



AES GLOBAL PRAE-4GE Praetorian Guard Smart Intercom Instruction Manual

[Home](#) » [AES GLOBAL](#) » AES GLOBAL PRAE-4GE Praetorian Guard Smart Intercom Instruction Manual 

AES

Installation Instructions
Praetorian Guard Smart Intercom
PROFESSIONAL INSTALL ONLY



Manual Version 1

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

Tip: Site Survey BEFORE you begin. See page 3



WARNING

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



Contents

- [1 Site Survey](#)
- [2 Wifi Setup](#)
- [3 Step 7a, 7b, 7c](#)
- [4 Step 7d, 7e](#)
- [5 Step 9a, 9b, 9c, 9d](#)
- [6 Step 9e, 9f](#)
- [7 Answering on Android](#)
- [8 Answering on Apple](#)
- [9 LAN Setup](#)
- [10 Step 2a, 2b, 2c.](#)
- [11 Step 2d, 2e](#)
- [12 Installation](#)
- [13 Power](#)
- [14 Wiring](#)
- [15 Adding Additional APP Users](#)
- [16 Main Features](#)
- [17 Activity Log closer look!](#)
- [18 Keypad Codes closer look!](#)
- [19 Other Features](#)
- [20 Advanced Features](#)
- [21 Sound, Volumes, and Speech](#)
- [22 Troubleshooting](#)
- [23 Change History](#)
- [24 Regulatory Compliance](#)
- [25 EU-RED Declaration of Conformity](#)
- [26 Documents / Resources](#)
- [27 Related Posts](#)

Site Survey



YES!

I have some wifi signal at the gate with my phone! If not, STOP. You will need some form of wifi extender, or repeater, or LAN/CAT5 cable!



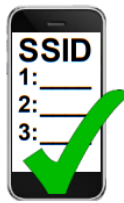
YES!

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



YES!

My wifi Internet Security is WPA or WPA2 or better.

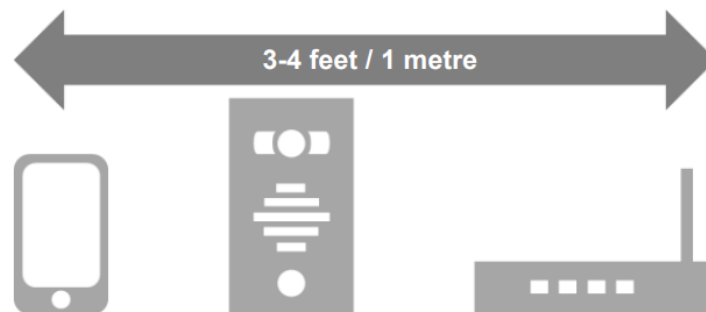


YES!

The network I am trying to connect to is a single network without duplicate SSID networks of the same name.

Wifi Setup

Step 1



Do not install the intercom. Power it up beside the router so that you can perform the configuration with the homeowner's phone beside the intercom and router.

Note: If you skip this step and proceed directly to installation, technical support may request you go back and perform this step before diagnosing further.



Step 2

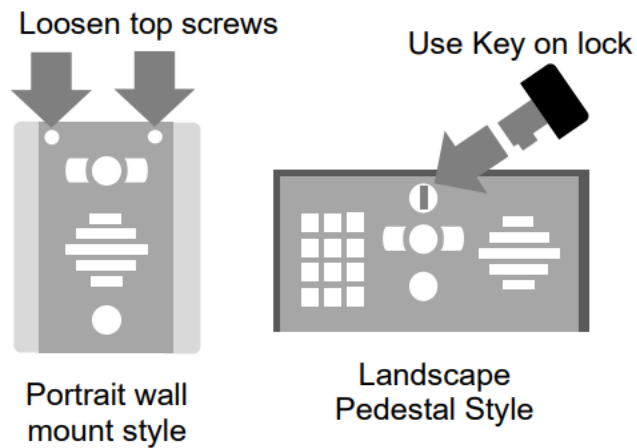
Download and install the app on the end-user's phone.

Search for Praetorian Guard and find the icon, or scan the QR code if the phone has a QR scan app.

Tip: Be sure to accept ALL permissions during installation, otherwise you will experience problems later!

Step 3

Open the intercom and connect the antenna.

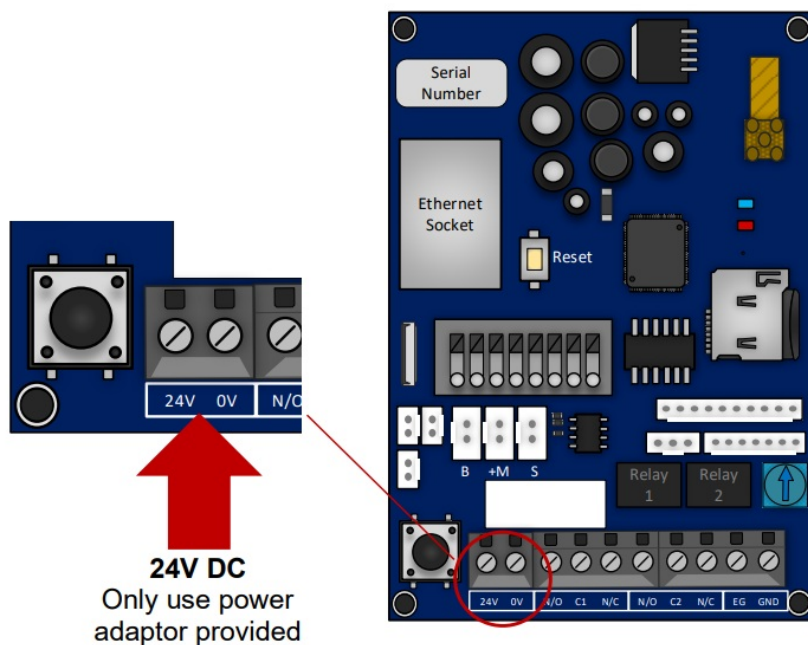


"Portrait" oriented models will have security screws at the top. Loosen only these with the security screwdriver provided.

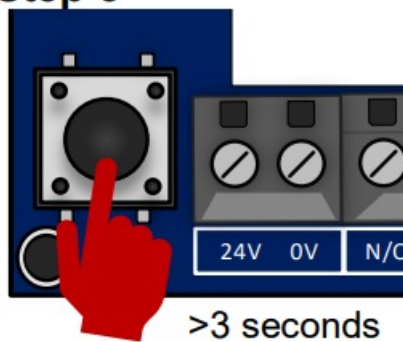
Pedestal style "Landscape" orientated units will have a locking key.

Step 4

Connect 24v DC power with the power supply provided.



Step 5



Press and HOLD the code button for more than 3 seconds. A tone will be heard.

The intercom will now begin to transmit its own wifi network called BELL-XXXXXX (where XXXXXX is the 6 numerical digits from the serial ID number).

Step 6a



With the user's phone, search for available wifi networks and connect to the 'Intercom ID' network.

TIP: Your phone needs to be within range of the intercom to detect this network.

