

FERMAX Duox Plus Digital City Video Panel Prox

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USER MANUAL

Introduction

This manual provides comprehensive instructions for the installation, operation, and maintenance of your FERMAX Duox Plus Digital City Video Panel Prox. Please read this manual carefully before using the device to ensure proper functionality and safety.





Figure 1: FERMAX Duox Plus Digital City Video Panel Prox

The image displays the front of the FERMAX Duox Plus Digital City Video Panel Prox. It features a top-mounted camera and speaker, a central color display screen, a numeric keypad with additional 'A' and 'B' buttons, and a lower section dedicated to proximity access control, indicated by an icon of a hand swiping a card.

The FERMAX Duox Plus Digital City Video Panel Prox is an advanced outdoor video entry panel designed for multi-apartment buildings and residential complexes. It integrates video intercom, digital keypad for code entry, and proximity access control for enhanced security and convenience.

Setup and Installation

Proper installation is crucial for the optimal performance of the Duox Plus panel. It is recommended that installation be performed by a qualified technician.

1. Mounting the Panel

- Ensure the mounting surface is flat and secure. The panel is designed for wall mounting.
- Use the provided mounting template to mark drilling points.
- Drill holes and insert wall anchors if necessary.
- Secure the mounting frame to the wall using appropriate screws.
- Carefully attach the panel to the mounting frame, ensuring all connections are accessible.

2. Wiring Connections

The Duox Plus system uses a 2-wire non-polarized digital bus. Refer to the system wiring diagram for specific connections to the power supply, indoor monitors, and other system components.

- **Power Supply:** Connect the Duox Plus power supply to the designated terminals. Ensure correct voltage and polarity.
- **Bus Line:** Connect the 2-wire Duox bus line to the panel's bus terminals. This line carries both power and data.
- **Door Release:** Connect the electric strike or door lock mechanism to the panel's relay outputs.
- **Auxiliary Inputs/Outputs:** Connect any additional devices such as exit buttons or external sensors as per system requirements.

3. Initial Configuration

After physical installation and wiring, the panel requires initial configuration. This typically involves setting up apartment numbers, access codes, and proximity card registration.

- Access the panel's programming menu using the master code.
- Follow the on-screen prompts to assign apartment numbers to specific indoor units.
- Register proximity cards or key fobs by presenting them to the proximity reader when prompted.
- Set up individual access codes for residents as needed.

Operating Instructions

1. Making a Call

1. Enter the apartment number using the numeric keypad.
2. Press the **Call** button (often indicated by a bell or phone icon).
3. The panel will establish a video and audio connection with the indoor monitor.
4. Wait for the resident to answer.

2. Using the Keypad for Access

1. Enter your personal access code using the numeric keypad.
2. Press the **Enter** or **#** button (if applicable).
3. If the code is correct, the door will unlock for a set period.

3. Proximity Access Control

1. Present your registered proximity card or key fob to the designated proximity reader area on the panel.
2. A confirmation sound or visual indicator will confirm successful reading.
3. If the card is valid, the door will unlock.

4. Display Screen Information

The integrated display screen provides various information:

- **Welcome Message:** Displays a customizable welcome message when idle.
- **Call Status:** Shows the status of a call (e.g., "Calling...", "Connected", "Busy").
- **Instructions:** Provides prompts for entering apartment numbers or access codes.
- **Error Messages:** Displays error codes or messages if an issue occurs.

Maintenance

Regular maintenance ensures the longevity and reliable operation of your FERMAX Duox Plus panel.

1. Cleaning

- Use a soft, damp cloth to clean the panel's surface.
- Avoid abrasive cleaners, solvents, or harsh chemicals, as these can damage the finish or electronic components.
- For the camera lens and display screen, use a microfiber cloth specifically designed for optics.
- Ensure no liquid enters the speaker grille or keypad gaps.

2. Firmware Updates

Periodically check the FERMAX official website or consult your installer for available firmware updates. Updates can improve performance, add new features, or address security vulnerabilities.

3. System Checks

- Regularly test the call function to indoor units.
- Verify that access codes and proximity cards are functioning correctly.
- Inspect the panel for any signs of physical damage or tampering.

Troubleshooting

Problem	Possible Cause	Solution
No video or audio during call.	Loose wiring, power issue, indoor unit problem, bus line fault.	Check all wiring connections. Verify power supply to the system. Ensure indoor unit is powered on. Consult installer for bus line diagnostics.
Keypad access code not working.	Incorrect code entered, code not programmed, keypad malfunction.	Double-check the access code. Verify the code is correctly programmed in the panel's memory. If issue persists, contact support.
Proximity card not recognized.	Card not registered, damaged card, reader malfunction.	Ensure the card is properly registered. Try another registered card. If multiple cards fail, the reader may need service.
Door does not unlock.	Door strike issue, relay fault, wiring problem.	Check the door strike mechanism. Verify relay operation. Inspect wiring to the door lock.

