

IP Audio Window Intercom Kit

N-XC65-W



TOA Canada Corporation

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1. Summary

1.1. Safety Precautions

- Please abide by the warning and the relevant safety tips.
- Please take this manual in convenient place for future reference.

1.1.1. Warning and Reminding



This symbol means there are potential safety issues, it may cause death or serious injury when incorrectly operating.



This symbol draws the attention to important operation and maintenance instructions.

1.1.2. Settings and Installation

- Avoid making the device wet.
- Do not expose the device to rain or water or other humid environment, as it may lead to fire or an electric shock.
- Do not use other power voltages than indicated on the power supply adapter.
- Use the device only with the indicated voltage to connect it.
- It may lead to fire or electric shock if using higher voltage.
- Do not damage, cut or twist the power cord.
- Keep the power cable away from any heating objects and do not put heavy things on it, as it may lead to fire or electric shock.

1.1.3. Using the Intercom

Please shut off the power supply immediately when the following phenomena happen. Please contact the supplier. It may cause fire or electric shock when continuing to use it.

- When the device is smoking or smelling strange.
- When water or other things entered in the device.
- When the device fell or the device housing is damaged.
- When the power cord is damaged (copper wire is exposed or broken etc.).
- When the device is in a faulty state (cannot connect to the network, there is no sound etc.).
- Do not open or modify the device
- Don't let other things enter into the device
- Don't let metal items or inflammable objects enter the device, as this might result in fire or electric shock.

- Do not touch the device when lightning storms are active
- Do not put any liquid containers or metal objects on the device. If the container fell and liquids penetrated the device, this may lead to fire or electric shock.
- The device contains parts under high voltage. Opening the cover or modifying the device may lead to fire or cause shock. All maintenance and modifications to the device should be done by a qualified professional.
- When not using the device for a longer period:
- Please shut down the power and pull out the power adapter when doing maintenance or not using the device for longer than 10 days.

1.2. Product Introduction

The IP audio window intercom uses embedded network audio technology with intellectual property rights to realize digital full-duplex intercom. The kit is made of an internal and external window intercom module, equipped with power input, communication interface, and recording output port.



Internal window intercom



External window intercom

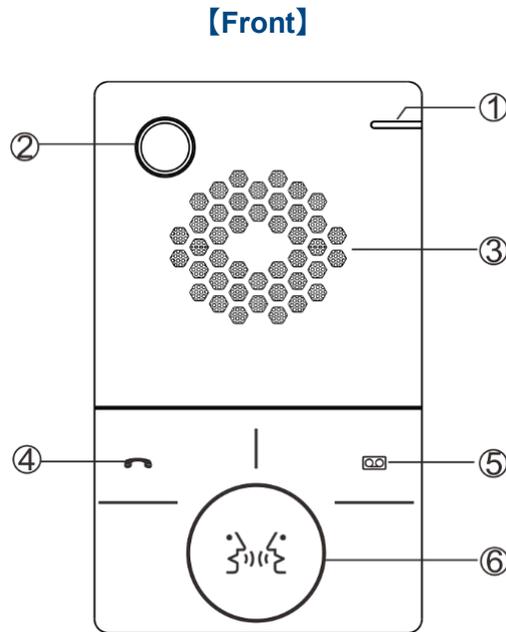
1.3. Features

- Adopt single DSP multi-channel language auto-control technology, avoiding feedback and disturbances to realize real digital full-duplex intercom.
- Using touch keys with an ergonomic design, avoiding key-click sounds in the intercom conversation, and use light indicators.
- Recognizing sound source, control environment noise, automatically adjust volume and restore the original sound.
- Providing three mode-scenes (quiet, standard, noisy) and support one-button adjustment.
- Wiring between external and internal intercom over a single cable, avoiding poor contacts caused by moving the device on the desk. This keeps the desk clear and tidy.
- Professional metal structure design, adopting hard metal housing to prevent resonance, purify and naturalize the sound to make it transparent.
- Support a service message playback: “Hello, welcome” and “Thank you. See you next time”.

- Support for remote supervisor intercom, one-button call to the terminal specified by the server.
- Intelligent equipment self-check, detects the state of internal and external components. Abnormalities are indicated with a local prompt.
- Distinguished LED shows the state of the internal window intercom.
- Accessible via an Ethernet port and LAN network.

1.4. Hardware Interface Introduction

1.4.1. Internal Window Intercom Module



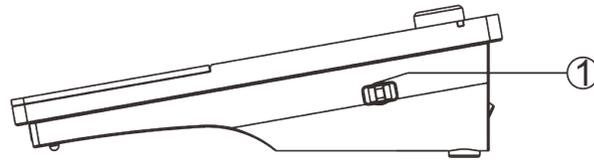
- ① Network status indication: red light is offline, green light is online
- ② Gooseneck microphone socket: plug the gooseneck microphone and fix the screw.
- ③ Loudspeaker: amplify the audio from the external window intercom.
- ④ Voice broadcast button/remote intercom button (left):
 - When the intercom button ⑥ is on (blue light ON):
 - Press voice broadcast button shortly to broadcast "Hello, welcome" message.
 - Press long (1 second) to broadcast "Thank you, welcome next time".

The broadcast button flashes green during broadcasting.

- ⑤ Remote intercom button (right): when the terminal is connected to the server, press button to make a call to the supervisor intercom terminal specified by the server.

- ⑥ Intercom button: press the button to communicate with the external window intercom, finish the conversation by pressing the button again. The intercom button light blue during conversation.

[Side]



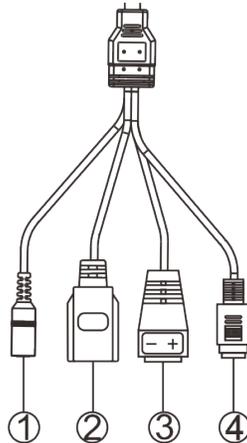
① Scene mode adjustment switch:

Three scene modes are available:

1. Noisy (to the front)
2. Standard (in the middle)
3. Quiet (to the back)

Standard is the default mode.