Step 6b

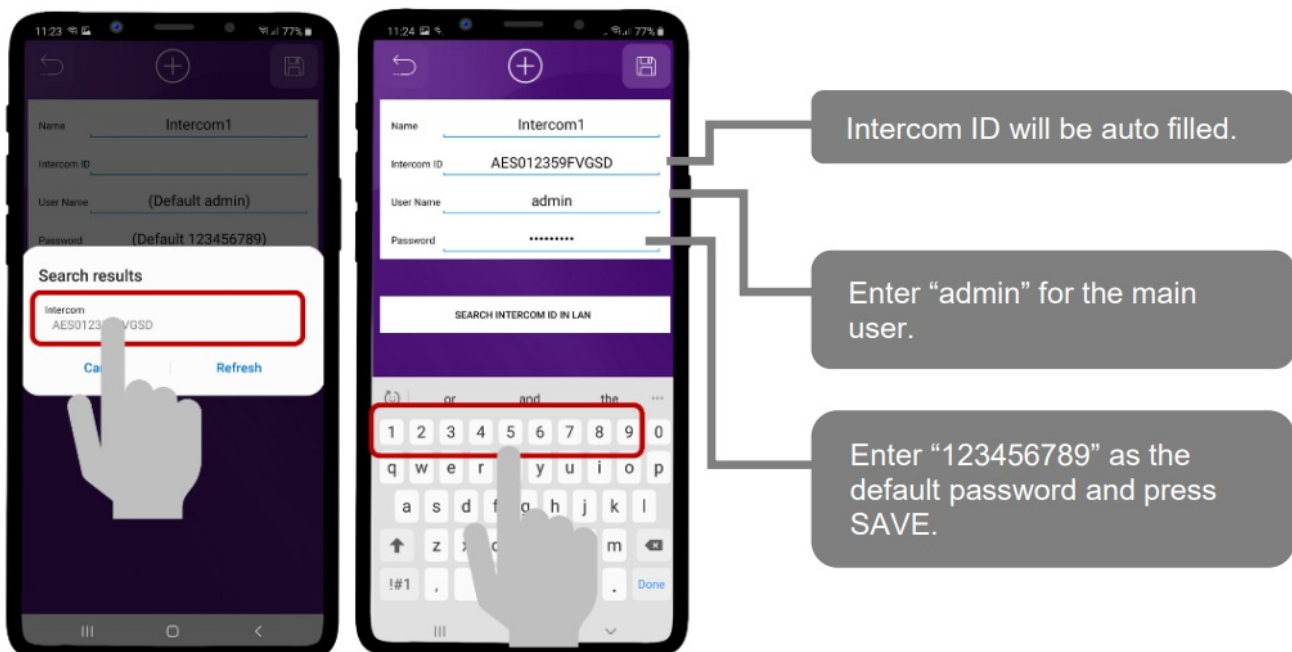
Enter the default passcode 123456789 and the user's phone should now be connected directly to the intercom. Press CONNECT on android devices and DONE on apple devices.

Step 7a, 7b, 7c

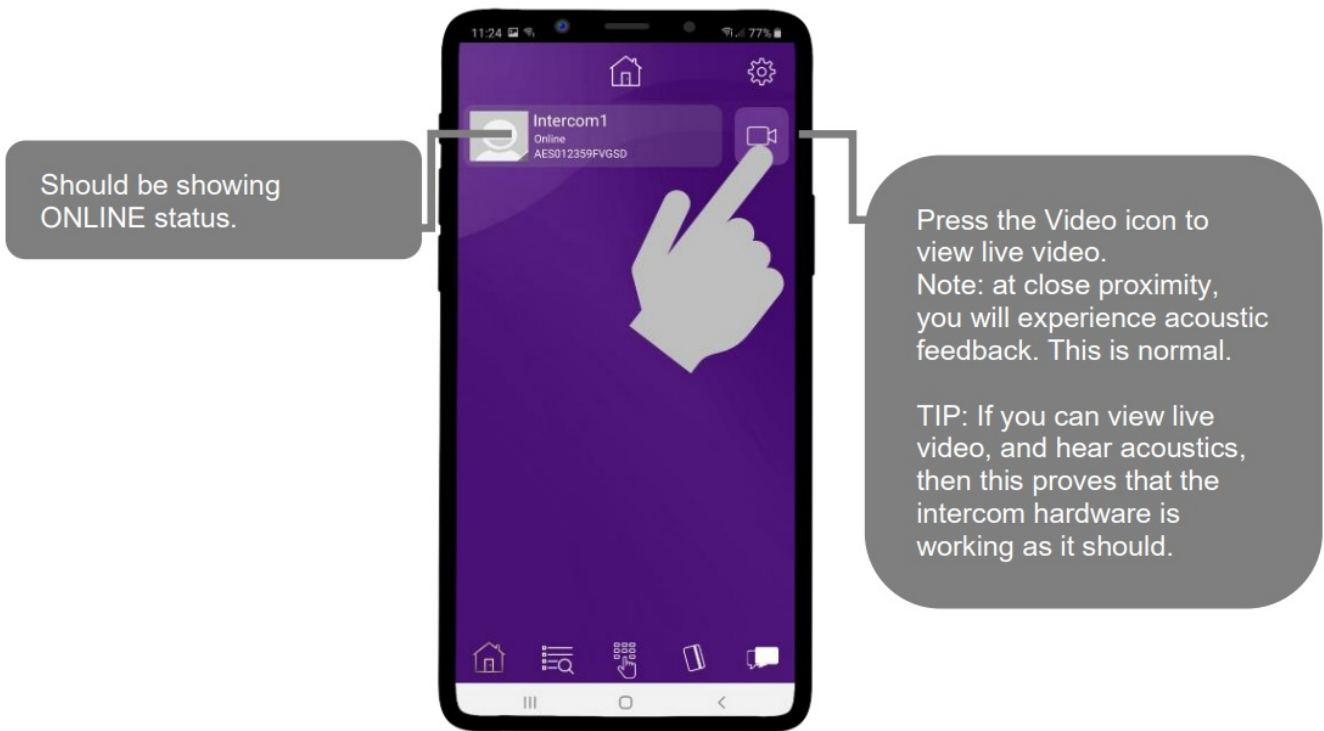


After pressing SEARCH, the APP will now search for the intercom and should detect it.

