

Control4® Smart Home Intercom Guide

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Contents

Introduction	2	Touch screen in-call menu and options	7
Setting up your system	2	Smartphone in-call menu and options	7
Using intercom with older systems	2	Making a group call from a touch screen	7
Using intercom with your smartphone	2	Making a group call from a smartphone	7
Install the Control4 Intercom Anywhere app	3	Monitoring a room	8
Send a message	4	Managing your intercom groups	8
Touch screen intercom menu overview	4	Settings	9
Create groups	4		
Intercom settings	4		
Smartphone intercom menu overview	5		
Using your intercom system	6		
Answering a door station call	6		
Making a one-to-one call	6		
Answering a call on a touch screen	6		
Answering a call on a smartphone	6		

Introduction

Whether you're at home or away, stay in touch with your entire household with the Control4 intercom system.

Send live video messages to the whole house, a single room, or a group of rooms—remotely or from a touch screen.

Depending on your system,

- Answer the door for deliveries—while you're at home or way
- Check on children or elderly parents
- Call the family to dinner
- ...and much more.

In this guide, learn to send intercom messages, add smartphones to your intercom system, adjust your call/answer settings, and create intercom groups to send messages to several rooms at once (such as the main floor, kids' rooms, and play areas).

Setting up your system

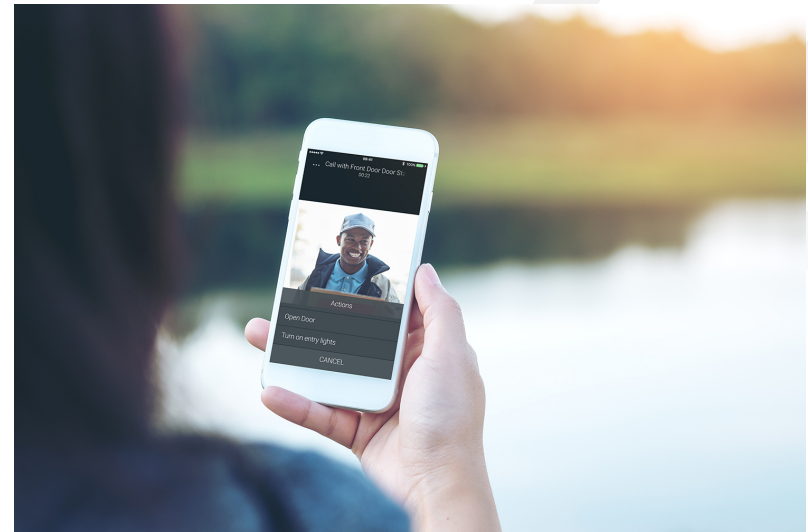
To begin using the Control4 intercom system, your home must have:

- At least two intercom-enabled devices (examples below).

Using intercom with older systems

If you do not need to integrate a smartphone with your Control4 intercom system, your intercom system can use older devices, including:

- 7" In-Wall Touch Screens (audio only)
- 7" In-Wall Touch Screens with Camera (audio and video)
- 7" Portable Touch Screens with Camera (audio and video, local only),
- Control4 Door Station (audio only)



Using intercom with your smartphone

If you want to use your smartphone with the Control4 Intercom system, you will need:

- A compatible smartphone (see below)
- An annual subscription to Control4 4Sight
- Compatible intercom-enabled devices.
- A Control4 account for each smartphone user you would like to add

A compatible smartphone

The Intercom Anywhere app works with both Android (v. 5.1 and newer) and iOS devices (v. 10 and newer).

An annual 4Sight subscription

With a 4Sight subscription (about \$10/month), you can use your smartphone with your intercom system. 4Sight also lets you manage your own automations, integrate with Amazon Alexa, and more. For more information about 4Sight, speak with your dealer or see customer.control4.com.

