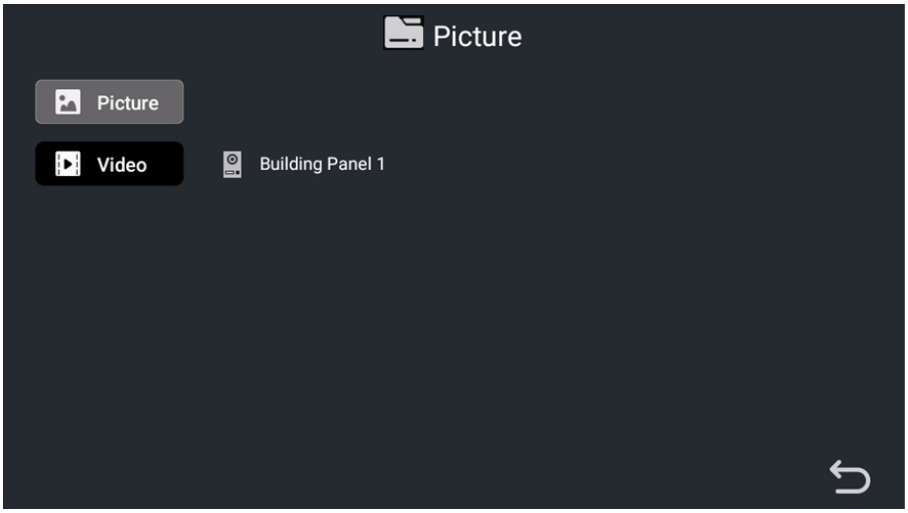


Remark:

- Building Guard can only show the connected Building panel and Entrance panel; Site Guard can show the all Building panels and Entrance panels.
- The guard unit shows only authorized cameras.
- The guard unit supports add camera, press “+” icon and input the information.
- When connecting IP cameras, this system supports video streaming only. Audio functions of connected cameras are not available.

6.6 Record

Press the [Record] icon in the main screen, you can press the corresponding list directly to review the picture and videos.

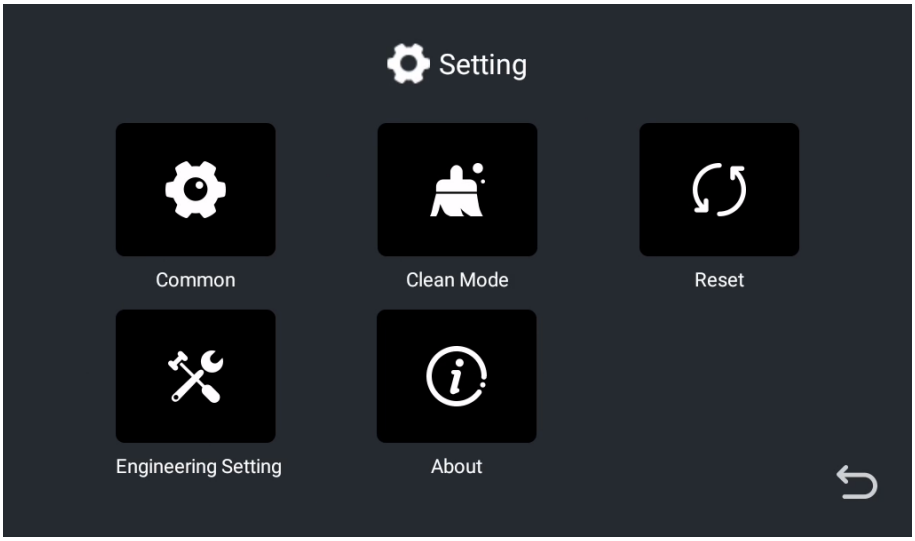


Remark:

- In the record page, you can only review the manually captured pictures and videos.
- Long press a record for 2 seconds, you can delete the picture or delete all records.
- When connecting IP cameras, this system supports video streaming only. Audio functions of connected cameras are not available.

6.7 Main Setting Page

Press the [Setting] icon in main screen and the screen will enter the main setting page.