Step 7d, 7e



Step 8



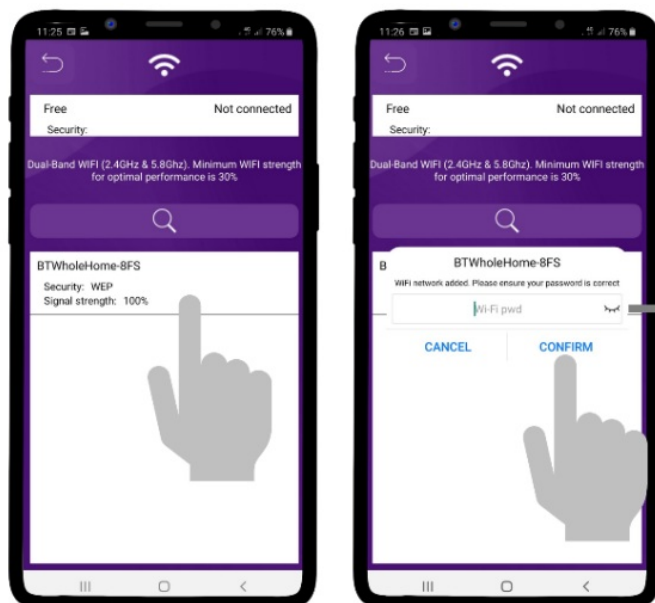
Step 9a, 9b, 9c, 9d

Note: The intercom and phone are directly connected in a point-to-point link. Although we know the intercom is fully operational, we now need to connect it to the local wifi network.



The intercom is now searching the area for wifi networks and will display all compatible networks on the App screen.

Step 9e, 9f



Enter the WIFI PASSCODE for the network to which you are connecting to.



WARNING: Take care not to enter a typing mistake. The intercom will accept any wifi password and will not know if it is correct or not!The



Wifi Signal strength must be at least 80%, or you will have problems!

Step 10



The intercom will now re-boot and attempt to connect to the wifi network with the password you have entered. Wait 60 seconds then re-launch the APP.



If you can see live video and hear audio, the intercom has successfully connected to the network.

If for some reason this does not work, try connecting to the wifi network again and double-check the wifi password is correct.

Diagnostic Tips

1. Intercom is showing online status, but the video feed shows “fetching”.
A. This can be caused by poor power cable extended to the intercom, weak wifi, or too many devices connected to the wifi network and the router is incapable of managing the workload.
2. The intercom is not showing online status.
A. This can be caused by an incorrect wifi password created, or wifi dropping out due to a weak signal.
3. I can see video but there is no audio on the phone or there is no audio at the intercom.
A: Possibly permissions for the app were not accepted during app install. Check microphone permissions for the app in the phone settings.
4. The status is showing online, then connecting, then online again.
A: This is normal when a phone roams between two wifi connections, or between wifi and data.

Step 11 – Press the call button.



The intercom will send a notification message via Google TM PUSH notification service through the internet to the phone. The notification will need to be accepted, the phone unlocked, and then the APP will launch to reveal the visitor and give the user an opportunity to either accept or reject the call.

Answering on Android



Swipe down to reveal the android notifications and press the Praetorian notification

This will launch the app and reveal the answer screen. Press the icon on shown to answer the call if you wish to speak to the visitor

P
a

Answering on Apple

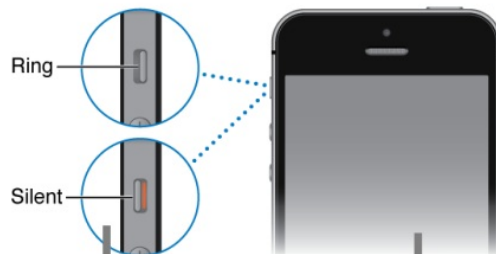


Swipe the notification left

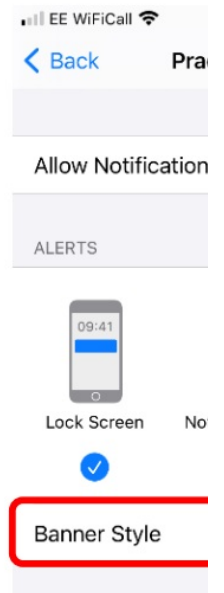
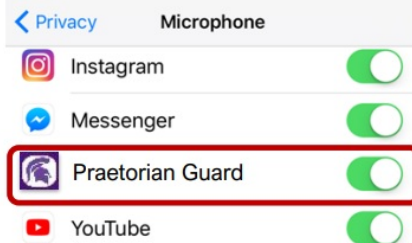
Press "VIEW"

Phone will now launch app. Press icon to answer

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



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



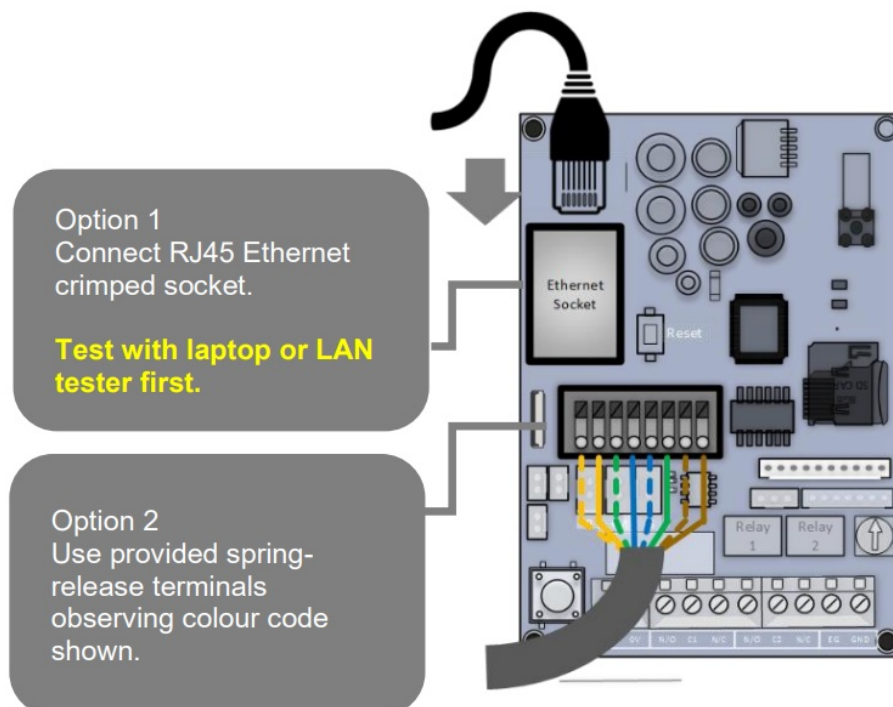
TIP: If there is no voice from the speaker at the gate, check the iPhone microphone permissions in Settings > Privacy / Microphone

TIP
elec

LAN Setup

This intercom can also be connected to a LAN cable directly from the router or from a repeater or point-to-point wifi bridge device. Note: Ethernet LAN signals can travel 100m/300ft on CAT5 cable. Longer distances will require a powered switch or repeater every 100m/300ft.

