ELRO DV477IP3

ELRO DV477IP3 IP WiFi Video Intercom System User Manual

Model: DV477IP3

---

1. INTRODUCTION

The ELRO DV477IP3 is an advanced IP WiFi Video Intercom System designed for properties accommodating three separate families or apartments with a single main entrance. This system allows residents to see, speak to, and grant access to visitors, whether they are at home or away, using the included 7-inch color monitors or the ELRO Intercom mobile application.

Key features include two-way communication, ELRO Color Night Vision technology for clear images in low light, and a robust, vandal-resistant outdoor unit. This manual provides detailed instructions for installation, operation, and maintenance to ensure optimal performance of your intercom system.

Image 1.1: The ELRO DV477IP3 system, featuring the outdoor unit, three indoor monitors, and a smartphone displaying the app interface.

2. PACKAGE CONTENTS

Before beginning installation, please verify that all components listed below are present in your package:

- 1x Outdoor Doorbell Unit (waterproof, with 3 call buttons and rain cover)
- 3x Indoor Monitor (7-inch color screen)
- 3x Monitor Mounting Bracket
- 3x 15-meter 4-wire Cable
- 3x Power Adapter
- Mounting Hardware (screws, wall plugs)
- User Manual (this document)

3. SETUP AND INSTALLATION

The installation process for the ELRO DV477IP3 system is designed to be straightforward. Follow these steps carefully:

3.1 Outdoor Unit Installation

1. **Choose Location:** Select a suitable location on your exterior wall for the outdoor unit. The recommended mounting height is between 1.35 and 1.70 meters from the ground. Ensure it is protected from direct heavy rain, ideally under an overhang or with the provided rain cover.
2. **Mount Bracket:** Securely attach the outdoor unit's mounting bracket to the wall using the provided screws and wall plugs.
3. **Wiring:** Connect the 4-wire cable from the outdoor unit to the designated terminals on the indoor monitor. Ensure correct polarity as indicated in the detailed wiring diagram in the printed manual.
4. **Attach Unit:** Mount the outdoor doorbell unit onto its bracket. Ensure it is firmly secured.

3.2 Indoor Monitor Installation

1. **Choose Location:** Select a convenient indoor location for each of the three monitors.
2. **Mount Bracket:** Attach each monitor's mounting bracket to the wall using the provided hardware.
3. **Connect Wiring:** Connect the 4-wire cable from the outdoor unit to the corresponding terminals on each indoor monitor.
4. **Power Connection:** Connect the power adapter to each indoor monitor and plug it into a standard electrical outlet.
5. **Attach Monitor:** Carefully mount each indoor monitor onto its bracket.

3.3 App Connection (ELRO Intercom App)

1. **Download App:** Download the "ELRO Intercom" app from the App Store (iOS) or Google Play Store (Android).
2. **Connect to WiFi:** Ensure your indoor monitor is connected to your home WiFi network. Refer to the monitor's on-screen menu for WiFi setup instructions.
3. **Pair Device:** Open the ELRO Intercom app and follow the on-screen instructions to pair your intercom system. This typically involves scanning a QR code displayed on the monitor or entering a device ID.
4. **Configure for Each Resident:** The app can be configured per door push button/monitor, allowing each resident to receive their specific calls via the app.

4. OPERATING INSTRUCTIONS

4.1 Using the Indoor Monitor

- **Receiving a Call:** When a visitor presses a doorbell button on the outdoor unit, the indoor monitor will ring and display the visitor's image.
- **Two-Way Communication:** Press the 'Talk' button on the monitor to initiate two-way audio communication with the visitor.
- **Door Release:** If connected to a 12V door opener (not included), press the 'Unlock' button on the monitor to open the door.
- **Monitor Settings:** Access the monitor's menu to adjust settings such as speech volume, ringtone volume, image brightness, and color intensity. You can choose from over 16 different ringtones.

4.2 Using the ELRO Intercom App

The ELRO Intercom app extends the functionality of your system to your smartphone or tablet, allowing remote access and control.