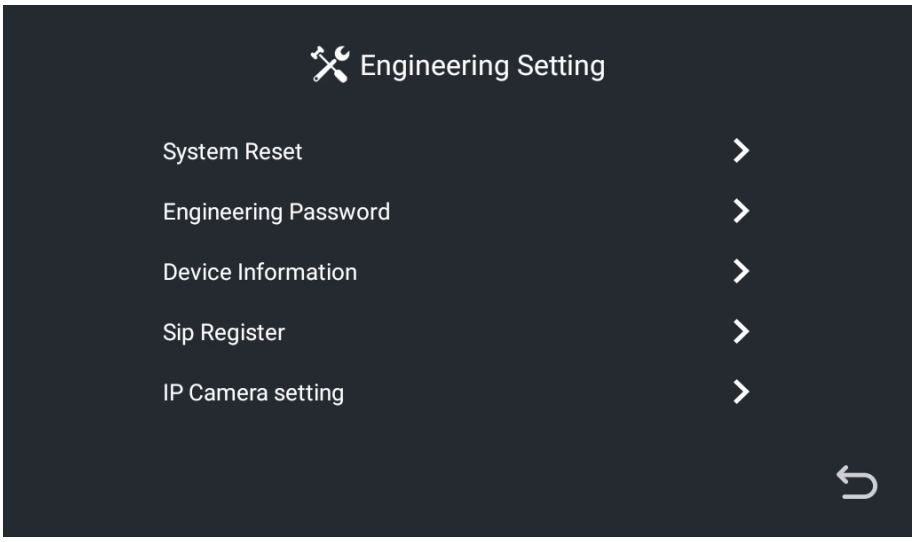
- ◆ In [Common] setting page, you can enable/disable the touch tone function, change the user name and set the brightness of the monitor.
- ◆ In [Clean Mode], you can choose to start clean mode and avoid operation when cleaning.

- In [Reset] setting page, you can reset monitor settings and restart monitor.
- In [About] setting page, you can review the HW version/Software/Local IP/Model.

6.8 Engineering Setting

Press the [Engineering Setting] icon in main screen input the password, and the screen will enter the main setting page.

- **Please refer to the included Important Information leaflet for details about the default password.**



6.8.1 System Reset

In [System Reset] setting page, you can reset all settings to factory, including device information.

6.8.2 Engineering password

In [Engineering Password] setting page, you can change the password for engineering setting.

6.8.3 Device information

In [Device Information] setting page, you can set the building NO. and the room NO. If the monitor is ‘Manual network configuration’, you can also modify the IP address of the monitor and the server. Here are the range of Building and Room NO.

Type(4-digit)	Building NO.	Floor NO.	Room NO.
Monitor	1 to 98	\	01 to 75
Building Panel	1 to 98	\	81 to 85
Entrance Panel	99	\	81 to 85
Building Guard	1 to 98	\	91 to 99

Site Guard	99	\	91 to 95
Type(5-digit)	**Building NO.**	**Floor NO.**	**Room NO.**
Monitor	1 to 98	\	001 to 799
Building Panel	1 to 98	\	801 to 819
Entrance Panel	99	\	801 to 819
Building Guard	1 to 98	\	851 to 859
Site Guard	99	\	901 to 919
Type(6-digit)	**Building NO.**	**Floor NO.**	**Flat NO.**
Monitor	1 to 98	01 to 63	01 to 32
Building Panel	1 to 98	90	01 to 19
Entrance Panel	99	90	01 to 19
Building Guard	1 to 98	96	01 to 19
Site Guard	99	98	01 to 19

6.8.4 Sip Register

In [Sip Register] setting page, to add SIP server in the monitor, you need to register a SIP account in SIP server in advance. Then press “+” icon to register new SIP server. Enable the SIP server and input the label/name/IP/user name/password. After setting the SIP you can start call in [Intercom] by choosing the SIP server you just registered in SIP account.

6.8.5 IP camera setting

In [IP Camera setting] setting page, when the IP camera function is enabled, you can input the IP address/user name/password and select the stream mode, then you can press the  icon to confirm the setting.
[IP Camera setting] is used for guard directly transfer IP Camera to household during communication when someone visits the household.

7. Web Client Operation

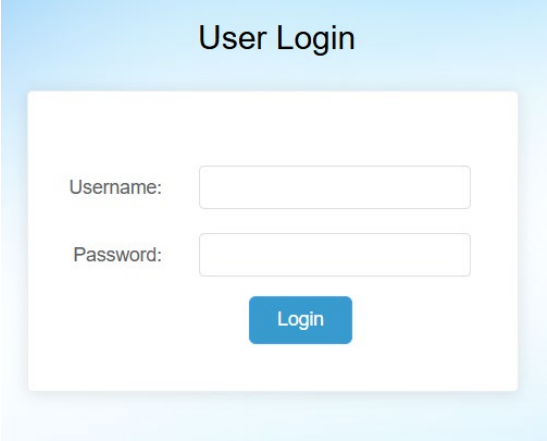
7.1 Login The Client

>> Connect your computer and device network with a network cable，then modify computer IP address to the same network segment of the system.

>> Open web browser, input the IP address of the device and press the “Enter” button to enter the login page;

>> You need to input user name & password, then click “Login” item to enter the local configuration page.

