



dahua VTH2020DW Analog 4 Wire Intercom User Guide

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dahua VTH2020DW Analog 4 Wire Intercom



Product Information

The product is a versatile multi-purpose tool designed for various tasks. It is equipped with advanced features and functionalities to enhance user experience and productivity. The product is built with high-quality materials to ensure durability and longevity. It is user-friendly and suitable for both professional and personal use.

Product Usage Instructions

1. Safety Precautions:

- Before using the product, read the entire user manual carefully.
- Ensure that the product is used in a well-ventilated area.
- Keep the product away from children and pets.
- Use appropriate safety gear, such as gloves and safety goggles, while operating the product.

2. Initial Setup:

- Unpack the product and remove all packaging materials.
- Check for any visible damages or defects. If found, contact customer support for assistance.
- Familiarize yourself with the different components and their functions as described in the user manual.

3. Power On/Off:

- Connect the product to a power source using the provided power cord.
- Press the power button to turn on the product.
- To turn off the product, press and hold the power button until the device shuts down.

4. Operation Modes:

- The product offers multiple operation modes for different tasks. Refer to the user manual for detailed information on each mode.
- Select the desired mode by using the mode selection buttons or switches located on the product's control panel.

5. Adjustments and Settings:

- Depending on the task at hand, you may need to adjust various settings. These settings may include speed, temperature, pressure, etc.
- Use the adjustment knobs or buttons provided on the product to make the necessary adjustments.
- Refer to the user manual for specific guidelines on adjusting settings for different tasks.

6. Maintenance and Cleaning:

- Regularly clean the product after each use to ensure optimal performance and longevity.

- Follow the cleaning instructions provided in the user manual to avoid any damage to the product.
- Store the product in a clean and dry place when not in use.

7. Troubleshooting:

- In case of any issues or malfunctions, refer to the troubleshooting section of the user manual.
- Follow the recommended steps to troubleshoot common problems.
- If the issue persists, contact customer support for further assistance.

Note: This is a general overview of product information and usage instructions. Please refer to the specific user manual that came with your product for detailed instructions and safety guidelines.

This document mainly introduces structure, installation, wiring and menu operations of the analog 4-wire video intercom.

Foreword

General






This document mainly introduces structure, installation, wiring and menu operations of the analog 4-wire video intercom.

Model

7-inch and 4.3-inch VTH

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 TIPS	Provides methods to help you solve a problem or save you time.
 NOTE	Provides additional information as the emphasis and supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.2.0	<ul style="list-style-type: none"> • Add new model 4.3-inch VTH. 	October 2021
V1.1.0	<ul style="list-style-type: none"> • Added description of the functions of 7-inch VTH. • Added Factory Reset function. 	March 2021
V1.0.0	First release.	August 2020

Privacy Protection Notice

As the device user or data controller, you might collect the personal data of others such as their face, fingerprints, and license plate number. You need to be in compliance with your local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures which include but are not limited: Providing clear and visible identification to inform people of the existence of the surveillance area and provide required contact information.

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions.
- For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.
- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Important Safeguards and Warnings

This section introduces content covering the proper handling of the device, hazard prevention, and prevention of property damage. Read carefully before using the device, comply with the guidelines when using it, and keep the manual safe for future reference.

Operation Requirements

- Make sure that the power supply of the device works properly before use.
- Do not pull out the power cable of the device while it is powered on.
- Only use the device within the rated power range.
- Transport, use and store the device under allowed humidity and temperature conditions.
- Prevent liquids from splashing or dripping on the device. Make sure that there are no objects filled with liquid on top of the device to avoid liquids flowing into it.
- Do not disassemble the device.
- Please use battery properly to avoid fire, explosion and other dangers.
- Please replace used battery with battery of the same type.
- If you use power plug or appliance coupler as disconnecting device, please maintain the disconnecting device available to be operated all the time.

Installation Requirements

WARNING

- Connect the device to the adapter before power on.
- Strictly abide by local electrical safety standards, and make sure that the voltage in the area is steady and conforms to the power requirements of the device.
- Do not connect the device to more than one power supply. Otherwise, the device might become damaged.
- Observe all safety procedures and wear required protective equipment provided for your use while working at heights.
- Do not expose the device to direct sunlight or heat sources.
- Do not install the device in humid, dusty or smoky places.
- Install the device in a well-ventilated place, and do not block the ventilator of the device.
- Use the power adapter or case power supply provided by the device manufacturer.
- The power supply must conform to the requirements of ES1 in IC 62368-1 standard and be no higher than PS2. Note that the power supply requirements are subject to the device label.
- Connect class I electrical appliances to a power socket with protective earthing.

Structure

Introduction

The analog 4 wire video intercom consists of a door station (*TO*) and an indoor monitor ("VTH"). It is applicable to buildings such as residential buildings for people to do voice and video calls. The VTO is installed outdoors and VTH is installed indoors.