Compatible intercom-enabled devices

Control4 intercom-enabled devices include Door Stations and Touch Screens:

Door Stations are installed next to an entrance and include a security camera, two-way intercom, numbered keypad, and doorbell. With a Door Station, screen visitors, answer a door remotely, and require visitors to enter a security code upon arrival.

- If you have a DS2 or DS2 Mini or higher, answer the door remotely with your smartphone*.

A **Control4 Touch Screen** is usually installed in the main rooms in your house and is used to control your automated home.

- If you have a T3 Series Touch Screen or higher, you can make intercom announcements and calls from your smartphone.

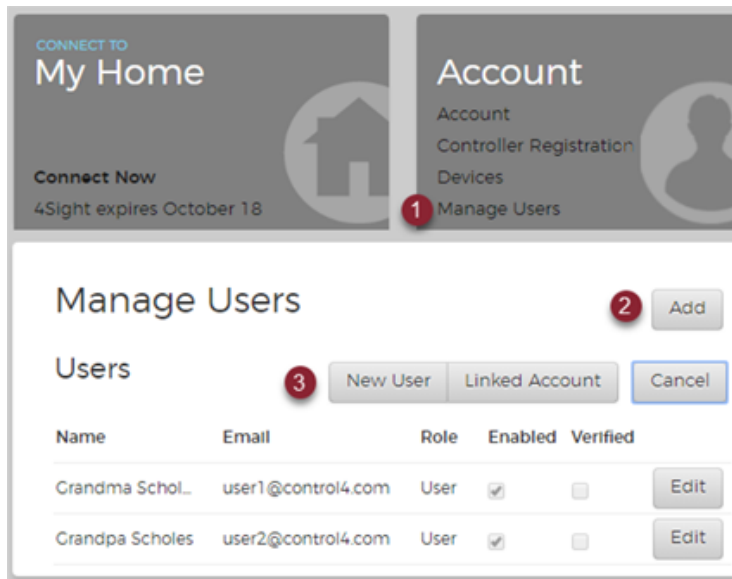
**Ask your dealer if the devices in your smarthome are compatible with the Intercom Anywhere smartphone app.*

A Control4 user profile for each smartphone

Before adding a smartphone to your intercom system, you must create a secure user profile for each smartphone that will be added to Control4.

To create a new user profile,

- 1 Log in to your Control4 account at customer.control4.com.



- 2 Under **Account**, select **Manage Users > Add > New User**.
- 3 Enter a name, email, and password, and select any permissions you want to grant to the user.
- 4 Under **Activate**, select *This user is enabled* and click **Save** to enable the new user. An invitation will be emailed to the new user.

Make sure the invitation is accepted before installing the Intercom Anywhere smartphone app.

Connecting your smartphone

To connect a smartphone with the Control4 intercom system, start by installing the Intercom Anywhere app on each smartphone.

Install the Control4 Intercom Anywhere app

- 1 Install the Control4 Intercom Anywhere app on each smartphone from the Google Play Store or the Apple App Store. (Search for "Control4 Intercom.")
- 2 After the app is installed, tap the **Control4 Intercom** icon to open the app.
- 3 The first time you open the app, enter your Control4 user profile user name and password.



(This will connect the smartphone with the Control4 intercom system.)

Congratulations! The smartphone is connected to the Control4 intercom system and is ready to use.

Touch screen intercom menu overview

Send a message

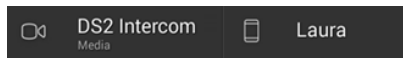
With the icons on the home page, send a message to a single room, a group of rooms, or the entire house.

Message a single room

To message a single room,

- 1 From the touch screen, tap the Intercom icon.

A list of your home's intercom devices (such as a touch screen, mobile device, or door station) displays.



- 2 Tap a device icon and start speaking to send your message


Message a group of rooms

Broadcast a message to several rooms at once using an intercom group.

Creating a group of intercom devices allows you to use your Control4 intercom system to contact whomever you want in different parts of your home (instructions follow).