- **Please refer to the included Important Information leaflet for details about the default user name and password.**

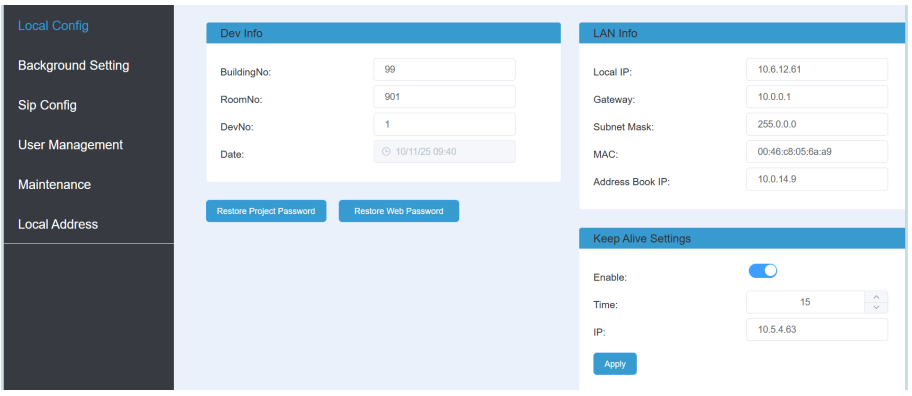


Remark:

- The computer and the device need to be on the same network segment, otherwise the login will fail.

7.2 Local Configuration Page

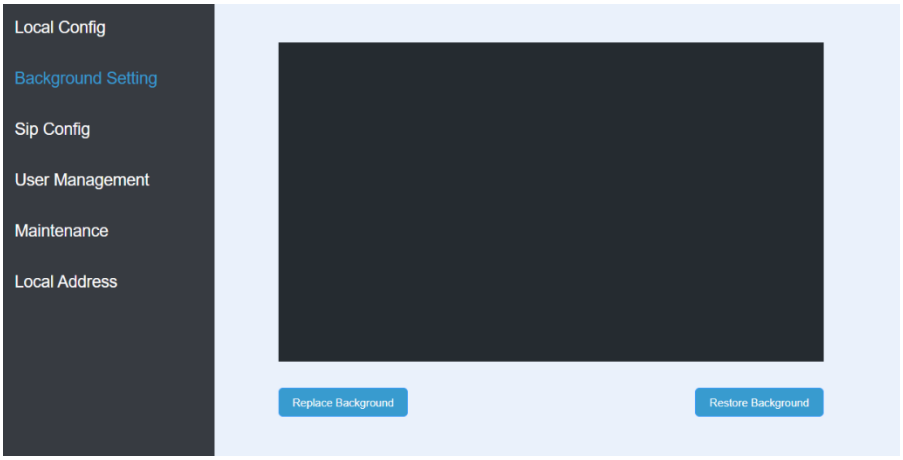
In the [Local configuration] page, you can review the IP address and device information of the guard unit. And you can restore the engineering setting password to default.



7.3 Background Setting Page

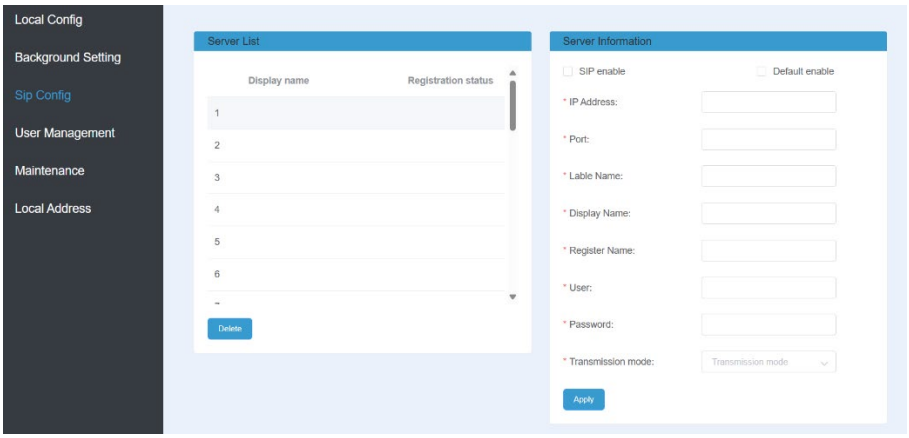
In the [Background Setting] page, you can select a picture file in your computer and replace the background of the device.

In [Restore Background], you can change the background of the device to default.



7.4 SIP Server Page

In the [SIP Server] page, you can register the guard unit to the SIP servers.

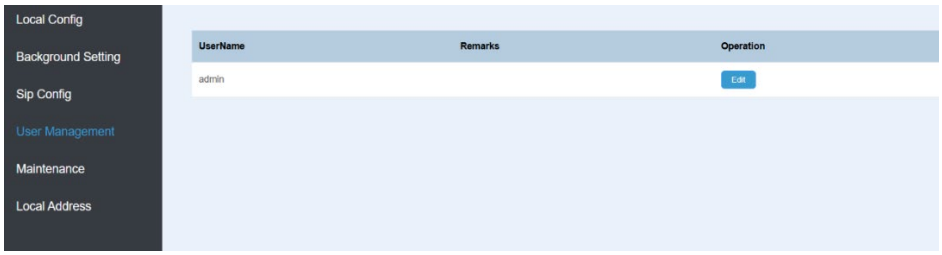


Remark:

- The guard unit supports 30 SIP accounts, corresponding to 30 SIP servers.
- SIP server should be in the same network segment with the guard unit.