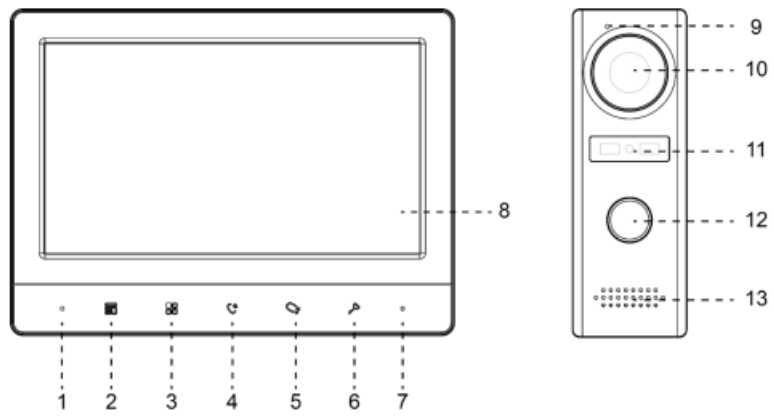
Features

- VTH:
 - Real-time video/voice communication
 - Can be connected to three VTOs
 - Can connect to cameras (CBS)
 - Plug-and-play
- VTO:
 - Real-time voice communication
 - Self-adaptive IR illumination

Front Panel

7-inch VTH

Figure 1-1 Front panel



4.3-inch VTH

Figure 1-2 Front panel

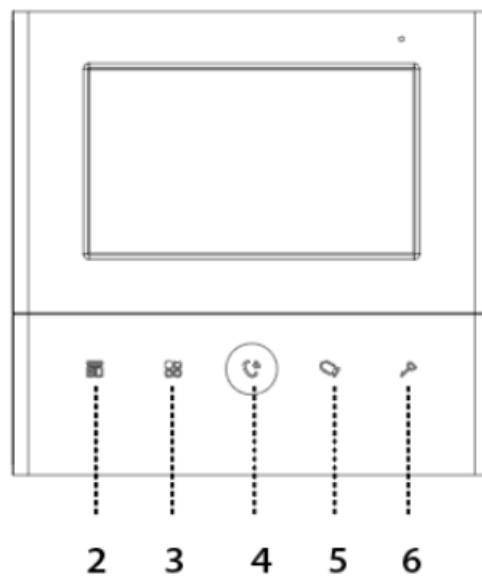








Table 1-1 Front panel description

No.	Icon	Description
1	-	Microphone.
2		<ul style="list-style-type: none"> Press to hang up the incoming call. Take snapshots during monitoring (only supported by VTH1020J-T).
3		<p>Wake up the screen, and bring up the menu.</p> <p></p> <p>For how to operate the menu, see "4 Menu Operations".</p>
4		<p>When someone is calling from the VTO:</p> <ul style="list-style-type: none"> Press once to do voice communication with the person. Press twice quickly to hang up.
5		<p>When someone is calling from the VTO:</p> <ul style="list-style-type: none"> Press to talk to the person (only supported by VTH1020J). Press to take snapshots (only supported by VTH1020J-T). <p>When no one is calling:</p> <ul style="list-style-type: none"> Press once, twice, three times and four times to view live video of: VTO1, VTO2, analog camera 1 and analog camera 2 respectively. On any live video, press to take snapshots (only supported by VTH1020J-T).
6		When someone is calling, press to open the door where the VTO is installed.
7	-	Power indicator.
8	-	LCD screen.
9	-	Microphone.
10	-	Built-in camera.
11	-	Power indicator.
12	-	<p>Call button.</p> <ul style="list-style-type: none"> Press once to call the VTH. Press and hold for 10 seconds to change the bell type of the VTO. The power indicator will flash. Press and hold for 15 seconds to turn up the bell volume of the VTO. The power indicator will flash. When the volume reaches maximum, this step will set it to minimum. Repeat this step to set appropriate volume. Press and hold for 20 seconds to change to DWDR (digital wide dynamic range)/normal mode for the VTO. The power indicator will flash.
13	-	Speaker.

Rear Panel

There might be slight differences in the rear panel among different models. But they have the same function ports.

