Grandstream GDS3712

Grandstream GDS3712 Single Button HD IP Video Door System User Manual

Model: GDS3712

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of the Grandstream GDS3712 Single Button HD IP Video Door System. Please read this manual thoroughly before attempting to install or operate the device to ensure proper functionality and safety.

The Grandstream GDS3712 is an HD IP Video Door System designed for secure access control and monitoring. It features powerful video resolution, robust construction, and SIP video streaming capabilities, making it suitable for various security applications.

SAFETY INFORMATION

Observe the following safety precautions during installation and operation:

- Ensure all power connections are secure and meet local electrical codes.
- Do not expose the device to extreme temperatures, humidity, or direct sunlight.
- Avoid placing the device near strong electromagnetic fields.
- Only use accessories specified by the manufacturer.
- Do not attempt to open or repair the device yourself. Refer all servicing to qualified personnel.
- Wear appropriate personal protective equipment (PPE) during installation.

PACKAGE CONTENTS

Verify that all items are present in your package:

- Grandstream GDS3712 Unit
- Mounting Bracket and Screws
- Wiring Harness

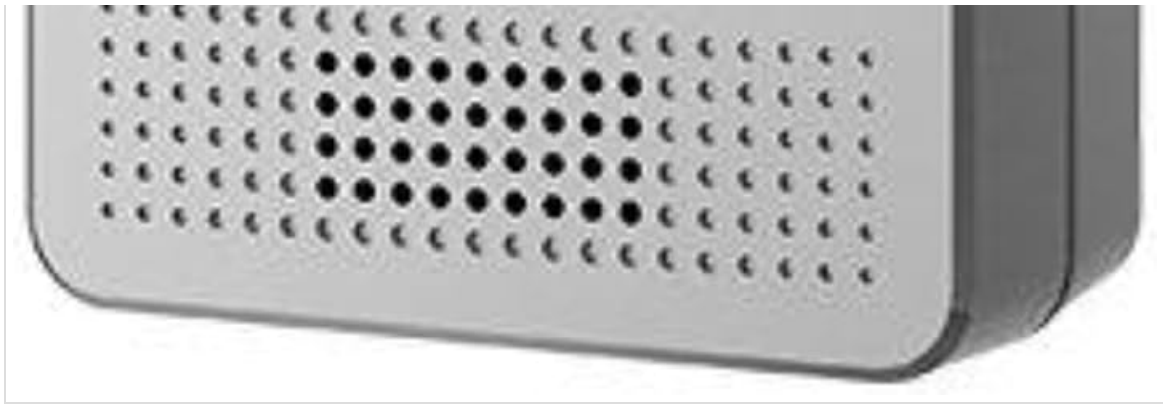- Quick Installation Guide (This manual serves as the detailed guide)

Image: Grandstream GDS3712 unit with included mounting accessories.

PRODUCT OVERVIEW

The GDS3712 is a robust IP video door system designed for reliable access control and surveillance. Key features include:

- **High-Definition Video:** Supports resolutions up to 1080p for clear visual identification.
- **Integrated Relays:** Two relays for electric lock and alarm output, and two alarm inputs for exit buttons and door sensors.
- **SIP Compatibility:** Enables video streaming to NVRs, video intercom stations, IP phones, and smartphones simultaneously.
- **Durable Construction:** Metal casing provides weatherproof and vandal-resistant protection.
- **Wide Field of View:** Built-in hemispheric camera offers 180-degree wall-to-wall coverage.

Image: Front view of the GDS3712, highlighting the camera lens, call button, and speaker/microphone grille.

INSTALLATION AND SETUP

1. Mounting the Device

1. **Choose Location:** Select a suitable outdoor or indoor location, ensuring clear line of sight for the camera and easy access for visitors. Consider mounting height for optimal facial recognition.
2. **Prepare Wiring:** Route necessary Ethernet (PoE recommended) and control wiring through the wall to the mounting point.
3. **Secure Bracket:** Use the provided screws to securely attach the mounting bracket to the wall.
4. **Connect Wiring:** Connect the Ethernet cable to the GDS3712's RJ45 port. If using external power, connect the power adapter. Connect alarm inputs/outputs and electric lock relays as required. Refer to the wiring diagram in the full technical datasheet for detailed connections.
5. **Attach Device:** Carefully align the GDS3712 unit with the mounting bracket and secure it in place.

