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GSS/RETAIL/Sixty Fifth Communications/VDP-FAQ Booklet/V2 Sep 16



**KNOWLEDGE SAVES...**

**Know your Video Door Phone with FAQs (Frequently Asked Questions)**



SeeThru ST 4.3 Lite



SeeThru ST 4.3



SeeThru ST 7

4.3" TFT	4.3" TFT	7" TFT Touch Screen
480 x 272	480 x 272	800 x 480
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
162 x 92 x 20.7	132 x 196 x 27	238 x 157 x 28.5
IR LED	IR LED	IR LED
Handsfree	Handsfree	Handsfree
Available	Available	Available
NA	Yes - 32 GB	Yes - 32 GB
NA	Yes	Yes
NA	100 images in unit memory (Manual transfer to SD card)	100 images in unit memory +1024 images in external SD card
NA	Yes	Yes
NA	100 Videos	128 Videos
NA	15 sec	15 sec/30 sec/60 sec
1	4 (1+3)	4 (1+3)
2 (1+1)	2 (1+1)	2 (1+1)
NA	NA	4 CCTV Camera
NA	NA	Yes
NA	NA	Available
NA	NA	Available
NA	Available	Available
NA	NA	Available
NA	NA	Available
700 TVL	700 TVL	700 TVL
Pinhole Colour	Pinhole Colour	Pinhole Colour
Yes	Yes	Yes
NA	NA	NA
Yes	Yes	Yes
Yes	Yes	Yes
Yes	Yes	Yes
IR LED	IR LED	IR LED
Yes	Yes	Yes

## Features at a glance



SOLUS



SeeThru ST 3.5

Indoor Unit		
Screen Size	7" TFT	3,5" TFT
Screen Resolution	480 x 324	320 x 240
Brightness Setting	Yes	Yes
Contrast Setting	Yes	NA
Colour Setting	Yes	NA
Volume Adjustment	Yes	Yes
Size/Dimension (w x h x d)	216 x 142 x 23	173 x 143 x 54
Night Vision	White LED	IR LED
Talkback Type	Handsfree	Handset
Door Lock Release	Available	Available
External SD Card Support	NA	NA
Image Storage	No	Yes
Image Storage Capacity	NA	100 images in unit memory
Video Storage	NA	NA
Video Storage Capacity	NA	NA
Video Length	NA	NA
Indoor Monitors	4 (1+3)	2 (1+1)
Outdoor Monitors	1	2 (1+1)
External CCTV Support	No	1 CCTV Camera
TV Output Support	NA	Yes
Telephone Function and Call Forwarding	NA	NA
Motion Detection	NA	NA
Point to Point Intercom	Available	NA
Digital Photo Frame	NA	NA
Voice Messages	NA	NA
Outdoor Unit		
Camera	600 TVL	600 TVL
Camera Type	Colour Camera	Pinhole Colour
Surface Mount	Yes	Yes
Tamper	Vandal Proof	NA
Waterproof/Dustproof	Yes	Yes
Door Lock Release	Yes	Yes
Adjustable Microphone & Speaker Volume	From the Indoor Unit	Yes
LED for Night Vision	White LED	IR LED
Angular Wall Bracket	NA	NA



## How is an Audio Door Phone Different than a Video Door Phone?

In an Audio Door Phone the user would not be able to view the visitor but would only be able to talk to him/her. In a Video Door Phone the user would be able to view as well as talk with the visitor.



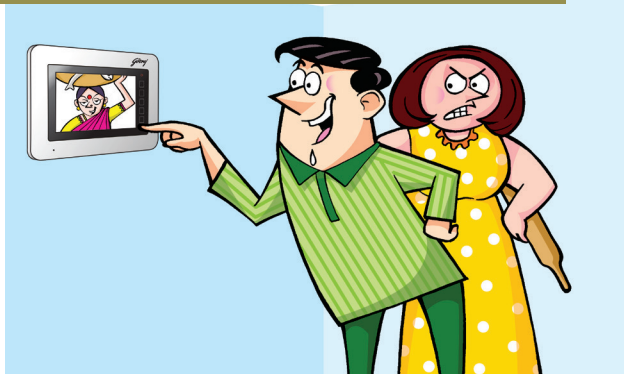
## Is the Outdoor Unit Vandal Proof?



For ST 4.3 and ST 7 the outdoor unit is vandal proof because it contains a tamper switch which is released if a burglar tries to remove the unit.



## How long can I talk on the video door phone?



The user can talk on the video door phone as long as he/she wants.

- For the ST 3.5 VDP the user has to pick up the handset and can have unlimited talk time.
- For Solus 7 the talk time duration is 120 seconds.
- For ST 4.3 VDP, the talk time duration is 60 seconds.
- For ST 7 VDP, the talk time duration is 90 seconds.



## Will the phone call made by the video door phone be charged?

All phone calls made by the Video door phone are free of cost and are not charged to the user.

**Please Note:** Call made to a cellphone using call forward feature of ST 7 will be charged as per the landline Service provider's tariff.