Figure 1-3 Rear panel

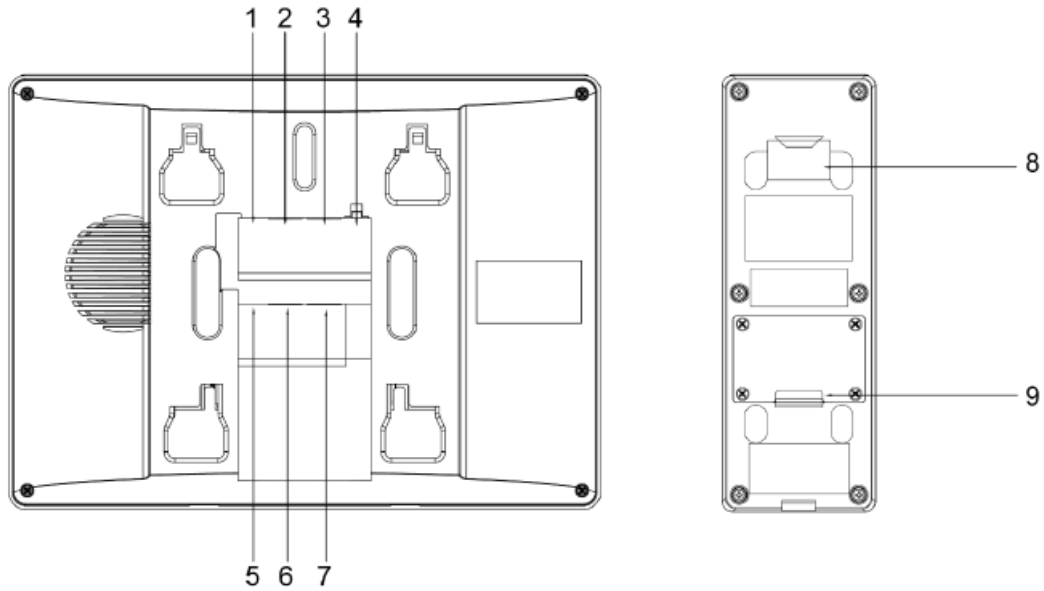


Table 1-2 Rear panel

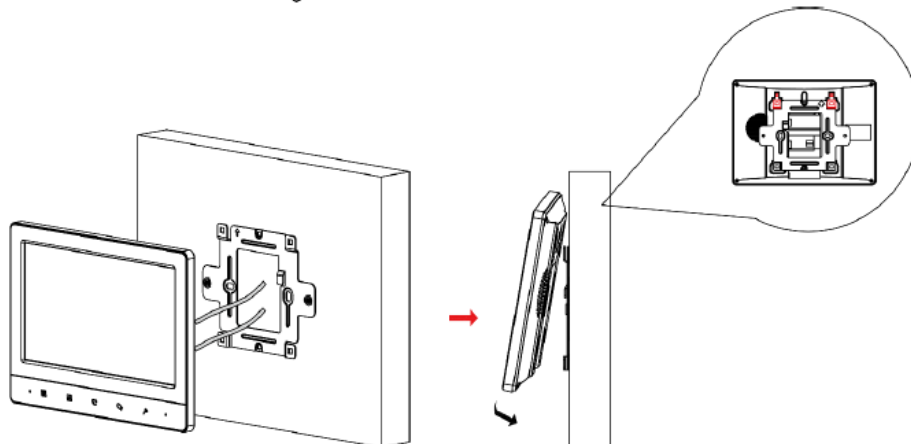
No.	Description	No.	Description
1	Analog camera port 1.	6	VTH cascading port 1.
2	VTO port 1.	7	VTH cascading port 2.
3	VTO port 2.	8	VTO hanging slot.
4	Power input.	9	Wires.
5	Analog camera port 2.	—	—

Installation

VTH

Fix the bracket on the wall by screws, hang the VTH on the bracket, and then apply silicone sealant to the gap between the device and the wall.