Step 1

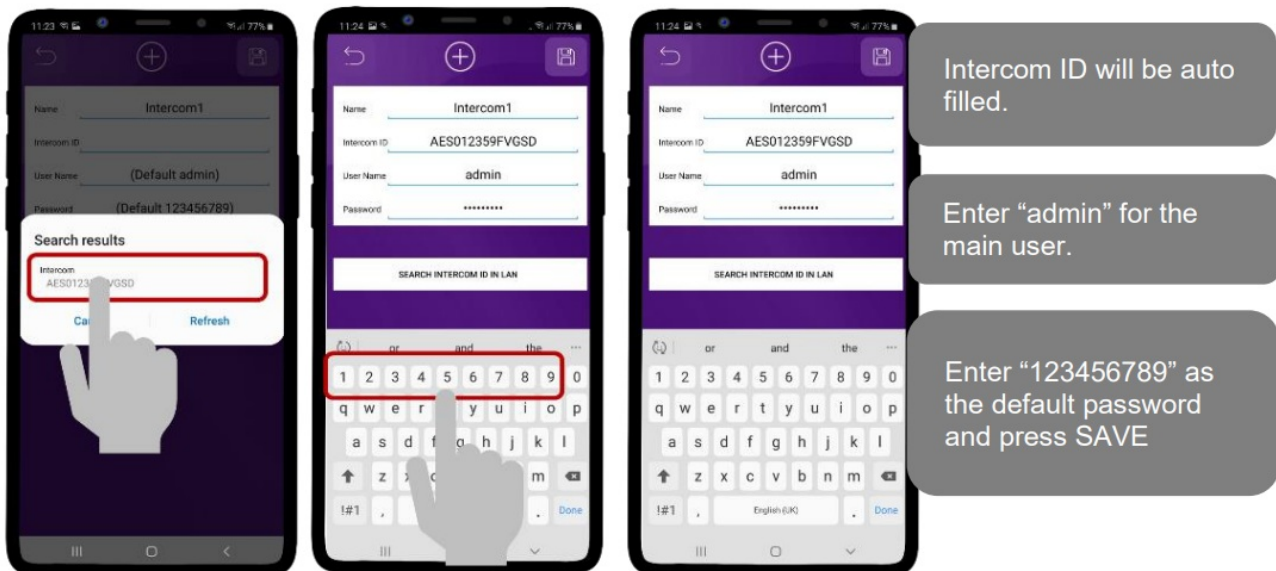


Ethernet can travel up to 100 meters (320 feet) on CAT5/CAT6 cable. Longer distances will require a switch every 100 meters (320 feet).

Step 2a, 2b, 2c.

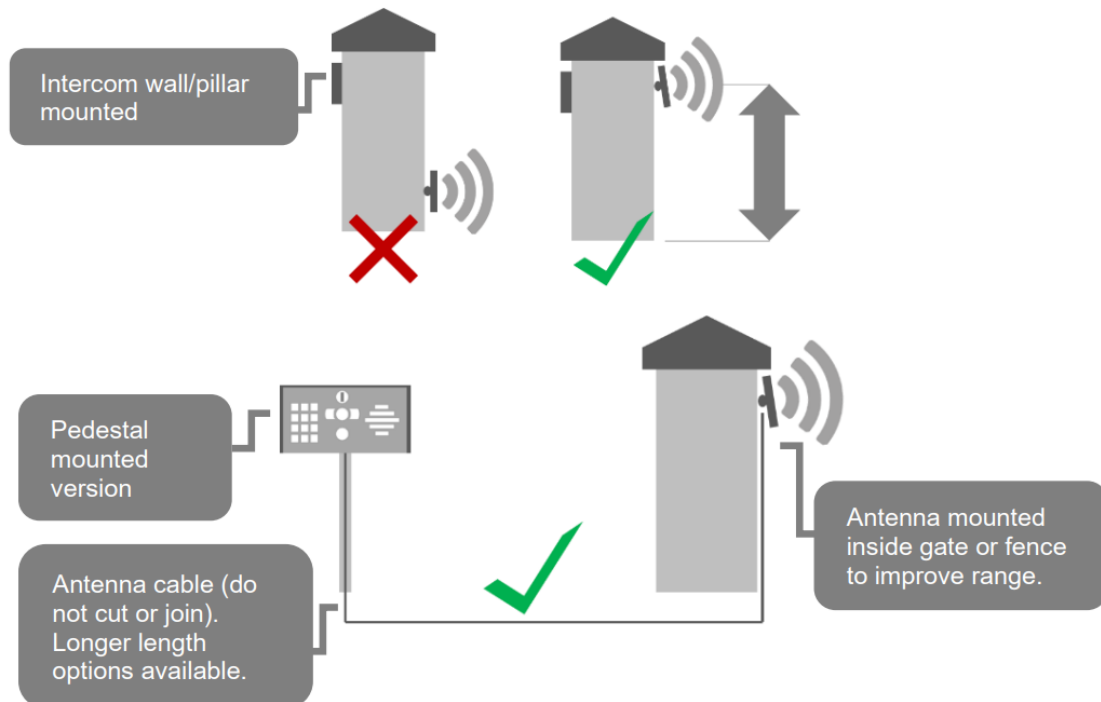


Step 2d, 2e



Now you can test the intercom as per steps 10 and 11 in the "Wifi Setup" section.

Installation



Mount the antenna as high as possible and away from obstructions such as vehicles, shrubs, and trees to maximize signal strength.

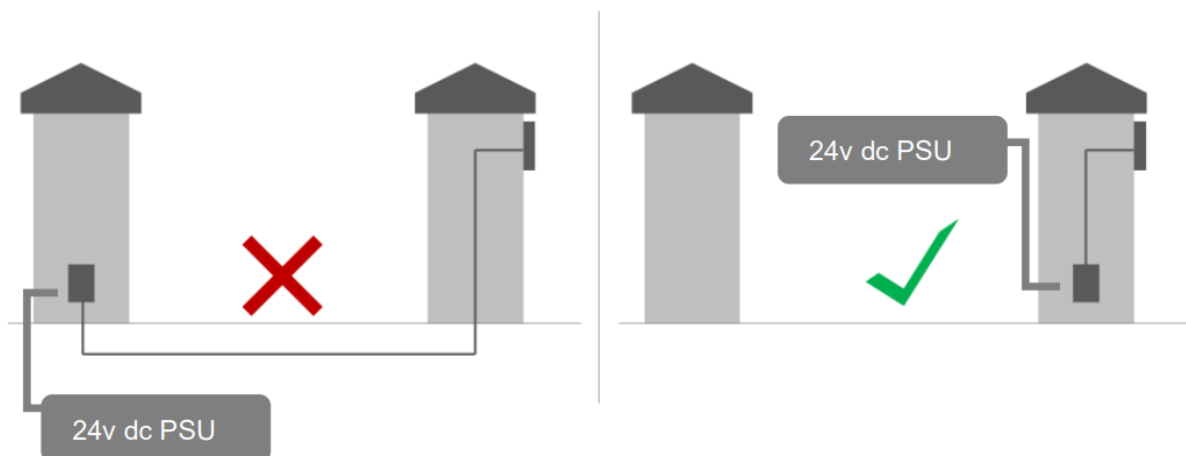
Do NOT mount the antenna at ground level.

Power

This intercom comes with a 24v dc power supply. The intercom requires up to 2 amps peak demand at times, therefore power cable is of extreme importance.

It is preferred the 24v dc PSU be installed within close proximity of the intercom. However, on occasion, this may be difficult to achieve.

Please adhere to the cable thickness guide below or the device may be damaged and rendered out of warranty by the manufacturer.