To message a group of rooms,

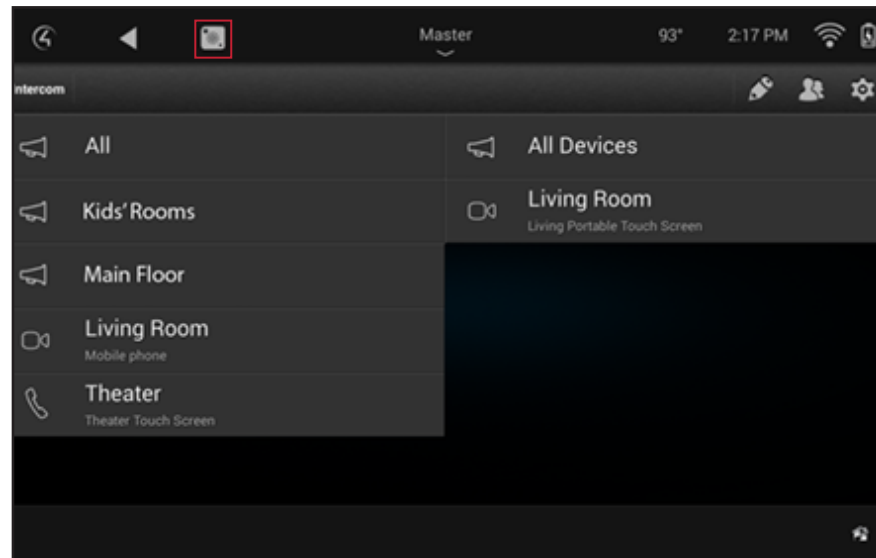
- 1 From the touch screen, tap the Intercom icon.

A list of intercom devices and intercom device groups displays, with a megaphone icon  next to each intercom group.

- 2 Tap an intercom group and start speaking to send a message.

Once your intercom system is activated, an intercom icon displays at the top of each Control4 touch screen.

Tap the Intercom icon to send an intercom message, adjust your settings, and more.



Message the entire house

To broadcast a message to the entire house,

- 1 From the touch screen, tap the Intercom icon.

A list of intercom devices and intercom groups displays.

- 2 Tap the icon for the **All** group.



- 3 Start speaking to broadcast a message to the entire house.

Create groups


With an intercom group, send a message to several rooms at once (for example to the main floor, all kids' rooms, and so on).

To create an intercom group,

- 1 From the touch screen, tap the Intercom icon. Then tap the **Groups** icon.



- 2 Select the devices you want to include in the group and tap **Next**.

 **Tip:** Smartphones cannot be added to intercom groups.

- 3 Type a name for the group, and tap **Save**. Once the group is saved, it will display on the main screen and is ready to use.

- 4 To edit an existing group, tap the edit icon.



Intercom settings

Tap the **Settings** icon to control the behavior of the intercom device, such as Do Not Disturb, Auto Answer, volume controls, and more.



Smartphone intercom menu overview

After setting up your smartphone to work with your intercom system, use it to answer the door remotely, make announcements throughout the house, and more.

On your smartphone, tap to open the Intercom Anywhere app. The Intercom Anywhere home screen displays all of your home's intercom devices and intercom groups. From here, make a call, adjust your settings, and more.

Intercom settings

Tap the **Settings** icon to change device settings, such as Do Not Disturb, Ring Tone, Video Quality, and more.

Call a group

With an intercom group, send a message to several rooms in your home at once.

A broadcast icon displays next to each intercom group*.



Tap the icon for an intercom group to start broadcasting a message from your smartphone.

To call your entire house, tap the **All** group.

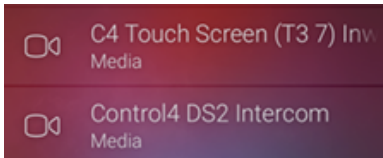


Tapping the **All** group calls all intercom devices in your home—and then initiates an intercom call with the first device to answer.