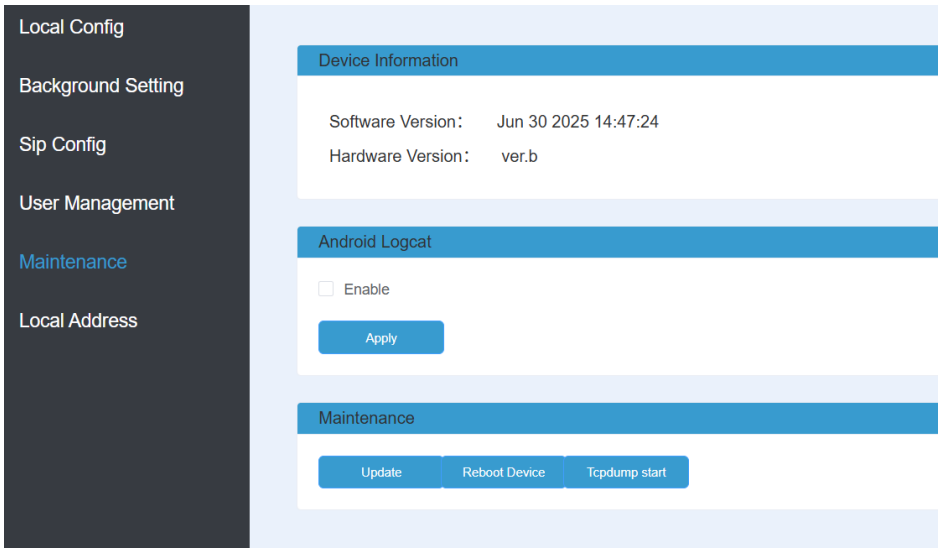
7.5 User Management Page

In the [User Management] page, you can click the [Edit] item to set the password and remarks.



7.6 Maintenance

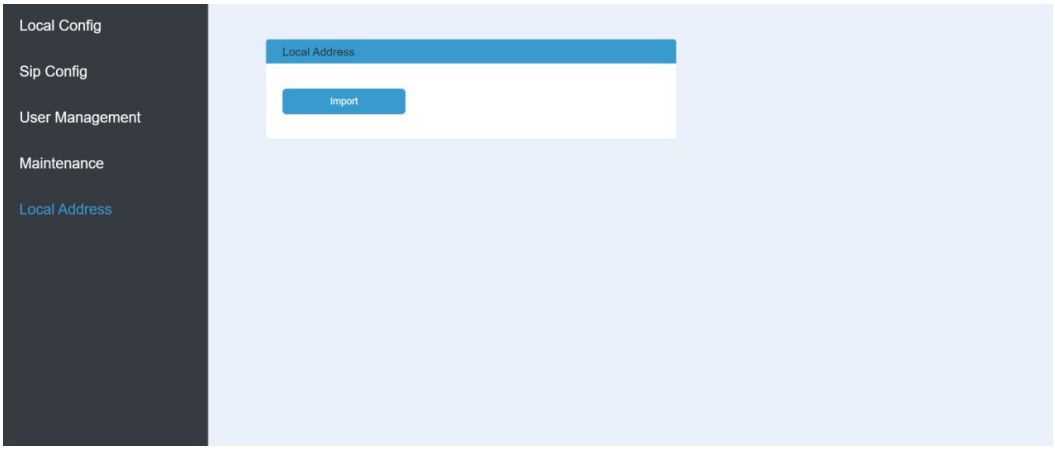
In the [Maintenance] pages, you can update the software version; you can also reboot the device.



7.7 Local Address Page (Only for villa mode)

You can import a "sipbook.csv" file from your computer to add the contacts. The "sipbook.csv" file need to contain room name, call code and SIP server ip address. Additionally, the data should be entered starting from the second row onwards.

	A	B	C
1	name	idcode	ip
2	room1	01003	10.0.0.199
3	room2	01030	10.0.0.199
4	room3	01040	10.0.0.199
5			



Remark:

- The file you import should be the “csv” format, and the file name should be “sipbook.csv”. If the file format or file name is wrong, then the web will show wrong tips when uploading.

- The file you import should contain the column heading of “name”, “idcode”, “ip”. If the column heading of “name”, “idcode”, “ip” are wrong, then the web will show wrong tips when uploading.
- The column heading of “ip” is the SIP server ip address.
- You can define the content starts from the second row based on the actual project needs.

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