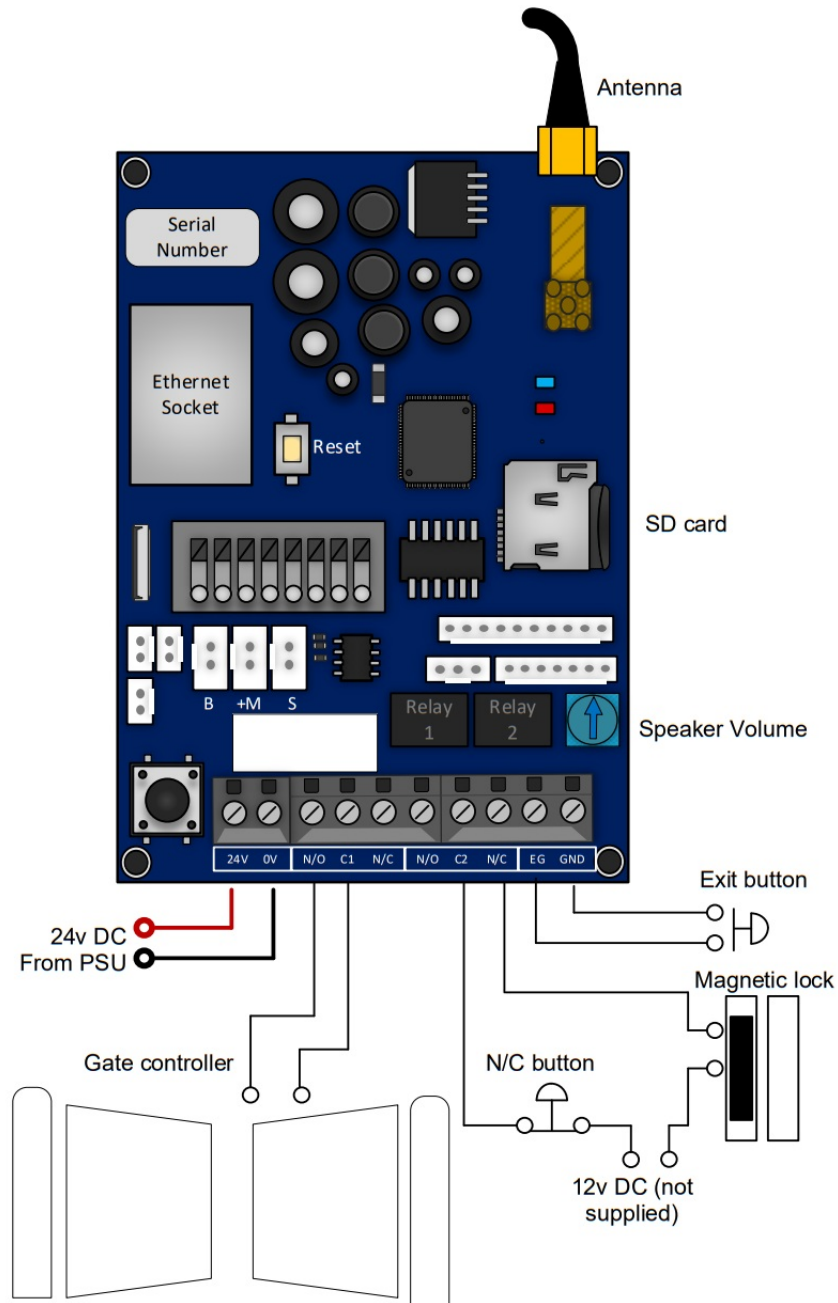
Never use fine-gauge cable such as alarm cable or CAT5 to power this device. Doing so will void the manufacturer's warranty!

Up to 2 meters (6 feet) use minimum 0.5mm / 18 gauge cable.

Up to 4 meters (12 feet) use a minimum 1mm / 16 gauge cable.

Up to 8 meters (25 feet) use a minimum of 1.5mm / 14 gauge cable.

Wiring



Adding Additional APP Users

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

Step 1

On the Admin user phone, create a new username and password for any additional phones which you wish to add, as follows..

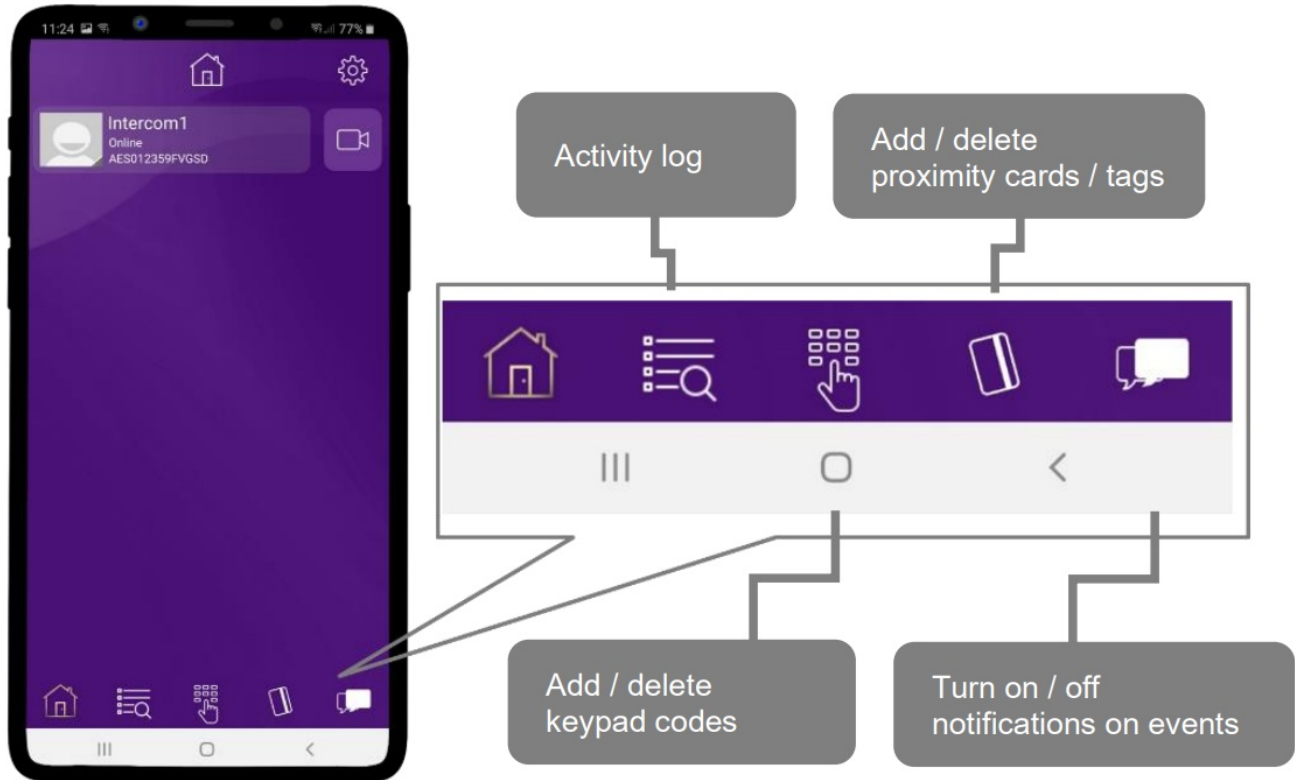


Step 2

On a new phone or tablet, perform the following steps to log on to the intercom with the details which have been created by the ADMIN phone above...