## NOW THAT YOU'RE ARMED WITH KNOWLEDGE, ARM YOURSELF WITH THE RIGHT VIDEO DOOR PHONE!



**seethru** ST7 VIDEO DOOR PHONE Attend visitors from anywhere

### Optional Accessories



**seethru** ST4.3 VIDEO DOOR PHONE Works as an intercom too

### Optional Accessories



**seethru** ST4.3 Lite VIDEO DOOR PHONE Safety along with affordability

### Optional Accessories



**seethru** ST3.5 VIDEO DOOR PHONE View visitors on your TV

### Optional Accessories



**SOLUS** Video Door Phone Convenient, hands-free indoor unit



**CAN I INTEGRATE MY CURRENT DOOR LOCKS WITH THE VIDEO DOOR PHONE SYSTEM OR DO I NEED TO CHANGE THEM?**

All electronic locks are supported by our video door phones.



**CAN I UNLOCK THE DOOR FOR MY VISITORS FROM MY MOBILE PHONE?**

Since ST 7 only supports remote controlling using mobile phone, the user can unlock the door for a visitor using the set mobile phone and the set landline number.

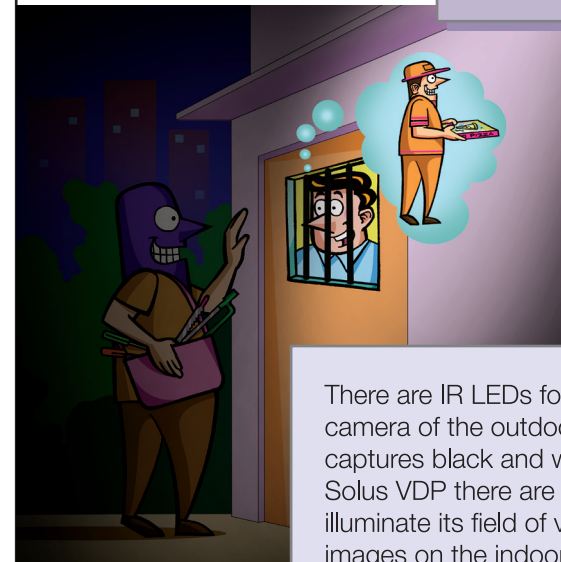


**WHAT SHOULD BE THE MAX. DISTANCE BETWEEN TWO INDOOR UNITS TO BE USED AS AN INTERCOM?**

The distance between the indoor units can be 20 mts.



**CAN I SEE MY VISITORS EVEN IN THE DARK?**



There are IR LEDs for the ST series of VDP. This gives the camera of the outdoor unit night vision capability and captures black and white images in the dark. For the Solus VDP there are white LEDs on the outdoor unit which illuminate its field of view, hence the user gets colored images on the indoor unit on monitoring the outdoor unit.



**IS IT POSSIBLE TO ACTIVATE MY VIDEO DOOR PHONE WITHOUT ANYONE RINGING THE BELL?**

The user can press the Monitor button on the indoor unit anytime to check out the view of the camera on the outdoor unit. Additionally, he can press the Talk button to talk with the visitor on the outside.

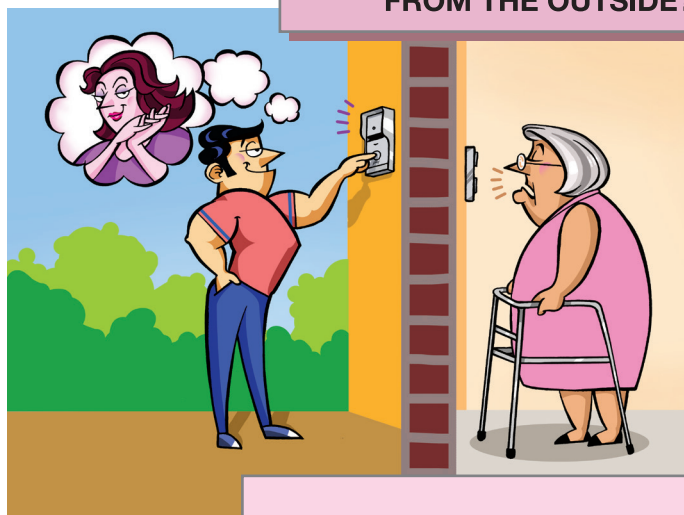


### WHAT WILL BE THE QUALITY OF THE IMAGE SEEN ON THE SCREEN?

For the ST 3.5 VDP the screen resolution is 320 × 240.  
For Solus 7 VDP the screen resolution is 480 × 324.  
For ST 4.3 VDP the screen resolution is 480 × 272.  
For ST 7 VDP the screen resolution is 800 × 480.



### CAN MY VISITORS SEE MY FACE FROM THE OUTSIDE?



No. The visitors would not be able to see the owner from the outside. Only the user will be able to see the visitor in the indoor unit.