[connection wiring]



- ① Power interface: connect with 12V/1.5A power.
- ② Network interface: insert the cable to the switch.
- ③ Analog audio output interface: output analog audio, connect to DVR or IP camera.
- ④ External window intercom interface.

1.4.2.External Window Intercom Module

[External window intercom module]



- ① Loudspeaker/MIC:
- Loudspeaker: amplify the audio from the internal window intercom.
 - Microphone: pick up the audio at the external window intercom module.
- ② Connector to the internal window intercom module.

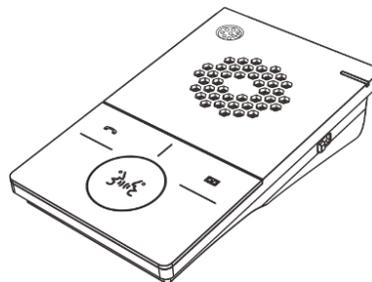
2. Introduction

2.1. Packing List

The Window intercom system includes the following accessories.

Please check following parts. Contact your reseller if any parts are missing.

- (1) Internal window intercom module 1 set



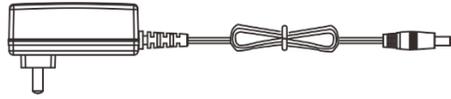
- (2) External window intercom module 1 set



(3) Gooseneck microphone 1 PCS



(4) Power adapter (12V/1.5A) 1 PCS



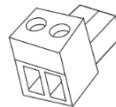
(5) Wire binder (3*100mm) 3 PCS



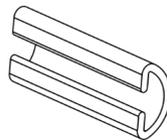
(6) Self adhesive cable clamp 3 PCS



(7) Wire terminal 1 PCS



(8) Bushings (cable guidance) 1 PCS



(9) EV-cotton 1PCS

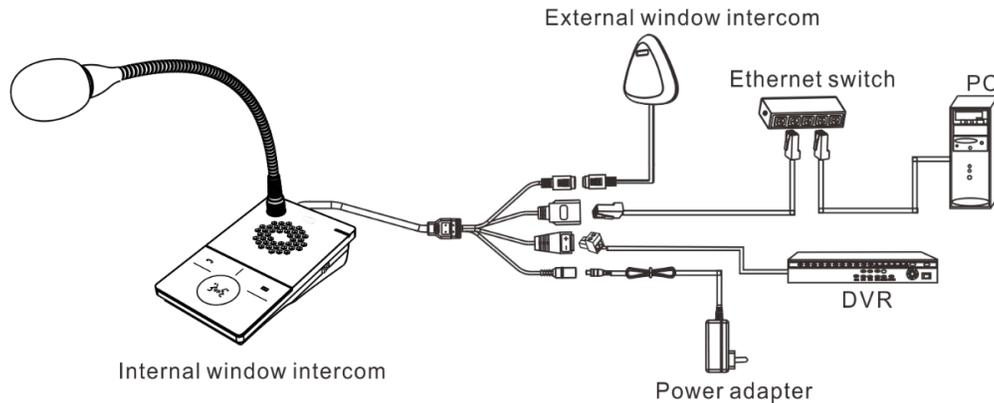


(10) Installation manual 1 PCS



2.2. Wiring

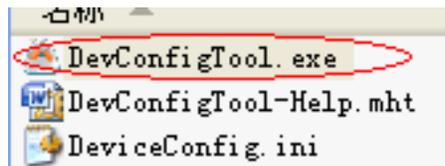
1. Connect the connector of the power adapter to the power interface of internal window intercom (red colored connector).
2. Connect the connector of the external window intercom module with the corresponding connector of the internal window intercom module.
3. Connect the Ethernet LAN cable to the RJ45 connector of the internal window communication module.



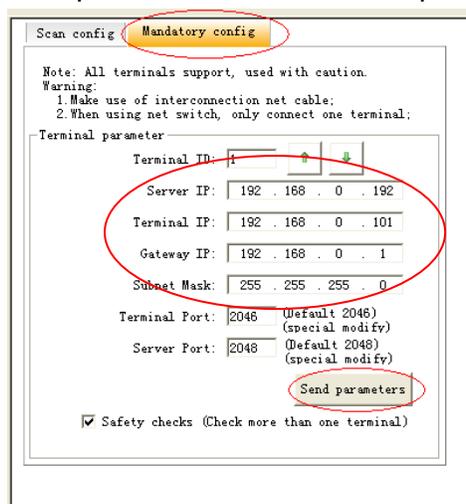
2.3. Basic Network Settings

2.3.1. Using the Terminal Scanning Tool

1. Locate and run "DevConfigTool.exe" in the folder [optical disc:\tool software\]. Enter the default password "123456".



2. Select the right tab [Mandatory config], and fill out the correct parameters in the [terminal parameters] section. Click "send parameters" button to complete the IP parameters Settings.



Note:

1. When using the windows 7 system, please use the administrator mode, and switch off the firewall and any 3rd party firewall software.
2. This scanning tool can only be used when the computer and intercom are on the same network. Please ensure that the computer and the target intercom are the only devices connected to the network or use a direct (crossover) cable between computer and intercom.

2.3.2. Using the Intercom built-in Web Page

Use a web browser and navigate to the Web page of the IP digital window intercom. The default IP address is http://192.168.1.101. Make sure you set the IP address of your computer to a correct static IP address in the same range (e.g. 192.168.1.50 with a subnet mask of 2545.255.255.0). According to the situation, modify each parameter of the network settings. Click “save” when ready.

For specific operations, please refer to the User-defined Terminal Parameters.

3. User-defined Terminal Parameters

3.1. Login Web Interface

Use a web browser and navigate to the IP address of the IP internal window intercom module (factory default is http://192.168.1.101), then press Enter.



Enter user name and password in the login window of the Web page (the default is: admin, password: Rdc070#*).



After pressing Enter, you land on the configuration web page of the IP internal window intercom module.