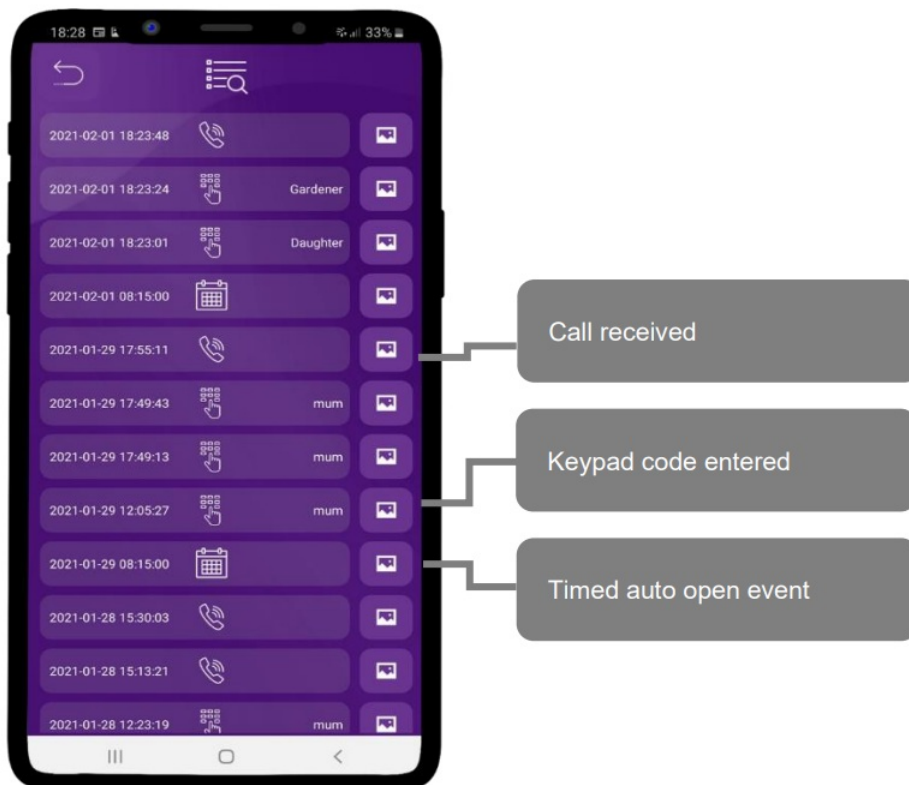


Main Features



Activity Log closer look!

The log shows the most recent events which have occurred on the intercom. Some examples are shown. Some of the events capture images, or video from calls and can be played back by pressing the icons to the right.

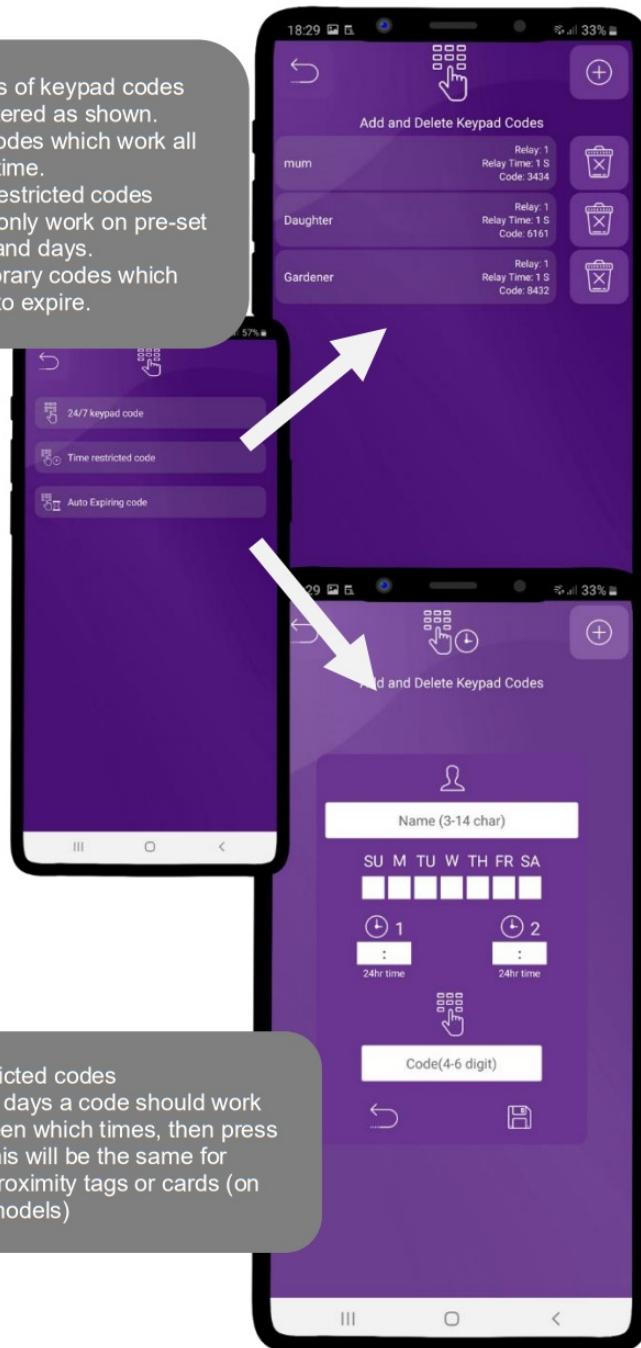


Note: SD card must be inserted into the slot on the PCB for this feature to operate correctly. The log will show the last 100 events. Older events can still be retrieved via a microSD reader.

Keypad Codes closer look!