*Intercom groups must be created from the Control4 touch screen.

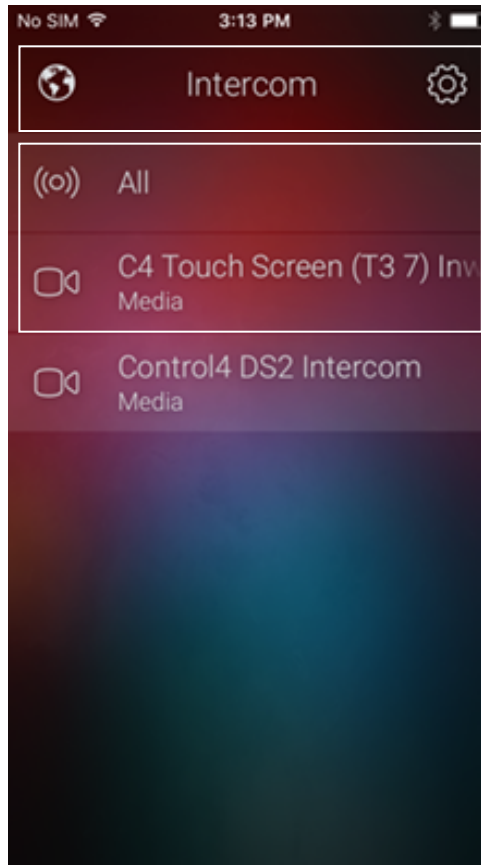
Intercom devices

Individual intercom devices display with an icon, their name, and location.



Icons indicate the device type and video or audio-only intercom capabilities.

Tap an icon to call a device.



Using your intercom system

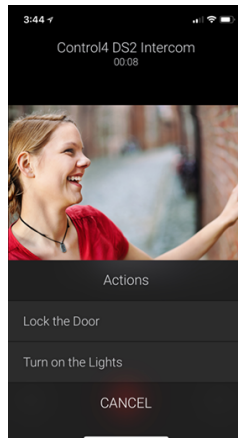
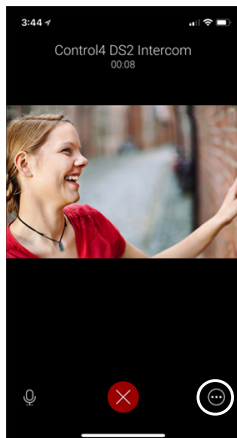
Use the intercom system to:

- Answer the door with your smartphone or touch screen
- Broadcast a message to
 - ...your entire home
 - ...a group of rooms
 - ...or a single room
- Monitor your child's room
- Change intercom device settings
- Add, edit, or delete intercom groups
- ...and much more!

Answering a door station call

When someone rings the doorbell on your Control4 door station, you can see and hear who is calling before you answer the door. Your dealer can configure which devices and touch screens are automatically called when the doorbell is pressed.

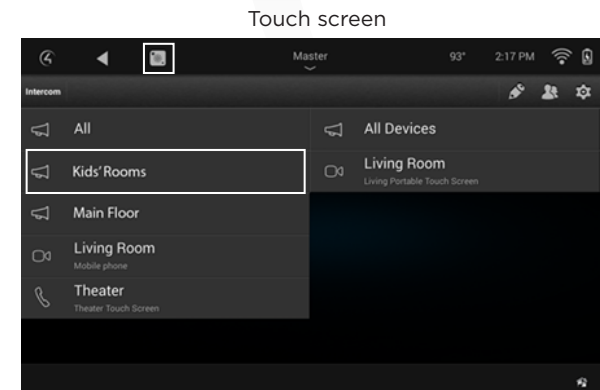
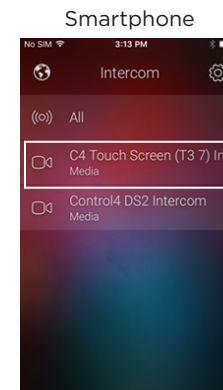
- 1 When the doorbell rings, you can see the video from the door station or camera on your touch screen or smartphone (DS2 and DS2 Mini only).
- 2 Using the icons, answer or ignore the call. After answering, speak into the touch screen or smartphone.
- 3 If your dealer set up the door station's custom buttons (such as **Unlock Door** or **Turn on Light**), tap them to trigger a custom action.
 - From a touch screen, tap to select the desired custom button.
 - From a smartphone, tap the **More** button (...) and then tap to select the desired custom button.