Running Status	
MAC Address:	F4-15-35-01-A7-9F
IP Address:	192.168.1.101 (Stastic IP)
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.1.1
DNS Server:	192.168.1.1,192.168.1.1
Current Time:	2018-01-01 03:16:53
Run Time:	00(days) 03:16:53

3.2. Network Parameters

Network Parameter	
Connect Type:	<input type="text" value="Stastic IP"/>
MAC Address:	<input type="text" value="F5-E0-4C-EA-00-88"/>
IP Address:	<input type="text" value="192.168.4.22"/>
Subnet Mask:	<input type="text" value="255.255.255.0"/>
Default Gateway:	<input type="text" value="192.168.4.1"/>
Primary DNS Server:	<input type="text" value="192.168.1.1"/>
Secondary DNS Server:	<input type="text" value="192.168.1.1"/>

The parameters have the following meanings:

Connection Type	You can choose to set a static IP manually or obtain an IP automatically from DHCP server
MAC Address	The physical address of the terminal. This cannot be modified
IP Address	Terminal IP address, factory default is 192.168.1.101
Subnet Mask	The subnet mask of the LAN network.
Default Gateway	The gateway of the network
Preferred DNS Server	IP address of the preferred domain name resolver on the network
Alternate DNS Server	IP address of the alternate domain name resolver on the network

3.3. Device Parameters

The parameters have the following meanings:

The device number	Terminal ID, this number identifies the intercom module when more than one intercom is in the network. Range 1-999, the factory default is 1.
Receive Port	Device communication port
Power-on Local Detection	When Enabled, the device will automatically detect whether the microphone and speaker are working properly by sending out a tone during startup.

3.4. Server Parameters

The parameters have the following meanings:

Preferred Server*	The IP address of the preferred server for this intercom, the factory default is 192.168.1.13. Most of the advanced functions of the intercom depend on the server to work properly.
Standby Server*	When the preferred server is not available, the intercom will log in to the standby server.
Request Login Interval Time*	When the intercom is offline, this timer will define the interval of login requests that are sent to the server.

*This function is not activated on this unit.

3.5. Broadcast Parameters

Running Status	<h4>Broadcast Parameter</h4> <p>Code Format: <input type="text" value="ADPCM"/></p> <p>Sampling Rate: <input type="text" value="22050"/></p> <p>Output Volume: <input type="text" value="4"/></p> <p>Audio Output: <input type="text" value="Both Side"/></p> <hr/> <p><input type="button" value="Save"/></p>
— Basic Setup —	
Network Parameters	
Device Parameters	
Serve Parameters	
Broadcast Parameters	
Talk Parameters	
Monitor Parameters	
Recorder Parameters	
— Advanced Setup —	
Web Management	
— Maintenance Of Device —	
System Tools	

The parameters have the following meanings:

Encoding Format	The encoding format of the host during broadcast, controlled by the server.
Sampling Rate	The sampling rate of the host during broadcast, controlled by the server.
Output Volume	The volume of the audio output when the host is broadcasting, controlled by the server.
Audio Output	<p>When the broadcast is configured, the audio is being output to the internal or external unit or to the internal and external units.</p> <p>Both sides: When broadcasting, the sound is being output on the speaker of internal and external units.</p> <p>Only inside: When broadcasting, the sound is being output on the speaker of the internal unit only.</p> <p>Only outside: When broadcasting, the sound is being output on the speaker of the external unit only.</p>

3.6. Intercom Parameters

Running Status

— Basic Setup —

Network Parameters

Device Parameters

Serve Parameters

Broadcast Parameters

Talk Parameters

Monitor Parameters

Recorder Parameters

— Advanced Setup —

Web Management

— Maintenance Of Device —

System Tools

Talk Parameters

Code Format:

Sampling Rate:

Net Input Volume:

Net Output Volume:

Inside Output Volume:

Outside Output Volume:

Prompt Volume:

Initiate the intercom:

Accept the intercom:

Automatic answer waiting time:

Enable Triple Talk:

Enable Off-line Talk

Off-line left key call: :

Off-line right key call: :

The parameters have the following meanings:

Encoding Format	The encoding format of the host during intercom, controlled by the server.
Sampling Rate	The sampling rate of the host during intercom, controlled by the server.
Network Intercom Input Volume	The volume of the network input source during intercom.
Network Intercom Output Volume	The volume of the network output source during intercom.
Internal Output Volume	The output volume of the internal window intercom during intercom.
External Output Volume	The output volume of the external window intercom during intercom.
Prompt Tone Volume	The volume of the key-clicks, button tone, busy tone, hanging tone, etc. during intercom; the volume of welcome and goodbye prompts during local intercom.
When Initiating Intercom	As the intercom initiator, you can set whether allow to hang up the intercom.

When Receiving Intercom	As the intercom receiver, you can choose to answer automatically or manually, allow to hang up or forbid to hang up.
Allow Three-party Intercom	<p>Enabled: during the conversation with the remote terminal, press the intercom button to add external window intercom into the conversation to make a three-party intercom conversation;</p> <p>During the three-party conversation, the three parties in the conversation can hear the voices of the other two parties.</p> <p>Disabled: three-party intercom cannot be initiated.</p>
Whether to enable Offline Intercom	<p>When Checked: when offline, the terminal can call the target set in the offline parameters.</p> <p>Left-click call: when offline, enter the IP address corresponding to the remote intercom (left) button;</p> <p>Right-click call: when offline, enter the IP address corresponding to the remote intercom (right) button;</p> <p>Port cannot be modified except for special situations (the defaults is 2046).</p>

3.7. Monitor Parameters

Input volume: The volume of the host during monitoring.