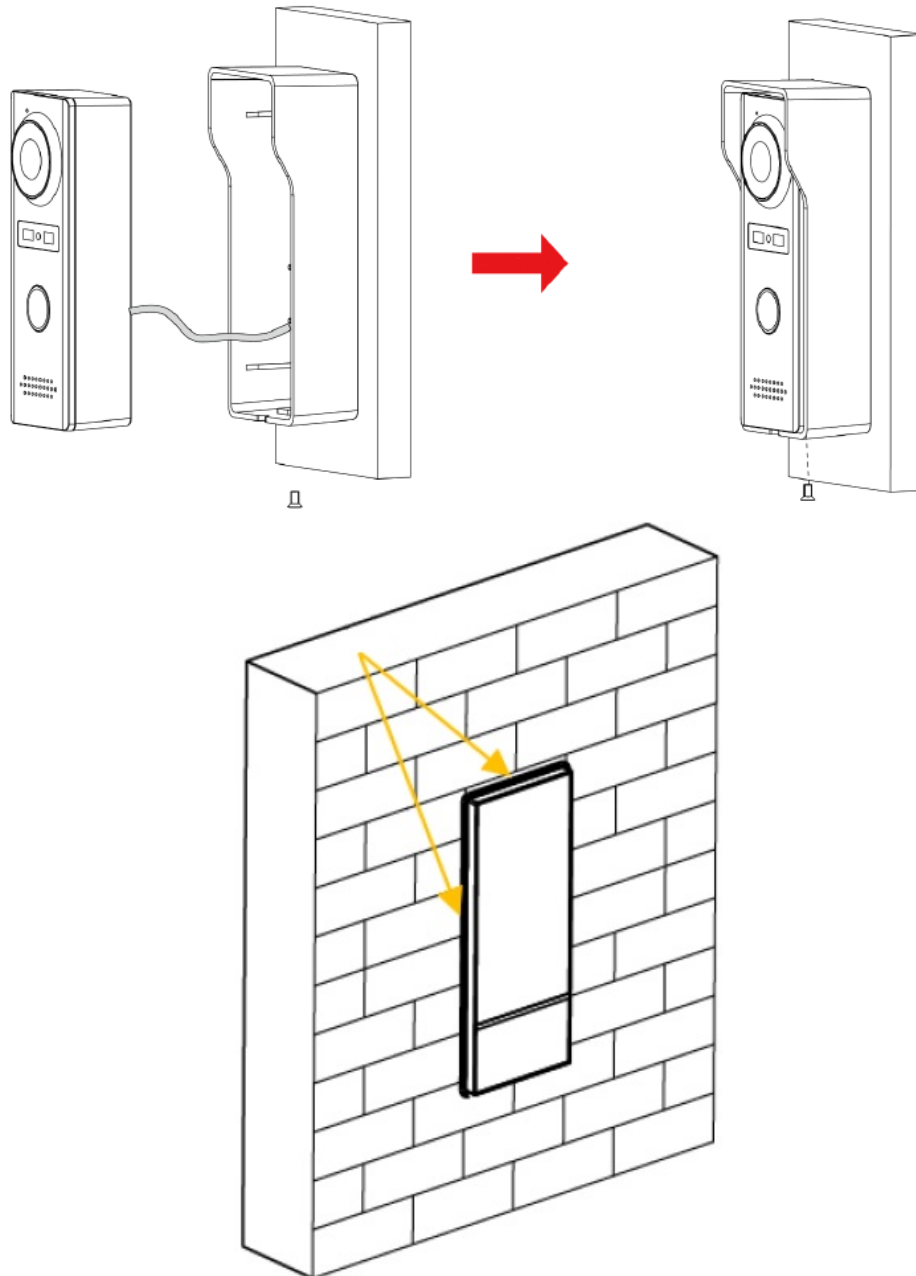
Figure 2-1 VTH installation



VTO

Install the VTO bracket on the wall, and then hang the VTO on the bracket; or install the VTO cover on the wall, and then hang the VTO on the cover. Finally, apply silicone sealant to the gap between the device and the wall.

Figure 2-2 VTO installation



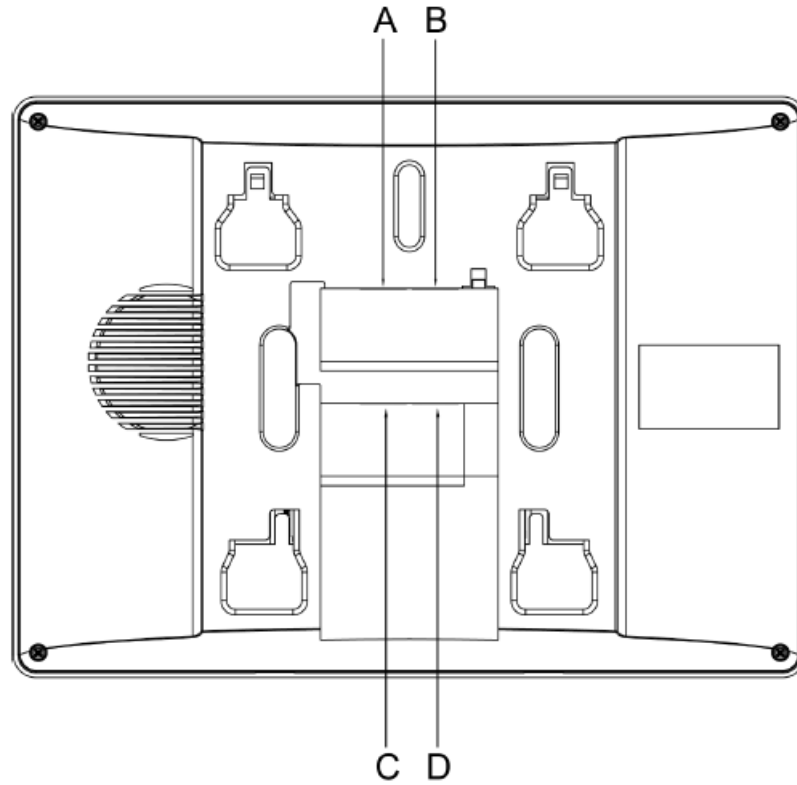
Wiring

At most 2 VTOs and 3 VTHs can be wired in one communication system.

Preparations

Port Connection Rules

Figure 3-1 Port connection rules



- Port A of an VTH can be connected to Port C of another VTH to do data communication.
- Port B of an VTH can be connected to Port D of another VTH to do data communication.
- Port A of an VTH cannot be connected to Port B or D of another VTH to do data communication.
- Port C of an VTH cannot be connected to Port B or D of another VTH to do data communication.

Cord Specification

Depending on the distance between the VTO and VTH, you need to select RVV4 cords of different specifications.