Making a one-to-one call

To use the intercom to communicate with a single device (such as when you need to answer the door), make a one-to-one call. One-to-one calls allow one intercom-enabled device (such as a door station) to call another (such as a smartphone or touch screen).

- 1 From your smartphone or touch screen, tap the **Control4 Intercom** icon. Then, tap the icon for another device to start a one-to-one call.






Answering a call on a touch screen

When someone is calling the touch screen in your room, the touch screen rings and displays answer and ignore buttons.

- 1 Tap an icon to answer or ignore the call.



Choose to answer with audio  or video  or to ignore the call .






Note: If **Auto Answer** is enabled, these buttons will not display on the touch screen. Instead, the call will automatically answer, and an *End Call* button will display on the screen.

Answering a call on a smartphone




- 1 When a device on your intercom system calls your smartphone, use these icons to answer or ignore the call.



Tap to answer with audio  or video  or ignore the call .




Touch screen in-call menu and options

These buttons appear during a call (buttons may vary by touch screen):


-  **Volume**—Tap to adjust the speaker volume on the touch screen.
-  **Mic volume**—Tap to adjust the microphone level on the touch screen.
-  **Video**—Tap to enable or disable video while in the call.

Call control buttons—Use to answer a call, reject a call, end a call, or end a call and call back the sender.



Answer with audio  or video  or ignore the call .





The buttons may vary by device and type of intercom call.

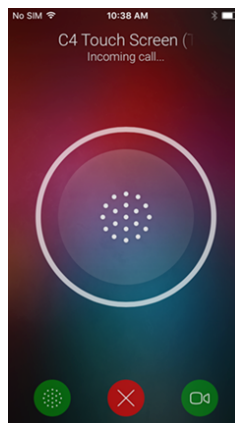
-  **Note:** Buttons may vary by device and type of intercom call. For example, some touch screens allow the recipient to end a call or to end the call and call back the sender.



Smartphone in-call menu and options

During a call, these buttons appear on your smartphone:

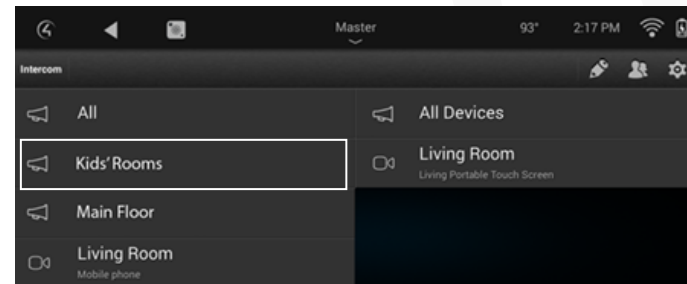
-  **Audio**—Tap to enable or disable your smartphone's audio.
-  **Camera**—Tap to enable or disable your smartphone's camera.
-  **Flip camera**—Tap to switch between front- and rear-facing cameras on your smartphone.
-  **End call**—Tap to end the call.




Making a group call from a touch screen

With a group call, you can invite your whole family to come to dinner with just one tap in the intercom menu.

- 1 Select the intercom icon on your touch screen.
- 2 Select **Custom Call**.
- 3 Select the group of intercom devices you want to include in the call, then tap the name of the group to place the call.