Running Status	<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;">Monitoring Parameters</div> <hr/> <p style="text-align: center;">Input volume: <input style="width: 50px;" type="text" value="9"/></p> <hr/> <p style="text-align: center;"><input type="button" value="Save"/></p>
— Basic Setup —	
Network Parameters	
Device Parameters	
Serve Parameters	
Broadcast Parameters	
Talk Parameters	
Monitor Parameters	
Recorder Parameters	
— Advanced Setup —	
Web Management	
— Maintenance Of Device —	
System Tools	

3.8. Recording Parameters

The parameters have the following meanings:

Analog Output Volume	Set the output volume for analog recording.
Digital Output Volume*	Set the output volume for digital recording.
Enable digital recording*	<p>Check “Enable Digital Recorder” to enable intercom 24-hour digital recording.</p> <p>Recording server: Enter the IP address and port of the digital recording server. After checking “Enable Digital Recorder”, the system will automatically obtain it.</p> <p>Digital recording format: Set the output format of digital recording, only 8K PCM format is supported at this time.</p>

*This function is not activated on this unit.

3.9. Password Modification

You can change the web page login-in account and password in the WEB management parameters, click “Save” when finished.

3.10. Port Modification

You can change the port of the WEB access. When not using port 80, please add the corresponding port behind the address when accessing this WEB page. (e.g.: if the port is 8888, the access address will be http://XXX.XXX.XXX.XXX:8888).

Running Status
— Basic Setup —
Network Parameters
Device Parameters
Serve Parameters
Broadcast Parameters
Talk Parameters
Monitor Parameters
Recorder Parameters
— Advanced Setup —
Web Management
- Modify Password
- Modify Port
- Modify language
— Maintenance Of Device —
System Tools

Modify Web Management Port

Web Management Port:

Save

3.11. Language Settings

You can switch the Web page language between Chinese and English, save the modification and restart the intercom to activate the changes.

Running Status
— Basic Setup —
Network Parameters
Device Parameters
Serve Parameters
Broadcast Parameters
Talk Parameters
Monitor Parameters
Recorder Parameters
— Advanced Setup —
Web Management
- Modify Password
- Modify Port
- Modify language
— Maintenance Of Device —
System Tools

Modify Web Language

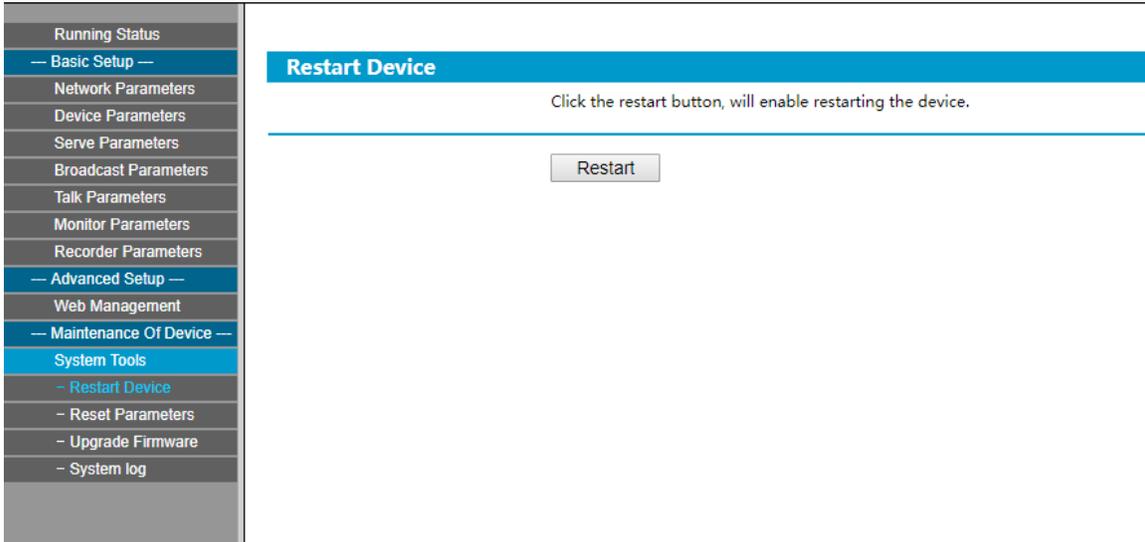
Web Language:

Save

3.12. Restart Device

Restart the device.

Note: the all modified parameters on the web page will be effective after restarting the device.

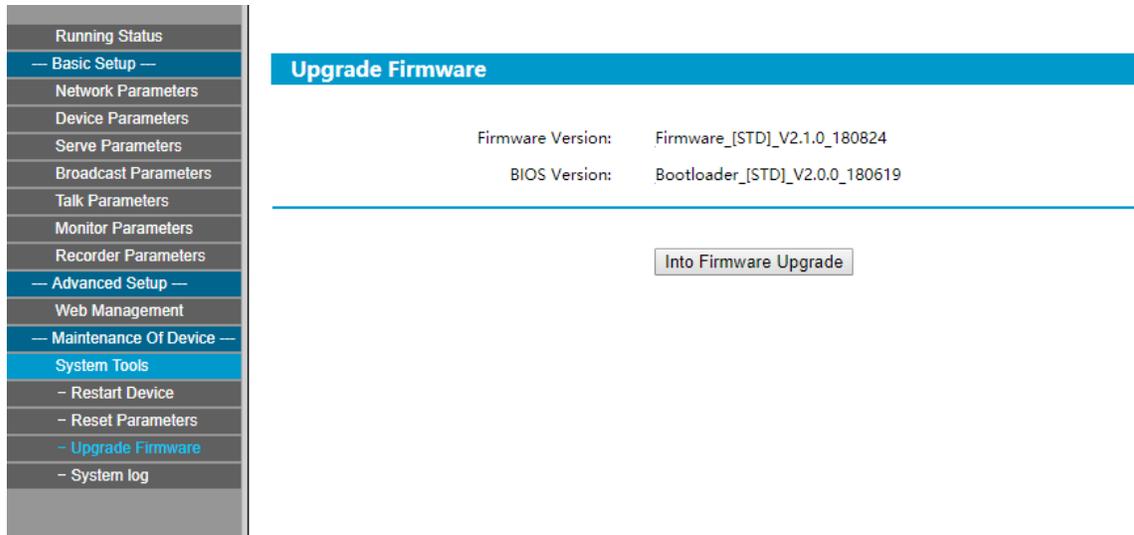


3.13. Firmware Upgrade

Click “System Tools” and “Upgrade Firmware” to enter the firmware upgrade page.