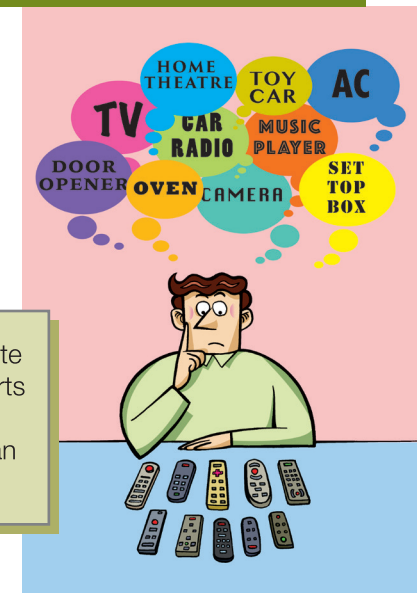
### IS THERE A POSSIBILITY OF THE METAL BODY OF THE OUTDOOR UNIT CATCHING RUST?

For ST 4.3 & 7 the outdoor unit is made of plastic and hence cannot catch rust. For ST 3.5 and Solus 7 there is an anti-rust coating which prevents it from rusting.



### DOES IT COME WITH A REMOTE CONTROL?

No, it does not come with a remote control. However the ST 7 supports remote controlling using mobile phone through which the user can control the electronic lock.





### FROM HOW FAR CAN I SPEAK INTO THE INDOOR AND THE OUTDOOR UNIT?



The user can speak from a distance of 500 mm from the indoor unit for proper voice communication



### CAN I PLAYBACK THE STORED VISITOR CONVERSATIONS ON THE VIDEO DOOR PHONE?

Conversations are saved only on the ST 7 VDP. The playback of the stored visitor conversation can be done on the indoor unit.



### HOW DOES A DOOR PHONE ACTUALLY OPERATE?

There are 2 units in a door phone viz. the outdoor unit (door station) and the indoor unit (indoor screen). There is a bell on the outdoor unit which, if pressed by a visitor, triggers a call to the indoor unit. The user can receive the call and speak with the outdoor visitor without opening the door.



### MY HOUSE HAS TWO DOORS. CAN I SEE BOTH THE ENTRANCES ON MY VIDEO DOOR PHONE?

You can connect up to 2 outdoor units to the indoor unit which can be mounted on the 2 doors. Both entrances can be monitored on the indoor unit. The Solus 7 VDP supports only 1 outdoor unit.





### WILL MY NEIGHBOUR HEAR THE CONVERSATION ON MY VIDEO DOOR PHONE?



No. Also the volume of the indoor unit and the outdoor unit can be adjusted so that the communication is audible and crisp.



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For ST 7 VDP the screen resolution is 800 x 480.



### DO I NEED A LANDLINE CONNECTION TO CONNECT IT TO THE VIDEO DOOR PHONE?

Only the ST 7 landline connection can be made to the Video Door Phone.



### WHAT IS THE CAMERA RESOLUTION?

The camera resolution for ST 3.5 VDP is 600TVL  
The camera resolution for ST 4.3 & 7 VDP is 700TVL  
The camera resolution for Solus 7 VDP is 600TVL



### CAN I SEE THE SCREEN CLEARLY EVEN IF I VIEW THE VIDEO DOOR PHONE SCREEN FROM THE SIDE?

Yes. The user can see the screen clearly even if it is viewed from the side.





**WHAT IS THE IDEAL POSITION TO PLACE AN OUTDOOR UNIT?**



The outdoor unit should be installed at the side of the door and the bell button should be accessible to the visitor. It is suggested to mount the outdoor unit at a height of 4.5 feet.



**DO I NEED TO KEEP THE INDOOR UNIT SCREEN 'ON' TO VIEW THE OUTDOOR / CAMERA VIEWS ON THE TV SET?**

For the ST 3.5 VDP there is no need to keep the screen ON to view the outdoor/camera on the TV set.  
For the ST 4.3 and 7 VDP the screen has to be kept ON to view the outdoor/camera on the TV set. Also on receiving the call the view of the outdoor is seen on the TV set.



**IS THE OUTER STATION WATERPROOF AND DUSTPROOF?**

The ST 4.3, 7 and Solus 7 units are waterproof and dustproof.



**WILL THE SYSTEM WORK EVEN IN CASE OF A POWER FAILURE?**

No. The system will not work in case of a power failure as it does not have a backup battery. The ST 4.3 and 7 indoor units have 12V DC input points and the user can connect the battery to it. However, the unit can operate on inverter input.



### ARE THE CONVERSATIONS WITH VISITORS SAVED IN THE VIDEO DOOR PHONE? HOW MANY?

For ST 7 the conversations along with the videos is saved in the memory card of the indoor unit. Upto 128 videos can be recorded in the memory card.



### HOW WIDE AN AREA DOES THE VIDEO DOOR PHONE CAPTURE?



The outdoor unit camera has a viewing angle of 65 degrees.



### CAN I SEE THE VISITOR AT THE DOOR ON MY MOBILE?

No. The visitor at the door can not be seen on the mobile. However there is an option in the ST 7 VDP of forwarding the call, provided a telephone line is connected and the visitor can talk to the user on the user's mobile phone.



### WHAT IS A PINHOLE CAMERA? HOW DOES IT WORK?

A pinhole camera is a simple camera without a lens and with a single small aperture.



### WHAT HAPPENS IN CASE OF POWER FAILURE? DO I LOSE ALL THE DATA STORED?

In case of power failure no data is lost.

