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SOMFY V250

Somfy V250 Video Intercom System User Manual

Model: V250

1. INTRODUCTION

Thank you for choosing the Somfy V250 Video Intercom System. This system allows you to communicate with visitors at your gate or door, view them on a 7-inch color display, and remotely control access. Additionally, the indoor monitor includes an integrated wireless control point for up to five Somfy RTS (Radio Technology Somfy) products, such as roller shutters, lighting, or garage doors.

Please read this manual carefully before installation and operation to ensure correct usage and to maximize the benefits of your V250 system.

2. SAFETY INSTRUCTIONS

- Ensure all electrical connections are made by a qualified electrician and comply with local regulations.
- Disconnect power before performing any installation, maintenance, or repair work.
- Do not expose the outdoor station to direct water jets or immerse it in water.
- Do not open the device casings. There are no user-serviceable parts inside.
- Keep the system away from strong electromagnetic fields.
- Use only original Somfy accessories and spare parts.
- This product is designed for residential use. Do not modify the system for other applications.

3. PACKAGE CONTENTS

Verify that all components are present in the package:

- 1x Somfy V250 Indoor Monitor (7-inch color display)
- 1x Somfy V250 Outdoor Station (with camera and call button)
- Mounting accessories (screws, wall plugs)
- Power adapter for indoor monitor
- User Manual

4. SYSTEM COMPONENTS OVERVIEW

4.1. Outdoor Station

The outdoor station is designed for external installation and includes:

- **Camera:** Captures video of visitors. Features night vision with white LEDs for clear visibility in low light.
- **Microphone:** For two-way audio communication.
- **Speaker:** For audio output to visitors.
- **Call Button:** Initiates a call to the indoor monitor.
- **Nameplate:** For displaying resident's name.



Image: Somfy V250 Outdoor Station with camera, LEDs, speaker, and call button.

4.2. Indoor Monitor

The indoor monitor is the central control unit inside your home and features:

- **7-inch Color Display:** Shows live video from the outdoor station.
- **Control Buttons:** For answering calls, opening gates/doors, and controlling RTS devices.

- **Microphone and Speaker:** For two-way audio communication.
- **RTS Control Point:** Integrated module to manage up to 5 Somfy RTS products.



Image: Somfy V250 Indoor Monitor with 7-inch display and control buttons.

5. INSTALLATION AND SETUP

The Somfy V250 system uses a simple 2-wire connection between the indoor monitor and the outdoor station.

5.1. Site Preparation

- Choose a suitable location for the outdoor station, typically near your gate or main entrance, at a height of approximately 1.5 to 1.6 meters from the ground. Avoid direct sunlight or strong backlighting if possible.
- Select a convenient indoor location for the monitor, away from direct heat sources or moisture.
- Ensure the maximum distance between the monitor and the outdoor station does not exceed 100 meters.

5.2. Mounting the Outdoor Station

1. Mark the drilling points on the wall using the mounting bracket as a template.
2. Drill holes and insert wall plugs.
3. Secure the mounting bracket to the wall.
4. Connect the 2-wire cable from the indoor monitor to the designated terminals on the outdoor station. Ensure correct polarity if specified.
5. Attach the outdoor station to the mounting bracket.

5.3. Mounting the Indoor Monitor

1. Mark the drilling points for the indoor monitor's mounting bracket.
2. Drill holes and insert wall plugs.
3. Secure the mounting bracket to the wall.
4. Connect the 2-wire cable from the outdoor station to the designated terminals on the indoor monitor.
5. Connect the power adapter to the indoor monitor and plug it into a power outlet.
6. Attach the indoor monitor to its mounting bracket.

5.4. Initial Power-Up and RTS Pairing

1. Once all connections are secure, power on the indoor monitor.
2. The monitor should display the live feed from the outdoor station or a standby screen.
3. To pair Somfy RTS products: Refer to the specific instructions for your RTS device. Generally, you will need to put the RTS device into programming mode and then activate the pairing function on the V250 indoor monitor (usually by pressing a dedicated RTS button or navigating through a menu).
4. Test the RTS control functionality after pairing.