Click on “Into Firmware Upgrade” to put the device in firmware upgrade mode.

Note: Please do not upgrade the firmware without any special needs or reason.



3.14. Systems Log

The log file contains all system events.

Click “Clear All The Log” to empty the log.

Index	The Log Content
1	08-23 14:41:36 Local Talking begin: 0
2	08-23 14:41:36 Local Talking end: 0
3	08-23 14:41:37 Local Talking begin: 0
4	08-23 14:41:39 Local Talking end: 0
5	08-23 14:45:38 Receive broadcast begin: 234.0.0.7 : 0
6	08-23 14:45:38 Receive broadcast end: 234.0.0.7 : 0
7	08-23 14:45:38 Receive broadcast begin: 234.0.0.7 : 0
8	08-23 14:47:45 Receive broadcast end: 234.0.0.7 : 0
9	08-23 14:52:24 Request talking begin: 192.168.1.22 : 2046
10	08-23 14:52:27 Request talking begin: 192.168.1.22 : 2046

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) [11](#) [12](#) [13](#) [14](#) [15](#) [16](#) [17](#) [18](#) [19](#) [20](#) [21](#) [22](#) [23](#) [24](#) [25](#) [26](#) [27](#) [28](#) [29](#) [30](#) [31](#) [32](#) [33](#) [34](#) [35](#) [36](#) [37](#) [38](#)

4. Basic Functions

4.1. Local Intercom

After connecting the internal and external window intercom modules, turn on the power.

Press the intercom button of internal window intercom (the blue light goes ON). The internal window intercom can perform digital full-duplex HD intercom with the external window intercom. Press the intercom button again to end the intercom (the blue light goes OFF).

In coordination with an IP HD recording server, full-duplex 32K or 16K HD intercom can be achieved.

4.2. Warm Prompt

During intercom conversation, press shortly on the voice broadcast button (left button). The window intercom system will automatically broadcast the welcome prompt "Hello, welcome". Press longer on the left button to broadcast the goodbye prompt "Thank you, welcome next time." Press the button again or short press any other buttons to end the prompt during broadcasting.

4.3. Receiving Broadcasts

Are automatically answered without pressing any button.

4.4. Recording

The internal window intercom can output analog audio and be connected to a DVR to automatically record on the hard disk of the recorder.

4.5. Engineering Mode

- 1) When the device is in the standby state, long press the intercom button and the left button at the same time.
- 2) Release the button after hearing 3 key clicks and the intercom button is ON, enter the engineering mode (the left and right button are always ON, the intercom button flashing).

3) Press the left button to adjust the volume of internal unit:

- Click once to increase the volume.
- Long press to decrease the volume.

Press the right button to adjust the volume of external unit:

- Click once to increase the volume.
- Long press to decrease the volume.

4) After adjusting the volume, long press the intercom button and release after hearing 2 key clicks. At this time, all the button lights are OFF, and the new volume levels are saved.

5. Advanced Functions

5.1. Three-way Calling

5.1.1. Key Operation Feature

This feature is suitable for three-way communication such as banking counters, airports or information centers. When conflict arises between the client and employee, touch one button and the escalation manager can remotely join into the conversation seamlessly.

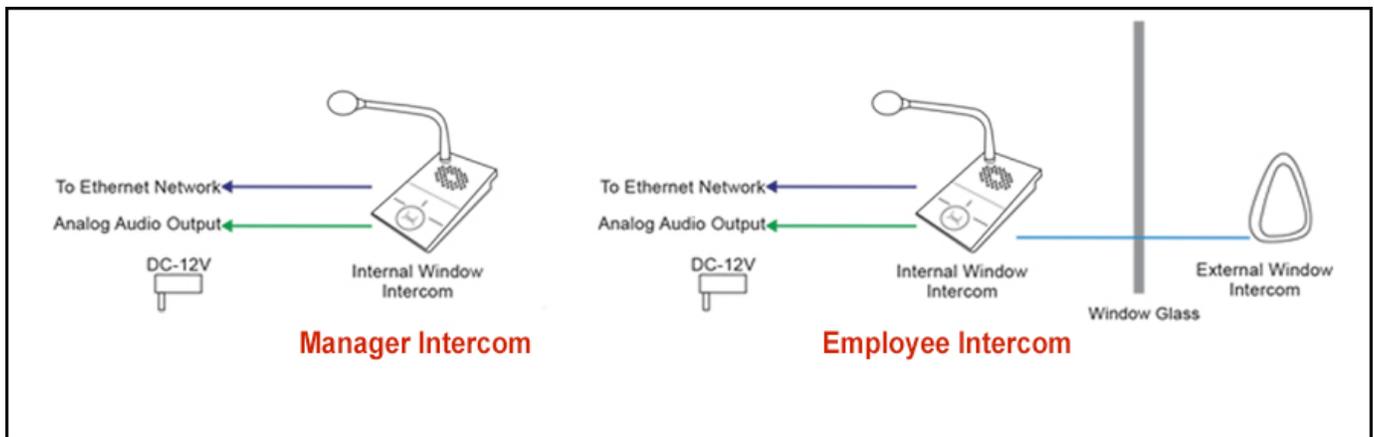


Figure 1: Three-party intercom communication over the network with the escalation manager intercom

5.1.2. Configuration

During an intercom conversation with the client, follow these steps on how to activate and add the escalation manager into the conversation to make a three-way call.

- 1) Open the browser of the employee window Intercom and type the assigned IP address of N-XC65 into the web address page.