-  **Note:**
 - When a group call is made from a touch screen, the call acts as a “broadcasted message.” All devices in the group automatically receive the message at the same time.
 - Smartphones will not receive group calls.
 - A group call between different types of touch screens may not behave the same as between touch screens of the same type. Ask your dealer for more details.

Making a group call from a smartphone


When making a group call from a smartphone, all devices in the selected group will ring (for example, all touch screens on the main floor), but only the first device to answer it will receive the call.

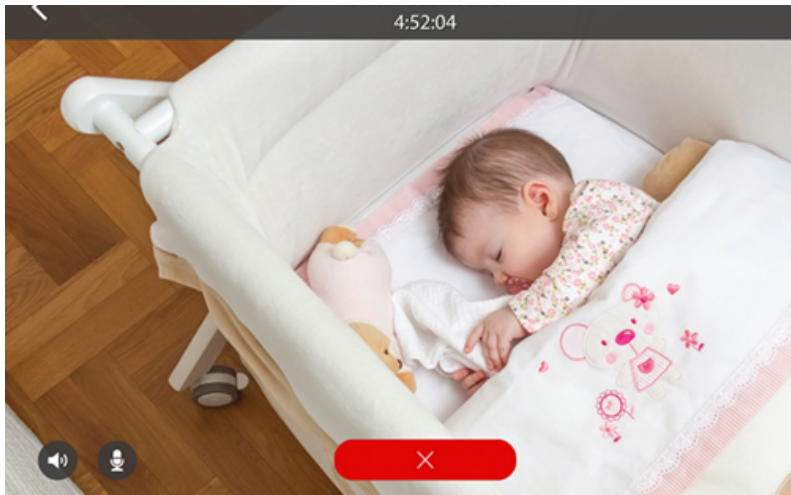
- 1 Open the Control4 Intercom Anywhere app.
- 2 Tap the name of the intercom group that includes the devices you want to call. The call will be placed.

-  **Note:** If the intercom properties are set to “Do Not Disturb,” the intercom device in that room will not receive the group call. See “Settings” for more information.

Monitoring a room

With your Control4 intercom system, you can easily monitor another intercom device (such as a touch screen), so it's perfect as a baby monitor or for monitoring your elderly parents while you're at work.

- 1 To configure your touch screen as a monitored device, tap **Settings**  from the intercom home page and enable **Monitor Mode**. **Monitor Mode** must be enabled on the device you want to listen to, for example, the touch screen in the baby's room.
- 2 After **Monitor Mode** is enabled, simply call that intercom device (call the touch screen in the baby's room) to start monitoring.



One-way video and audio is sent from the monitored device to the device that started the call. (No audio or video is sent from the device that started the call while **Monitor Mode** is enabled.)

- 3 Tap the "x" to stop monitoring.



Tip: An alternate camera view (enabled on the intercom device by your dealer) can be configured to get the perfect view of your baby.

Managing your intercom groups


Creating a group of intercom devices allows you to use your Control4 intercom system to easily contact whomever you want in different parts of your home. Your intercom groups can be easily created and modified from your touch screen. Your dealer can also configure intercom groups with the Composer Pro Communication agent.

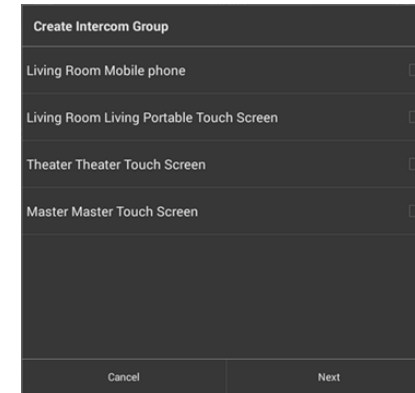



Note: Groups cannot be managed on the Control4 Intercom Anywhere app on a smartphone.