Table 3-1 Cord specification

Table 3-1 Cord specification

Transmission Distance (TD)	RVV4 Cord Specification
$TD \leq 10 \text{ m}$	$RVV4 \times 0.3 \text{ mm}^2$
$10 \text{ m} < TD \leq 30 \text{ m}$	$RVV4 \times 0.5 \text{ mm}^2$
$30 \text{ m} < TD \leq 50 \text{ m}$	$RVV4 \times 0.75 \text{ mm}^2$

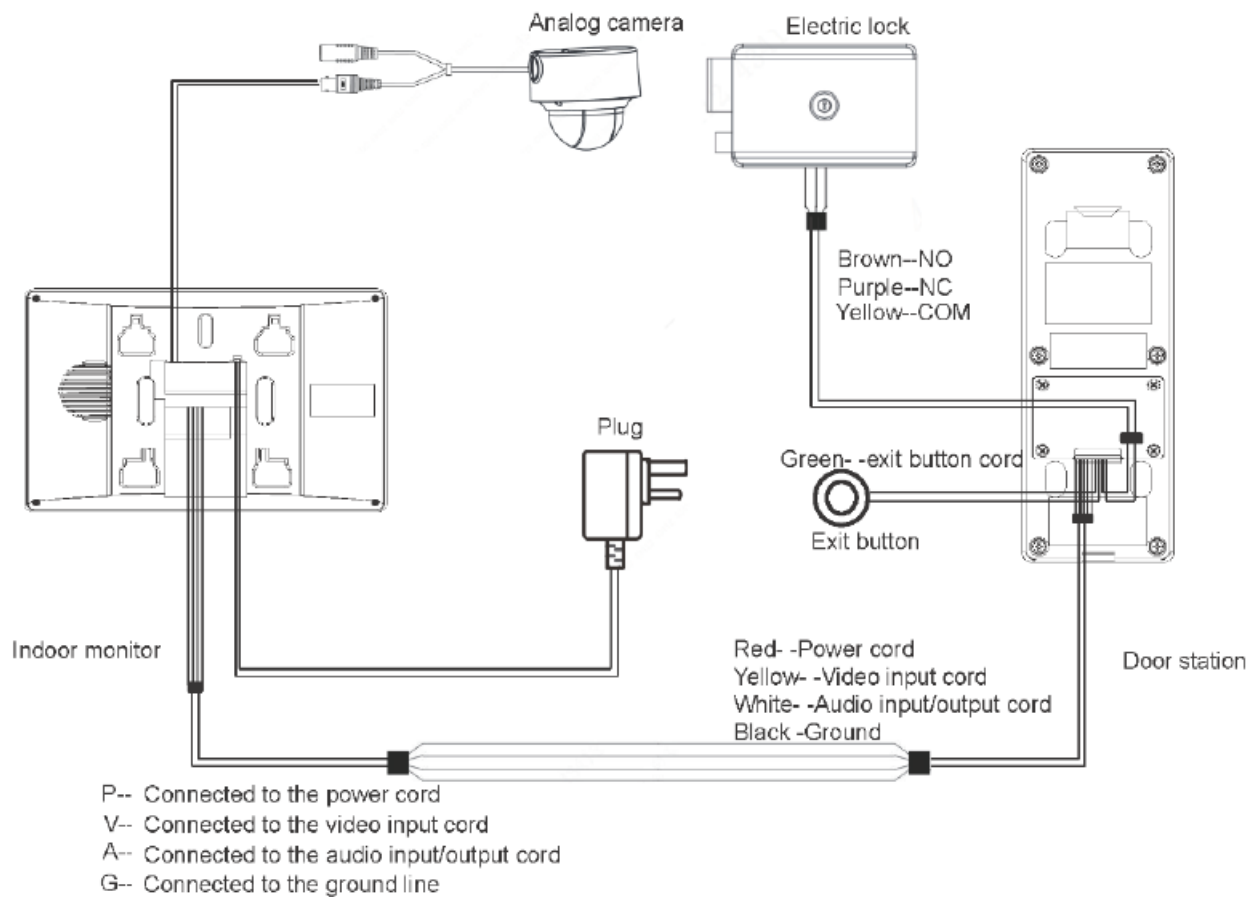


If the distance between the VTO and VTH is more than 50 m, use coaxial cables.

- Do not pull the cords violently.
- During wiring, wrap the cord joints with insulated rubber tape to prevent short circuit.