- **Remote Viewing:** Receive push notifications on your smartphone when a visitor presses the doorbell. View live video feed from the outdoor unit.
- **Remote Communication:** Speak to visitors directly through your smartphone, even when you are not at home, provided your device has an internet connection (WiFi or 4G).
- **Photo and Video Capture:** Capture photos or record short videos of visitors directly from the app and save them to

your phone.

- **Door Release:** Remotely unlock a connected 12V door opener via the app.

5. FEATURES OVERVIEW

- **Multi-Resident Support:** Designed for 3 apartments or families with individual call buttons.
- **High-Quality Display:** Three 7-inch color monitors with brushed aluminum casing for a modern design.
- **ELRO Color Night Vision:** Integrated bright white LEDs on the outdoor unit provide clear, colored images even in low-light conditions.
- **Two-Way Audio:** Facilitates clear communication between visitors and residents.
- **Weatherproof Outdoor Unit:** Fully metallic, vandal-resistant doorbell unit with a rain cover to protect the camera lens.
- **Illuminated Nameplate:** The doorbell features an illuminated nameplate that activates when the doorbell is pressed.
- **Customizable Ringtones:** Choose from over 16 different melodies for your indoor monitors.
- **App Integration:** Seamless integration with the ELRO Intercom app for remote monitoring and control.

6. MAINTENANCE

- **Cleaning:** Regularly clean the camera lens on the outdoor unit and the screens of the indoor monitors with a soft, damp cloth. Avoid abrasive cleaners.
- **Cable Inspection:** Periodically check all wiring connections for any signs of wear or damage. Ensure all connections remain secure.
- **Software Updates:** Check the ELRO Intercom app or the ELRO website for any available firmware or app updates to ensure optimal performance and security.
- **Rain Cover:** Ensure the rain cover on the outdoor unit is clean and properly positioned to protect the camera.

7. TROUBLESHOOTING

If you encounter issues with your ELRO DV477IP3 system, please refer to the following common troubleshooting steps:

- **No Image/Sound on Monitor:**

  - Check all power connections to the indoor monitors.
  - Verify that the 4-wire cable between the outdoor unit and monitors is securely connected and not damaged.
  - Ensure the monitor is powered on.

- **App Connectivity Issues:**

  - Ensure your indoor monitor is connected to a stable 2.4GHz WiFi network.
  - Verify your smartphone has a stable internet connection (WiFi or mobile data).
  - Restart your home router, the indoor monitor, and your smartphone.
  - Check if the ELRO Intercom app is updated to the latest version.
  - If the issue persists, try re-pairing the device with the app.

- **Poor Image Quality:**

  - Clean the camera lens on the outdoor unit.
  - Adjust brightness and color settings on the indoor monitor.
  - Ensure sufficient lighting for optimal color night vision performance.

- **Door Release Not Working:**

- Confirm that a compatible 12V door opener is correctly installed and wired to the system.
- Check the wiring connections for the door opener.

If these steps do not resolve the issue, please contact ELRO customer support for further assistance.

8. SPECIFICATIONS

Specification	Detail
Model Number	DV477IP3
Manufacturer	ELRO Europe
Product Dimensions (L x W x H)	21.5 x 15 x 2.5 cm; 4.27 kilograms
Monitor Size	3x 7-inch Color Screen
Material	Brushed Aluminum (monitors), Full Metal (outdoor unit)
Connectivity	Wired (4-wire), WiFi (for app)
Night Vision	ELRO Color Night Vision Technology (white LEDs)
Ringtones	16+ selectable melodies
Door Opener Compatibility	12V (opener not included)
Included Cables	3x 15-meter 4-wire cables
Power Supply	3x Power Adapters included
Country of Origin	China

9. WARRANTY AND SUPPORT

ELRO products are designed for reliability and performance. For information regarding warranty coverage, please refer to the warranty card included in your product packaging or visit the official ELRO website. If you require technical assistance, troubleshooting beyond this manual, or have questions about your product, please contact ELRO customer support. Contact details can typically be found on the ELRO website or in your product documentation.

ELRO Customer Support: Please visit www.elro.eu/en/support for contact information and frequently asked questions.