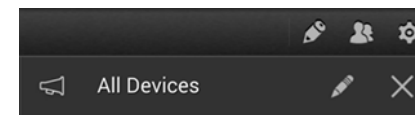


Note: You cannot add smartphones to intercom groups.

- 1 Use your touch screen to create an intercom group.
- 2 From the touch screen, open the intercom menu.
- 3 Tap the **Groups** icon , then select each intercom device you want to include in the group.




- 4 To edit or delete existing intercom groups from your touch screen, tap the edit icon  on the intercom home screen, then tap **Edit** or **Delete** next to the group you want to edit or delete.

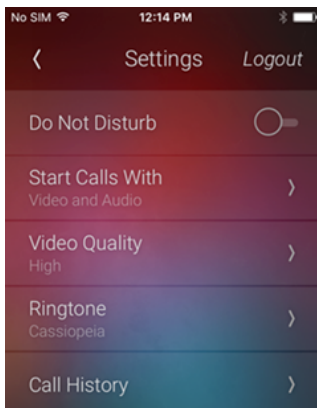


Settings

Use **Settings** to adjust intercom preferences for your smartphone or touch screen.

Changing smartphone settings

To adjust the Control4 intercom settings on your smartphone, open Control4 Intercom Anywhere app and tap the settings icon  on the main page.



Do Not Disturb—If enabled, your smartphone will not ring when the doorbell is pressed.


Start Calls With—Select whether to answer incoming calls with video or audio only.

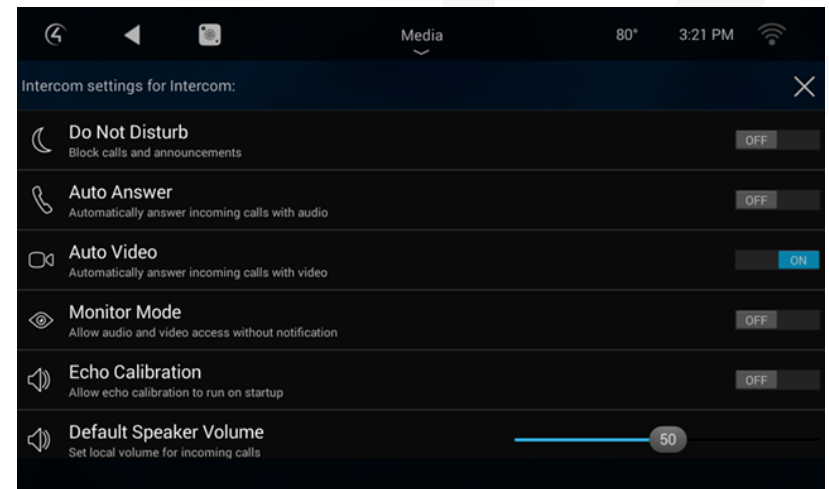
Video Quality—Select **High** or **Low**.

Ringtone—Select the ringtone for Control4 Intercom calls.

Call History—Review past incoming and outgoing intercom calls.

Changing touch screen settings

To adjust the Control4 intercom settings on your touch screen, open the intercom and tap the settings icon  on the home page to configure intercom for that touch screen. *These settings can also be modified by your dealer.*



Do Not Disturb—If enabled, your touch screen will not ring when the doorbell is pressed or a group call is started. The touch screen will also not show as available for a one-to-one call.

Auto Answer—If enabled, your touch screen will automatically answer an incoming call.

Auto Video—If enabled, your touch screen will automatically send video when a call is made or answered.

Monitor Mode—Configures your touch screen to allow the room to be monitored. See "Monitoring your child's room."

Default Speaker Volume—Adjust the slider to set the speaker volume for an intercom call. The speaker volume can also be adjusted during a call.

Default Microphone Volume—Adjust the slider to set the microphone volume for an intercom call. The microphone volume can also be adjusted during a call.

Ring Volume—Adjust the slider to set the ring volume for the touch screen.

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Spread

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All Media Guide

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