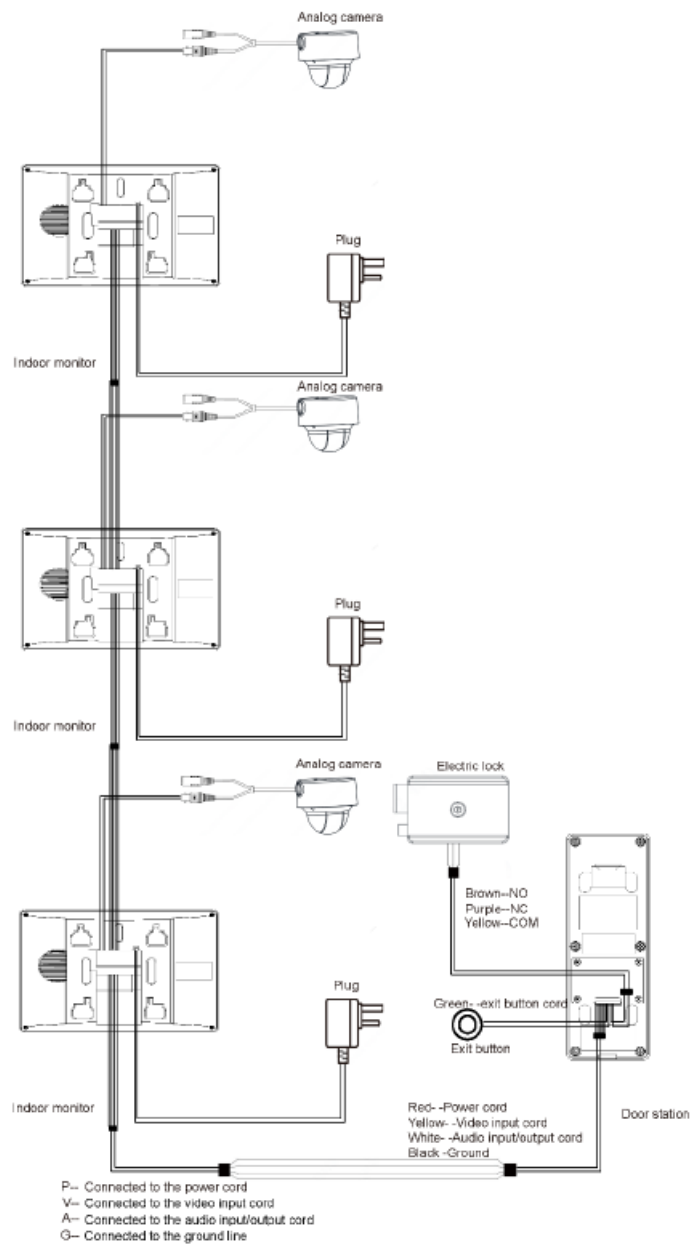
Wiring One VTO and One VTH

Figure 3-2 Wiring (1)



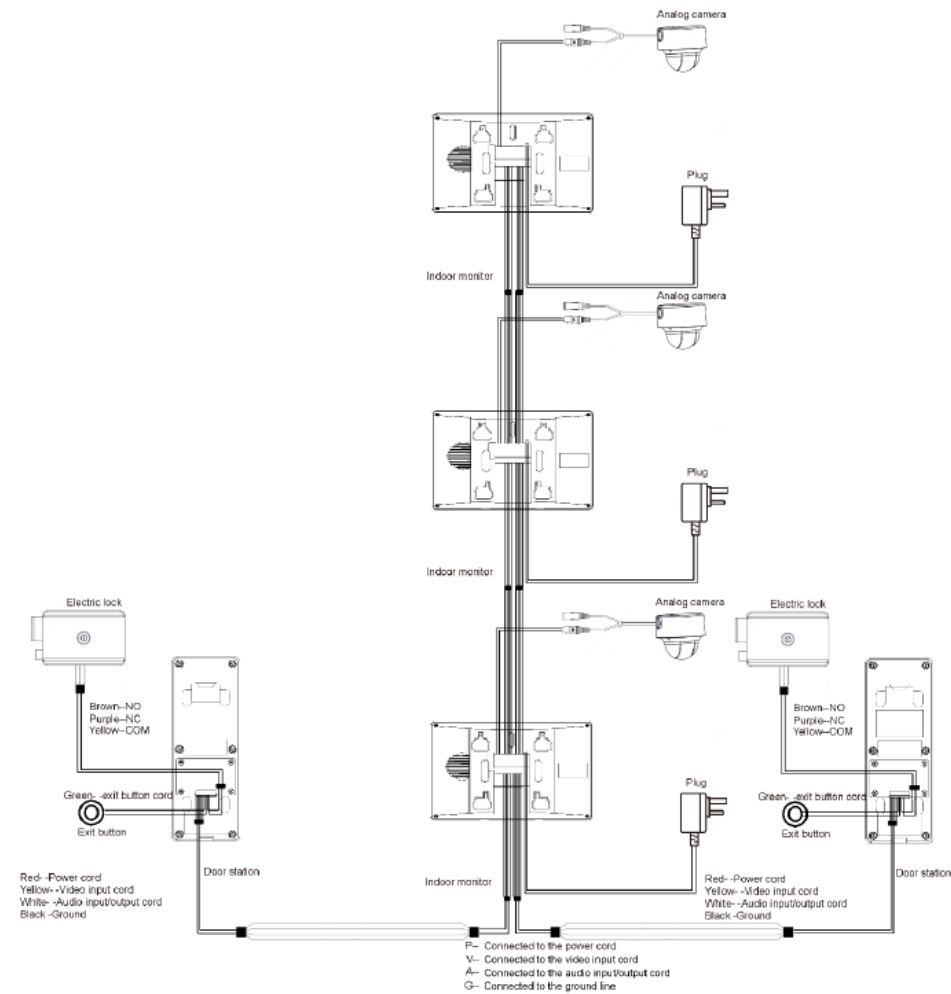
Wiring Three VTOs and One VTH

Figure 3-3 Wiring (2)



Wiring Two VTOS and Three VTHs

Figure 3-4 Wiring (3)



The recommended analog cameras (CVBS) are HAC 1230 series.