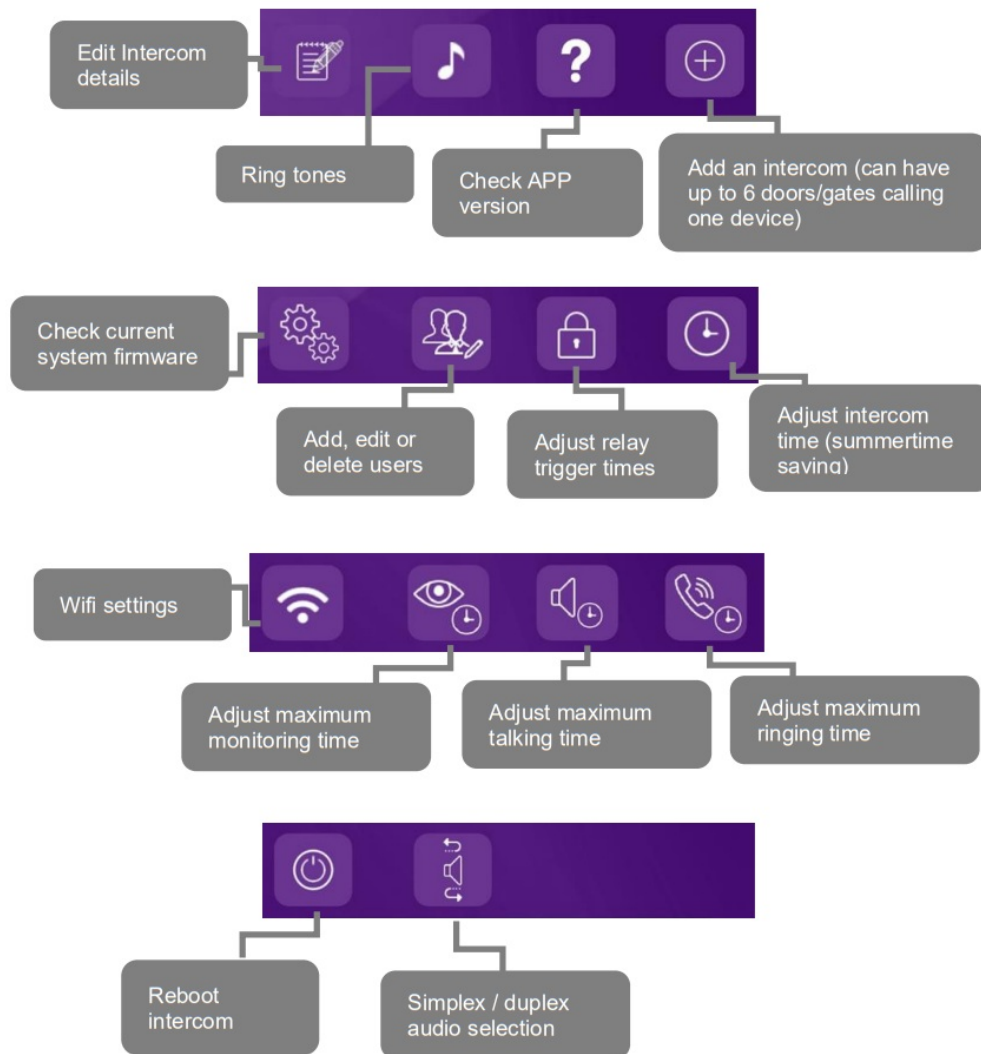
There are 3 types of keypad codes which can be entered as shown.

1. 24/7 codes which work all of the time.
2. Time restricted codes which only work on pre-set times and days.
3. Temporary codes which will auto expire.

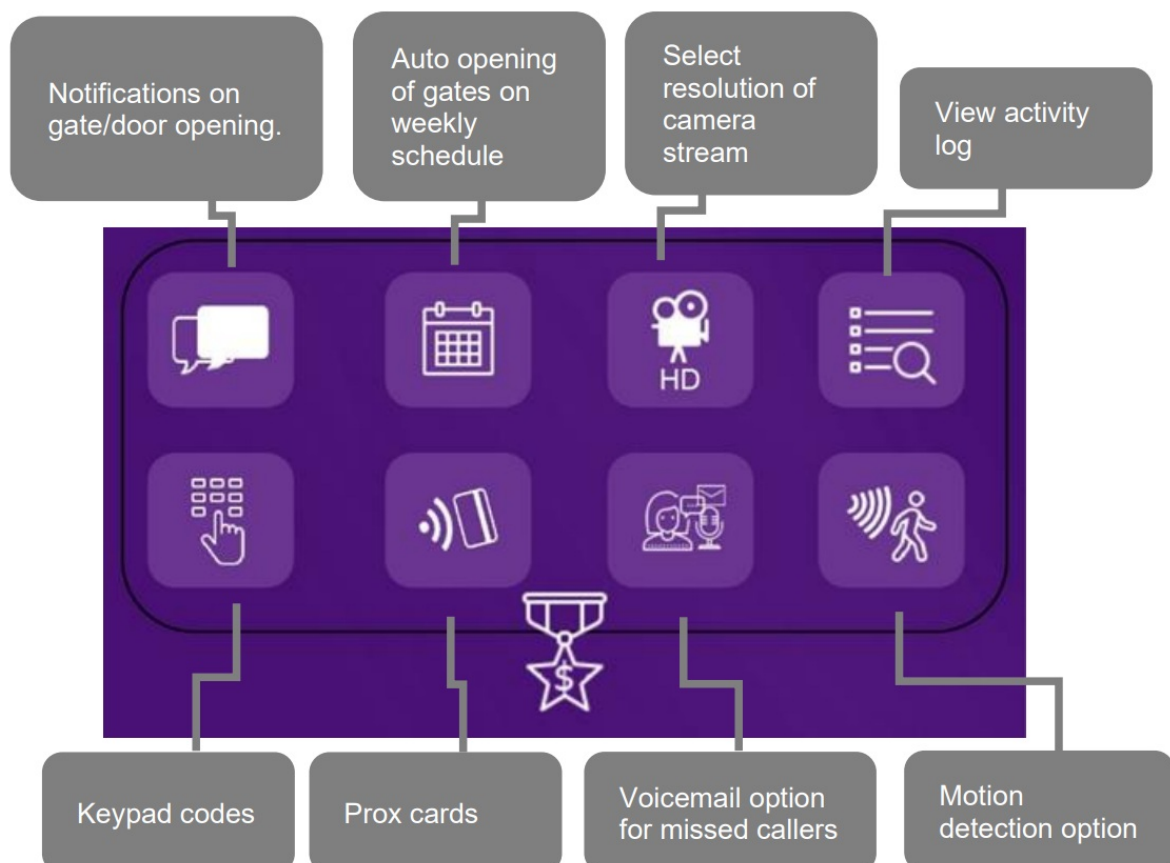


Time restricted codes
Select the days a code should work and between which times, then press SAVE . This will be the same for entering proximity tags or cards (on selected models)