For issues not listed here or if troubleshooting steps do not resolve the problem, please contact FERMAX technical support or your authorized installer.

Specifications

Feature	Detail
Brand	FERMAX
Model	Duox Plus Digital City Video Panel Prox
Connectivity Technology	Wired

Feature	Detail
Connectivity Protocol	Wi-Fi (for certain features/integration, primarily wired bus)
Wireless Communication Technology	Wi-Fi
Mounting Type	Wall Mount
Video Capture Format	MPEG-4
Package Dimensions	17.91 x 7.87 x 2.72 inches
Unit Count	1.0 Count
ASIN	B0C9DXSYSD

Warranty and Support

Warranty Information

FERMAX products typically come with a manufacturer's warranty covering defects in materials and workmanship. The specific warranty period and terms may vary by region and product. Please retain your proof of purchase for warranty claims. For detailed warranty information, refer to the documentation included with your product or visit the official FERMAX website.

Technical Support

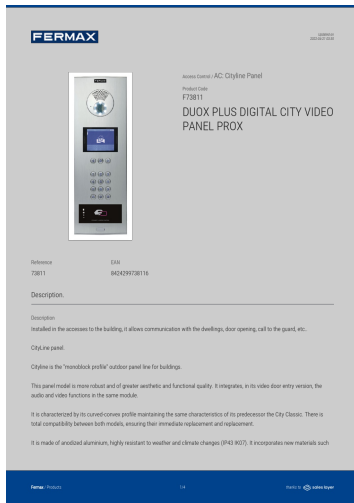
For technical assistance, installation queries, or troubleshooting beyond the scope of this manual, please contact FERMAX technical support. You can find contact details on the official FERMAX website or through your authorized distributor.

Online Resources: www.fermax.com



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Product Model: Duox Plus Digital City Video Panel Prox



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Products products F73811 DUOX PLUS DIGITAL CITY VIDEO PANEL PROX By temporarily connecting a keyboard ref 7439 means of the locally connected Programmer The Duox Plus display module allows f73811 duox plus digital city video panel prox fermax doc type product techsheet slug lang en ||| Updated on 2022-04-21 03:35 Access Control / AC: Cityline Panel Product Code F73811 **DUOX PLUS DIGITAL CITY VIDEO PANEL PROX**Reference 73811 Description. EAN 8424299738116 Description Installed in the accesses to the building, it allows communication with the dwellings, door opening, call to the g... lang:en score:56 filesize: 77.71 K page_count: 4 document date: 2022-04-21



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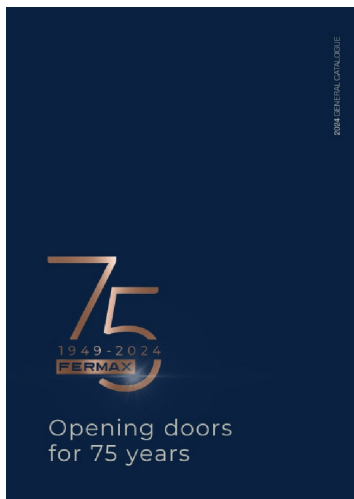
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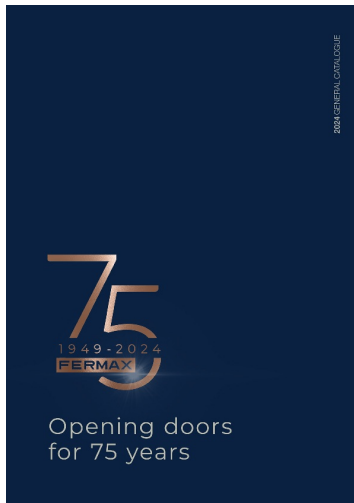
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[Fermax 2024 General Catalogue: 75 Years of Opening Doors](#)

Explore the Fermax 2024 General Catalogue, celebrating 75 years of leadership in video door entry and residential communication systems. Discover innovative solutions for security and connectivity.

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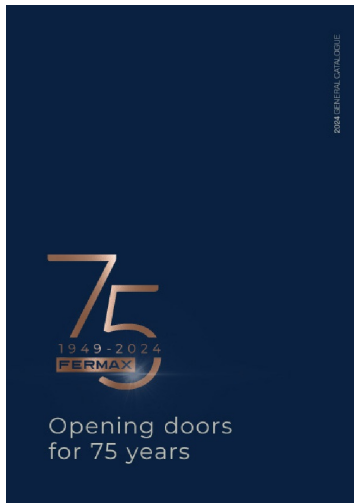


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