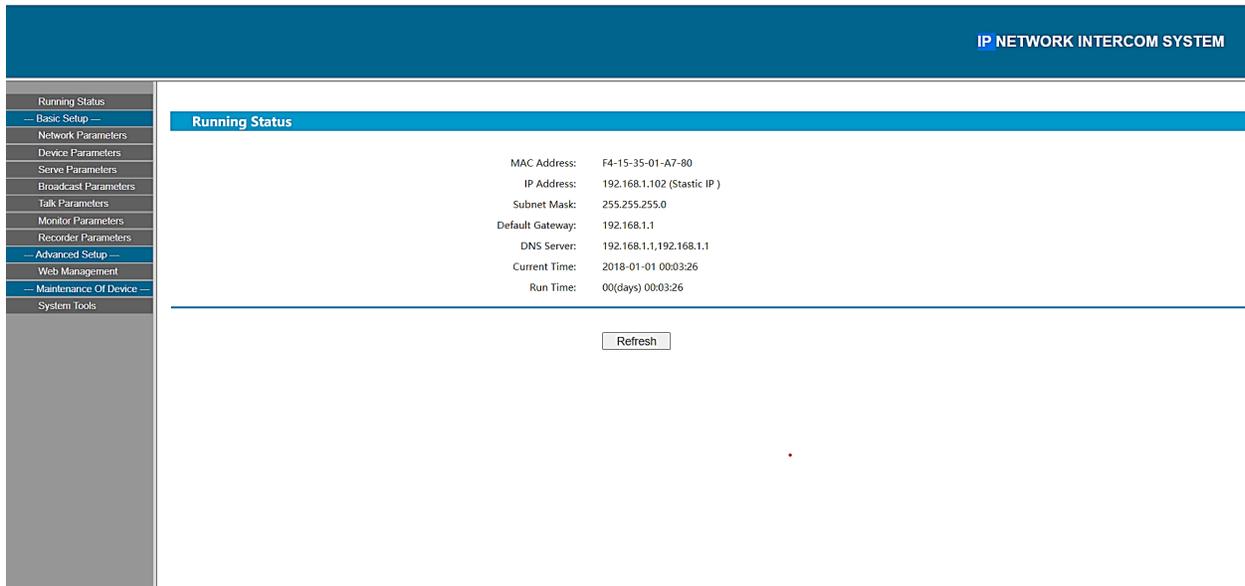


Figure 2: Intercom running status page

- 2) Click on "Talk Parameters" and use the dropdown menu to "Enable Triple Talk" and check the "Enable Off-line Talk" option. Insert IP address and the port of the escalation manager's intercom in the "Off-line left key call" field. To add another intercom unit (employee, supervisor, manager); fill the "Off-line right key call" field.

The default communication port of N-XC65-W is 2046.

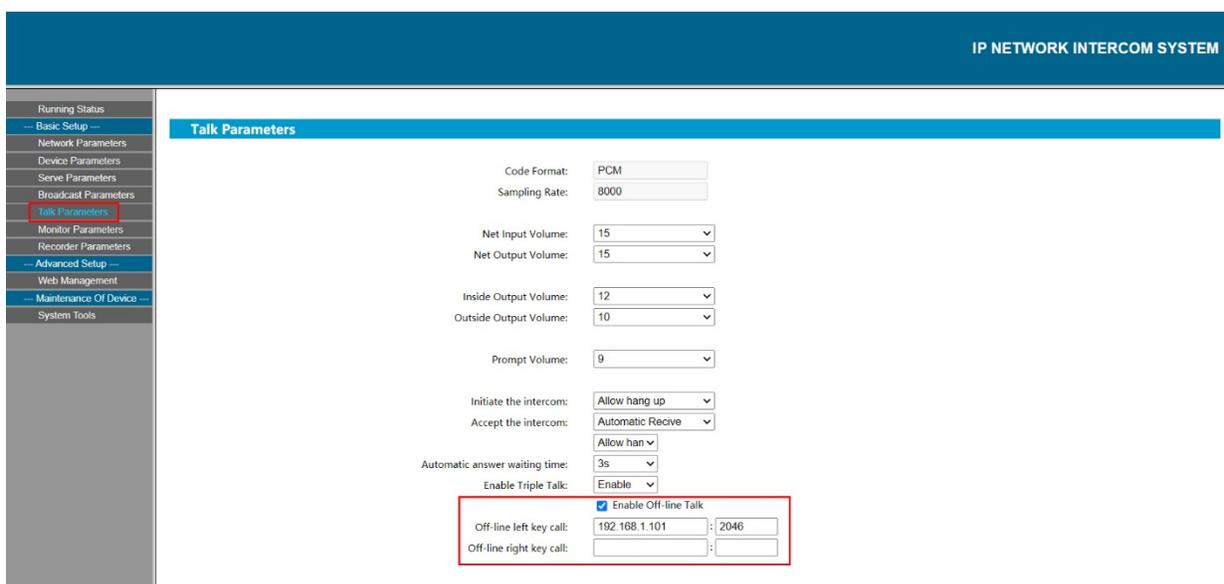


Figure 3: Employee intercom: select option to enable and add the IP address of escalation manager's intercom

5.1.3. Unit Operation

1) Press either the off-line left or right key call as indicated below to start a second call.



Figure 3: Employee Intercom

2) By pressing the left or right key, a call is placed to the escalation manager's intercom station.