Menu Operations

You can configure the functions of the VTH, such as volume, brightness, and more.

- Only VTH1020J-T supports the Snapshots and Time functions.
- All configurations will be saved after you exit the menu.

Figure 4-1 Menu

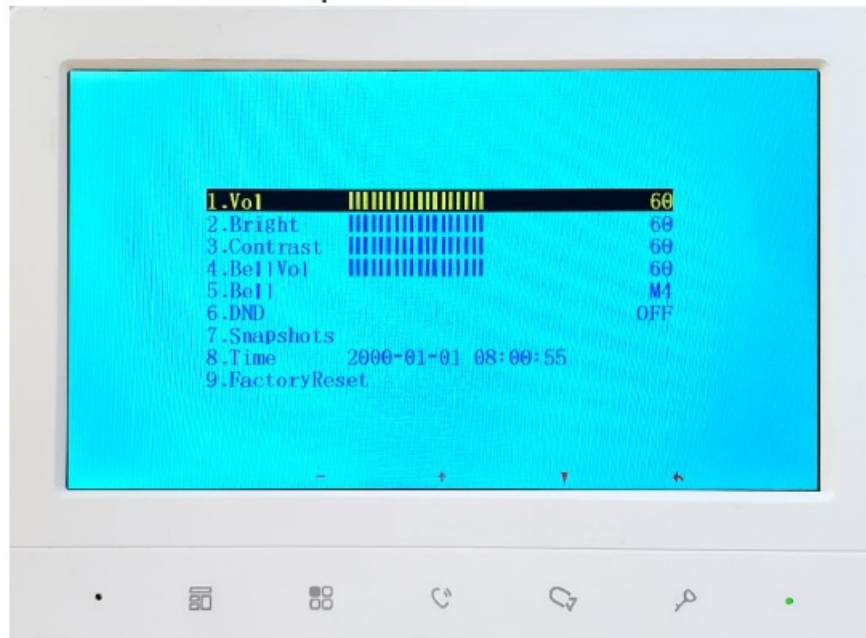


Table 4-1 Menu operations

Icon	Function
	Used to confirm your operation when you are using the Snapshots and Time functions (only supported by VTH1020J-T).
	Adjust Vol (volume), Bright (brightness), Contrast and BellVol (bell volume), change Bell and turn off DND (do not disturb).
	Turn up Vol (volume), Bright (brightness), Contrast and BellVol (bell volume), change Bell , turn off DND (do not disturb), and adjust the time.
	Select an item.
	<ul style="list-style-type: none"> Exit the menu and lock the screen. Go back to the previous interface.

Snapshots

You can take snapshots during monitoring, and view the snapshots you have taken. The VTH can store up to 200 snapshots. If storage is full, the earlier ones will be overwritten.

Taking Snapshots

During monitoring.

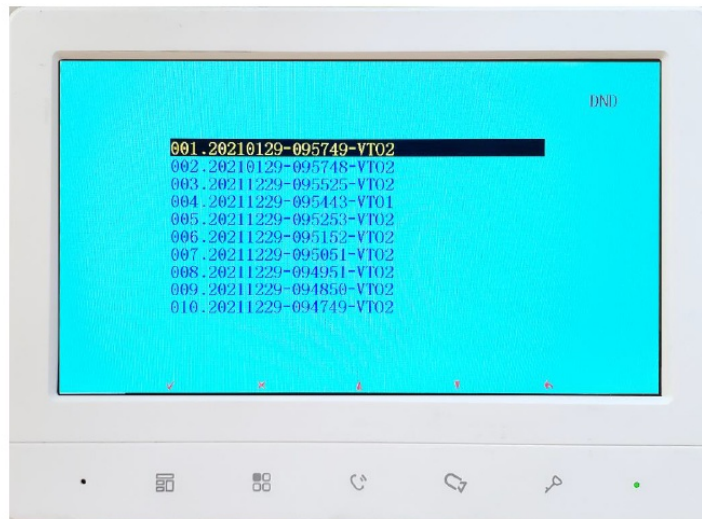
- Step 1 Press to go to the monitoring image that you want.
- Step2 Press , and then Successful will appear on the screen.

When a VTO is calling or in a call with a VTO, press , and then Successful will appear on the screen. If the calling lasts more than 1 second, a snapshot will be automatically taken.

Viewing Snapshots

- Step 1 Press to bring up the menu.
- Step 2 Press , select Snapshots, and then press .

Figure 4-2 List of snapshots













- Step 3 Press  to select the one that you need, and then press . To delete a snapshot, press , Detele? will appear on the screen, and then press  confirm. to




Figure 4-3 Viewing a snapshot



- Step 4 Press  or  to view the previous or next snapshot. Or you can press  to go back to the list of snapshots, and then select the one that you need.
- To delete a snapshot, press , Detele? will appear on the screen, and then press  to confirm.

Time

- Step 1 Press  to bring up the menu.

- Step 2 Press  to select the part of the time that you want.
- Step 3 Press  to or  to adjust the number.