2. Initial Network Configuration

1. **Power On:** Apply power to the GDS3712. The device will boot up.
2. **Discover Device:** Use Grandstream's GDS Manager software or a network scanner to discover the GDS3712's IP address on your local network.
3. **Access Web UI:** Open a web browser and enter the device's IP address. Log in using the default

credentials (usually admin/admin).

4. **Configure Network Settings:** Set a static IP address, subnet mask, gateway, and DNS server if required by your network.

5. **Update Firmware:** Check for and install the latest firmware updates from the Grandstream website for optimal performance and security.

3. SIP Account Registration

1. Navigate to the SIP settings in the web UI.

2. Configure the SIP server address, SIP User ID, Authenticate ID, and Password as provided by your SIP service provider or IP PBX administrator.

3. Ensure the SIP status shows "Registered" after applying settings.

OPERATING INSTRUCTIONS

1. Making a Call

- **Visitor Initiated Call:** A visitor presses the single call button on the GDS3712. The device will dial the pre-configured SIP extension(s).

- **Receiving Call:** The call can be received on a compatible IP phone, video intercom station, or smartphone application.

2. Remote Door Opening

- During an active call, the recipient can enter a DTMF code (e.g., a PIN) on their receiving device to trigger the electric lock relay, opening the door.

- The specific DTMF code is configured in the GDS3712's web interface.

3. Video Monitoring

- The GDS3712's video stream can be accessed via an NVR, compatible IP video phone, or a dedicated surveillance application.

- Refer to your NVR or surveillance software documentation for instructions on adding an IP camera.

4. Alarm Inputs/Outputs

- **Alarm Input:** Connect an exit button or door sensor to the alarm input ports. These can trigger events such as initiating a call or sending an alert.

- **Alarm Output:** The alarm output can be configured to activate external devices (e.g., a siren) based on specific events detected by the GDS3712.

MAINTENANCE

- **Cleaning:** Periodically clean the camera lens and the device's exterior with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.

- **Firmware Updates:** Regularly check the Grandstream website for new firmware versions. Keeping the firmware updated ensures optimal performance, security, and access to new features.

- **Cable Inspection:** Periodically inspect all cables and connections for signs of wear or damage.

- **Backup Configuration:** It is recommended to regularly back up the device's configuration settings through the web interface.

TROUBLESHOOTING

Problem	Possible Cause	Solution
Device does not power on.	No power, faulty power adapter, or PoE issue.	Check power source, power adapter, and PoE switch/injector. Ensure cables are securely connected.
Cannot access web interface.	Incorrect IP address, network connectivity issue, or firewall blocking access.	Verify IP address. Check network cable. Ensure device and computer are on the same network segment. Temporarily disable firewalls.
SIP account fails to register.	Incorrect SIP server details, wrong credentials, or network issues preventing SIP communication.	Double-check SIP server address, user ID, and password. Verify network connectivity to the SIP server. Check firewall settings.
No video stream.	Network bandwidth issues, incorrect video settings, or NVR/client configuration.	Check network load. Verify video encoding settings in the GDS3712 web UI. Ensure NVR/client is configured correctly to receive the stream.
Door lock does not open remotely.	Incorrect DTMF code, relay wiring issue, or lock malfunction.	Verify the DTMF code in the GDS3712 settings. Check wiring between the GDS3712 and the electric lock. Test the electric lock independently.

SPECIFICATIONS

Feature	Detail
Model	GDS3712
Manufacturer	Grandstream
Video Resolution	Up to 1080p
Relays	2 (for Electric Lock and Alarm Out)
Alarm Inputs	2 (for Exit button and Door sensor)
Camera	Hemispheric, 180-degree coverage
Casing	Metal, Weatherproof, Vandal Resistant
Power Consumption	3 watts
Item Weight	6 ounces (170 Grams)
Alert Type	Motion Only

WARRANTY AND SUPPORT

For warranty information, please refer to the official Grandstream website or the warranty card included with your product. Technical support can be obtained through Grandstream's official support channels,

including their website, knowledge base, and customer service contact information.
Always provide your product model number (GDS3712) and serial number when contacting support.