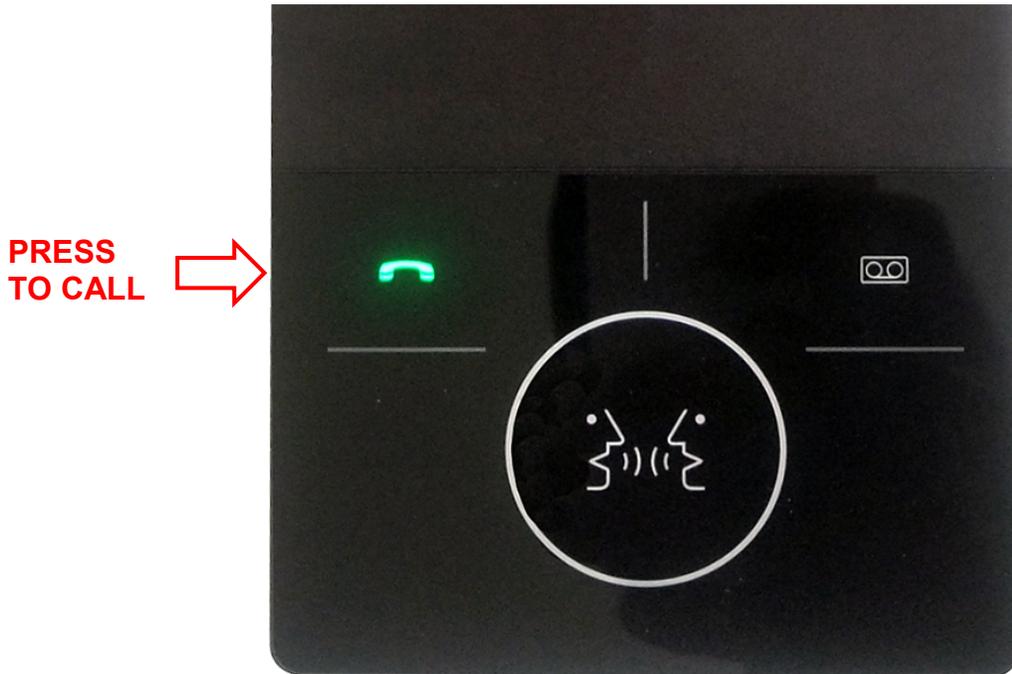


Figure 4: Employee Intercom: Press call

- 3) The escalation manager's intercom can accept that call by either pressing the blinking green button or it will automatically connect after two rings. Once accepted, the client microphone is put on hold.

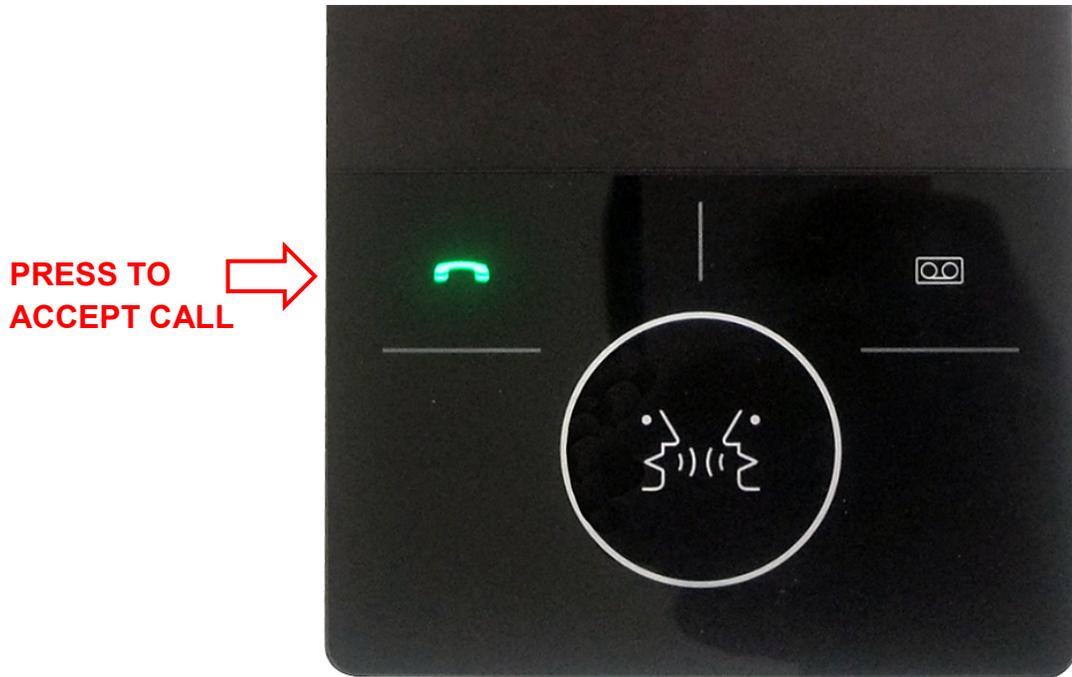


Figure 5: Escalation manager's Intercom gets the blinking green indicator to accept the call

- 4) When a two-way call is established, you can engage the client microphone again by pressing the talk button of the employee Intercom to start a three-way call. You can disengage the client microphone again by pressing Talk Button.

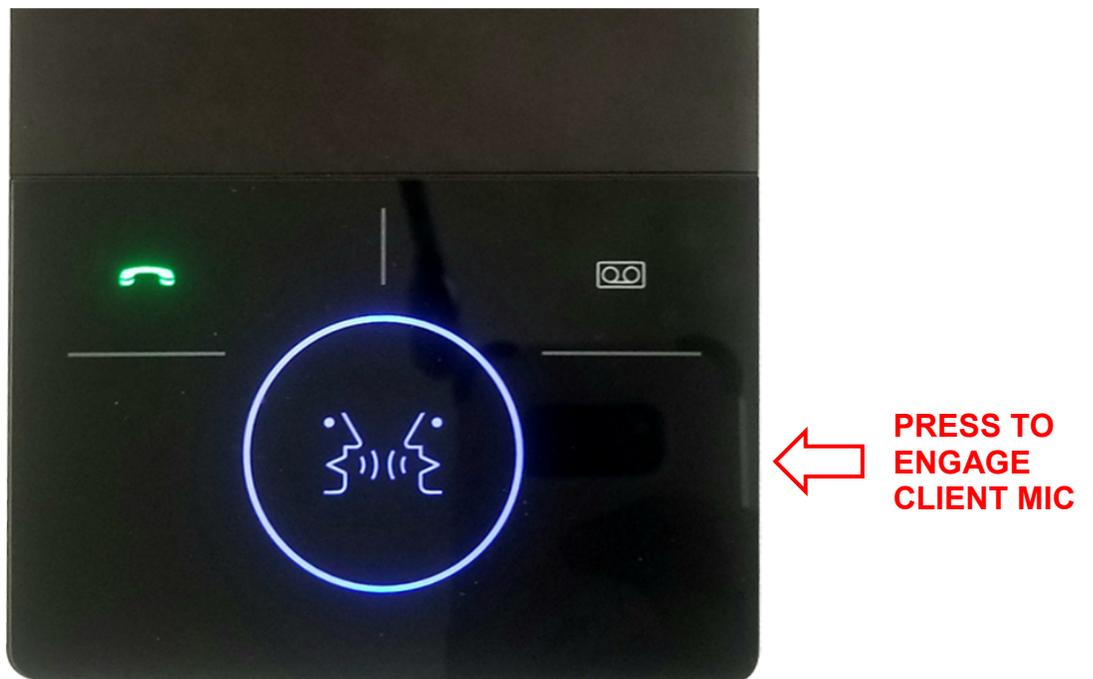


Figure 6: Press talk button to create the three-way call

5.2. Customization of Messages

In this section, you will learn how to change the default welcome and good-bye messages.