6. OPERATING THE SOMFY V250 INTERCOM

6.1. Receiving a Call

When a visitor presses the call button on the outdoor station:

- The indoor monitor will ring and display the live video feed from the outdoor camera.
- Press the **Answer** button (often represented by a phone icon) on the monitor to establish two-way audio communication.
- To end the call, press the **End Call** button. The call will automatically end after a set duration if not answered or manually ended.



Image: A person pressing the call button on an outdoor intercom station.

6.2. Viewing Visitors (Monitoring)

You can manually view the outdoor station's camera feed at any time without a call:

- Press the **Monitor** button (often represented by an eye or camera icon) on the indoor monitor.
- The display will show the live video feed. You can initiate two-way communication if desired.

6.3. Opening Gate/Door

During a call or while monitoring, you can open an electric gate or door connected to the system:

- Press the **Unlock** or **Gate Open** button (often represented by a key or gate icon) on the indoor monitor.
- The connected gate or door will activate.

6.4. Controlling Somfy RTS Products

The V250 monitor allows control of up to 5 paired Somfy RTS devices:

- Use the dedicated RTS control buttons or navigate through the monitor's menu to select and operate your paired RTS devices (e.g., open/close roller shutters, turn lights on/off).
- Refer to the monitor's on-screen interface for specific RTS control options.



Image: A modern house equipped with Somfy roller shutters, illustrating RTS product integration.

7. MAINTENANCE

- **Cleaning:** Use a soft, damp cloth to clean the surfaces of the indoor monitor and outdoor station. Do not use abrasive cleaners, solvents, or chemical sprays.
- **Outdoor Station:** Periodically check the camera lens and microphone/speaker grilles for dirt or obstructions and gently clean them.
- **Wiring:** Ensure all wiring connections remain secure and free from damage.
- **Software Updates:** Check the Somfy website for any available firmware updates for your V250 system.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
No image on indoor monitor.	Power issue, loose wiring, camera malfunction.	Check power connection. Verify 2-wire connection between monitor and outdoor station. Restart the system.
No sound during communication.	Volume too low, microphone/speaker obstruction, wiring issue.	Adjust volume on indoor monitor. Check for obstructions on outdoor station's speaker/mic. Verify wiring.
Gate/door not opening.	Incorrect wiring to gate/door opener, opener malfunction, system not receiving command.	Check wiring to the gate/door opener. Ensure the opener is functional independently. Consult an electrician.
RTS product not responding.	RTS product not paired, out of range, battery low (for battery-powered RTS devices).	Re-attempt RTS pairing. Ensure RTS product is within range of the monitor. Check battery if applicable.
Intermittent operation.	Loose connections, electrical interference.	Check all wiring connections. Ensure no strong electrical interference sources are nearby.

9. TECHNICAL SPECIFICATIONS

Feature	Detail
Model	Somfy V250
Indoor Monitor Display	7-inch (17.8 cm) Color Display
Outdoor Station Camera	Integrated with Night Vision (White LEDs)
Wiring	2-wire connection between monitor and outdoor station
Max. Distance (Monitor to Outdoor Station)	100 meters
RTS Control	Integrated wireless control for up to 5 Somfy RTS products
Color	White (Indoor Monitor), Grey (Outdoor Station)
Material	Plastic
Item Weight	1.16 Kilograms
Item Dimensions (L x W x H)	39 x 29 x 8.5 centimeters
Manufacturer	SOMFY

10. WARRANTY AND SUPPORT

Somfy products are designed for reliability and durability. For detailed warranty information, please refer to the warranty card included with your product or visit the official Somfy website.

If you encounter any issues that cannot be resolved using the troubleshooting guide, or if you require technical assistance, please contact Somfy customer support:

- **Online Support:** Visit www.somfy.com for FAQs, product documentation, and support contact details.
- **Customer Service:** Contact information for your region can be found on the Somfy website.

Please have your product model (V250) and purchase date ready when contacting support.