Restoring to Default Settings



- Step 1 Press  to bring up the menu.
- Step 2 Press  to select FactoryReset.

Figure 4-4 Confirm your operation



Appendix 1 Cybersecurity Recommendations

Mandatory actions to be taken for basic device network security:

1. Use Strong Passwords

Please refer to the following suggestions to set passwords:

- La longitud no debe ser inferior a 8 caracteres;
- Incluya al menos dos tipos de personajes; los tipos de caracteres incluyen letras mayúsculas y minúsculas, números y símbolos;
- No incluya el nombre de la cuenta o el nombre de la cuenta en orden inverso; No utilice caracteres continuos, como 123, abc, etc.;
- No utilice caracteres superpuestos, como 111, aaa, etc.

2. Update Firmware and Client Software in Time

- De acuerdo con el procedimiento estándar en la industria tecnológica, recomendamos mantener actualizado el firmware de su dispositivo (como NVR, DVR, cámara IP, etc.) para garantizar que el sistema esté equipado con los últimos parches y correcciones de seguridad. Cuando el dispositivo está conectado a la red pública, se recomienda habilitar la función de “verificación automática de actualizaciones” para obtener información oportuna de las actualizaciones de firmware publicadas por el

fabricante. Le sugerimos que descargue y utilice la última versión del software cliente.

“Nice to have” recommendations to improve your device network security:

1. **Physical Protection** We suggest that you perform physical protection to device, especially storage devices. For example, place the device in a special computer room and cabinet, and implement well-done access control permission and key management to prevent unauthorized personnel from carrying out physical contacts such as damaging hardware, unauthorized connection of removable device (such as USB flash disk, serial port), etc.
2. **Change Passwords Regularly** We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.
3. **Set and Update Passwords Reset Information Timely** The device supports password reset function. Please set up related information for password reset in time, including the end user's mailbox and password protection questions. If the information changes, please modify it in time. When setting password protection questions, it is suggested not to use those that can be easily guessed.
4. **Enable Account Lock** The account lock feature is enabled by default, and we recommend you to keep it on to guarantee the account security. If an attacker attempts to log in with the wrong password several times, the corresponding account and the source IP address will be locked.
5. **Change Default HTTP and Other Service Ports** We suggest you to change default HTTP and other service ports into any set of numbers between 1024~65535, reducing the risk of outsiders being able to guess which ports you are using.
6. **Enable HTTPS** We suggest you to enable HTTPS, so that you visit Web service through a secure communication channel.
7. **MAC Address Binding** We recommend you to bind the IP and MAC address of the gateway to the device, thus reducing the risk of ARP spoofing.
8. **Assign Accounts and Privileges Reasonably** According to business and management requirements, reasonably add users and assign a minimum set of permissions to them.
9. **Disable Unnecessary Services and Choose Secure Modes** If not needed, it is recommended to turn off some services such as SNMP, SMTP, UPn, etc., to reduce risks. If necessary, it is highly recommended that you use safe modes, including but not limited to the following services:
 - **SNMP:** elija SNMP v3 y configure contraseñas de cifrado y contraseñas de autenticación seguras.
 - **SMTP:** elija TLS para acceder al servidor de buzones de correo.
 - **FTP:** elija SFTP y configure contraseñas seguras.
 - **Punto de acceso AP:** elija el modo de cifrado WPA2-PSK y configure contraseñas seguras.
10. **Audio and Video Encrypted Transmission** If your audio and video data contents are very important or sensitive, we recommend that you use encrypted transmission function, to reduce the risk of audio and video data being stolen during transmission. Reminder: encrypted transmission will cause some loss in transmission efficiency.
- 11.
11. **Secure Auditing**
 - **Check online users:** we suggest that you check online users regularly to see if the device is logged in without authorization.
 - **Check device log:** By viewing the logs, you can know the IP addresses that were used to log in to your devices and their key operations.
12. **Network Log** Due to the limited storage capacity of the device, the stored log is limited. If you need to save the log for a long time, it is recommended that you enable the network log function to ensure that the critical logs

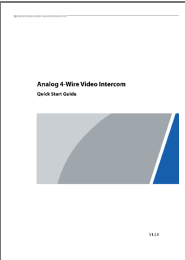
are synchronized to the network log server for tracing.

13. Construct a Safe Network Environment

In order to better ensure the safety of device and reduce potential cyber risks, we recommend:

- Disable the port mapping function of the router to avoid direct access to the intranet devices from external network.
- The network should be partitioned and isolated according to the actual network needs. If there are no communication requirements between two sub networks, it is suggested to use VLAN, network GAP and other technologies to partition the network, so as to achieve the network isolation effect.
- Establish the 802.1x access authentication system to reduce the risk of unauthorized access to private networks.
- Enable IP/MAC address filtering function to limit the range of hosts allowed to access the device.

Documents / Resources

	<p>dahua VTH2020DW Analog 4 Wire Intercom [pdf] User Guide VTH2020DW, VTH2020DW Analog 4 Wire Intercom, Analog 4 Wire Intercom, 4 Wire Intercom, I ntercom</p>
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References

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