5.2.1. Record your message

First, record your welcome or good-bye message into a wav file. Many tools are available that can help you record a WAV file in Windows 10.

5.2.2. Transfer your recorded message via FTP client

Before starting, you should have [WinSCP](#) or any other ftp software installed.

Before you connect, you must have the below factory default information from your unit:

- Default IP address: 192.168.1.101
- Default username: admin
- Default password: admin

Connecting PC to Intercom

Start WinSCP. [Login Dialog](#) will appear.

In the dialog:

- In Login window, from the *File protocol* dropdown select SFTP invocation method.
- Enter IP 192.168.1.101 into *Host name* field, username to *User name* and password to *Password*
- Press *Login* to connect.
- Once you have an FTP session, you can drag and drop the file into file directory.

NOTE: You may want to [save your session details](#) for quicker site logins in the future. Press Save button and type site name.

- Ensure your recorded messages have the same file name as in the N-XC65-W directory structure, “welcome.wav” and “end.wav” (*good-bye*).
- With the two file locations displayed in the FTP session, you can drag the file from the folder where the recorded message is and drop the file into the N-XC65-W file directory.
- Once you upload the file, you can power off and power on the unit to activate the new file on your next restart.

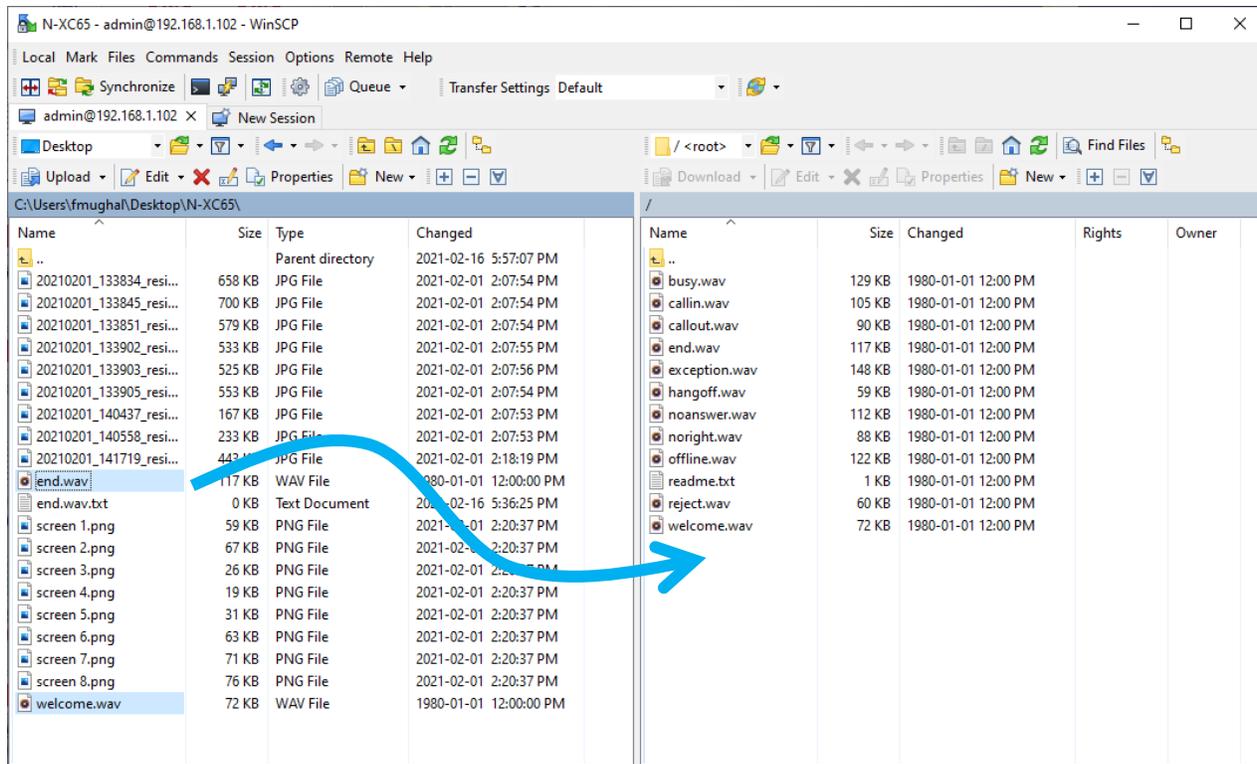


Figure 7: Drag and Drop the customized messages

6. Troubleshooting

6.1. Why can't the terminal talk to others?

1. Check the internal window intercom logs with regards to the server.
2. Check whether the mapping settings of the server are correct.

6.2. Why the terminal is “offline”?

1. Check the server software and the firewall. It's advised to stop all firewalls before launching the software on the server (including Windows built-in firewall and other antivirus software firewall).
2. Check the network connection. After the terminal has been powered on, the network port light should normally be green. When the network port light is flashing orange (fast and slow), it means that the network cable is connected normally. If the network port light is not green, it means a network related problem. Please check the terminal network cable and LAN switch whether they work normal, not damaged or disconnected etc.
3. Check the terminal IP parameters: terminal IP, terminal ID, sever IP, local IP, gateway IP, etc.

6.3. Web Page is behaving abnormally?

Please clear the web browser cache or use another web browser.

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