Other Features

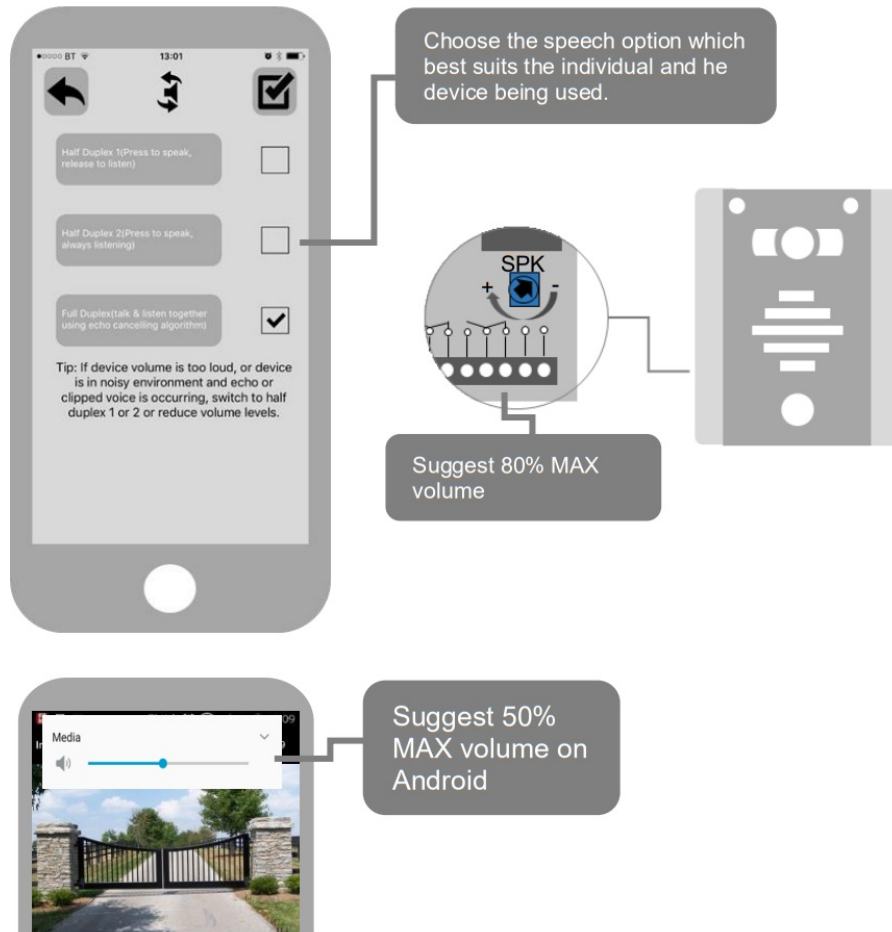


Advanced Features



Sound, Volumes, and Speech

This intercom is capable of full-duplex speech, which means two people can have a conversation and appear to speak at the same time. Since various manufacturers of Android phones, iPhones, and tablets all differ in acoustic performance, and different users may require varying levels of volume on their own handset, it may be possible to set up some devices in full-duplex mode but others may need to be set in half-duplex mode (phone user will press to talk). This may also be required if a phone is in a particularly noisy environment, or the intercom is located near a busy main road with high levels of traffic noise.



Note: If the phone volume is too high an echo may be heard by the visitor at the intercom.

Troubleshooting

It is worth remembering that when you install this intercom, you are literally only supplying 25% of the overall system. The other 75% already exists with the customer. Namely the router, the wifi network, and the phones or devices.

Anything can go wrong with any part of that entire system. Therefore, it is a useful exercise to attempt to prove to the customer that the intercom hardware is working and operational before attempting to diagnose the root cause, especially when connected wirelessly to a network.

If the intercom is connected via wifi to the network, it is very useful to press and hold the code button on the board, then connect the phone DIRECTLY to the BELL wifi network (must be within wifi range of intercom). Open the app, and show the customer that when the phone is connected directly to the intercom, there is a video and two-way speech. The job is then to find out what part of the installation or overall system is causing the problem since the intercom hardware has been proven as operational.

We can say without a doubt that when we do get hardware failures, the above process will not work and you will not get video and voice to the phone in a direct connection like this.

Below are the most common causes of problems with installs, starting with the most common first.

Problem/error	Symptoms caused	Solution
Wifi too weak at the gate	App showing offline status, video image shows "fetching, long lag on calls, intermittently showing online/offline, delayed push notifications.	Increase the height of the antenna if possible, install a wifi booster either inside the house near the front of the property, or a loft or eaves mounted external wifi booster, or install a CAT5 cable from the intercom to the router.
Wrong power cable (too thin) installed from 24v adaptor to the intercom, or power adaptor too far from the intercom.	Delayed push notifications, video lag, voice problems, freezing, relays not opening the gate.	Change the power cable to specifications shown within this manual.
Too many devices on a home network	Lagging video or audio, delayed notifications, status showing intermittently online/offline, no or randomly operation of push notifications.	Turn off as many other devices as possible, reboot the router and then try again. If the unit works, it proves to the customer that their router needs to be upgraded to handle the demand.
Several wifi networks using the same SSID	Intercom works well sometimes and not well other times. The wifi signal strength on the app wifi screen can sometimes be strong and other times weak.	The intercom is jumping between networks depending on traffic and other devices connected to the same node. It is advisable to change the SSID name of the wifi network closest to the intercom to something individual.
Incorrect wifi password entered during setup	Offline status. Will not connect to the network	Try the process again. Check the same wifi password works on your phone (forget the network and reconnect using the same

		password).
Additional user-added incorrectly.	Can randomly display status “id already in use”	When an additional user was being added, the process was done incorrectly. Additional users MUST be added by the admin device first, with separate usernames created for each. The new usernames and passwords must be used by the new devices as shown in this manual to log on to the intercom.
Commercial firewall	The app shows online when the phone is in the same network but offline when the phone is on 3G/4G or on a remote wifi network, App works fine remotely to view gates but push notifications are not working at all.	This will be a job for the IT provider for the business. A port will need opened to allow P2P and PUSH notification traffic to pass through the firewall. Recommended unassigned ports which your network administrator can open are 6806, 6809, and 9123, 9124.
Insufficient upload speed	The app shows online status locally and when the phone is remote, but push notifications may be delayed, or video lag, or showing “fetching” on a video screen.	This will need to be discussed with the ISP / broadband provider.

Change History

1,	1,		0'1.	1.	1,
UOISJ9A dde p ommy	UOISJGA dde S OI	UOISJGA ale/S AWJId	UOISJ9A god	UOISJGA leued	UOISJ9A doi

Regulatory Compliance



FCC Id: 2ALPX-WIFI-IBK

Grantee: Advanced Electronic Solutions Global Ltd

This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Output power listed is conducted. This device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance. This device has 20MHz and 40 MHz bandwidth modes.

EU-RED Declaration of Conformity



Manufacturer: Advanced Electronic Solutions Global Ltd

Address: Unit 4C, Kilcronagh Business Park, Cookstown, Co Tyrone, BT809HJ, United Kingdom

We/I declare, that the following equipment (Video intercom), part numbers:

Wifi-iBK, wifi-iB, wifi-ABK, wifi-AB, wifi-BD, wifi-BEK, wifi-BEik, wifi-Bei, wifi-BFT-KPAD

Complies with the following essential requirements:

EN 301 489-1 V2.2.0 (2017-03) (Electro-Magnetic compliance)

EN 301-489-17 V3.2.0 (2017-03) (Electro-Magnetic compliance)

EN 62479:2010 (Maximum output power)

EN60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013 (Electrical Safety)

This product is not a complete product until fully installed. It is therefore considered a component part of an overall system. The installer is responsible to check that the end installation complies with local regulatory requirements. This equipment forms part of a “fixed installation”

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



Documents / Resources

	<p>AES GLOBAL PRAE-4GE Praetorian Guard Smart Intercom [pdf] Instruction Manual PRAE-4GE Praetorian Guard Smart Intercom, PRAE-4GE, Praetorian Guard Smart Intercom</p>
--	---