



*Video Intercom Community*  
*App User Guide*  
*S.iCITY-VIC*

Thank you for choosing a Panasonic product. This guide explains the Community Mode features of the "S.iCITY-VIC" App. Please read it carefully before use and retain it for future reference.

# Document Description

This manual explains how to download and use the "S.iCITY-VIC" App, focusing on features such as video intercom, access control, and event recording. It includes usage instructions for both Local Community Mode and Cloud Community Mode. For Single-House Mode, please refer to a separate manual.

## Version Update List

Version	Date & Time	Description
V1.00	26-MAR-2025	Published the first version.
V1.10	14-APR-2025	Separate the manual for Community and Sigle House Models
V1.20	18-APR-2025	Language and Clarity

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# *Section 1*

## *Preparation Before Use*

This section details the procedures for downloading the "S.iCITY-VIC" App, registering an account, and binding the App account and devices to the home system.

## 1.1 Download and Install App

iOS: Search "S.iCITY-VIC" in App Store and install.

Android: Search "S.iCITY-VIC" in Google Play and install.

### Requirement

iOS: iOS 11+, 1280x720 screen minimum resolution.

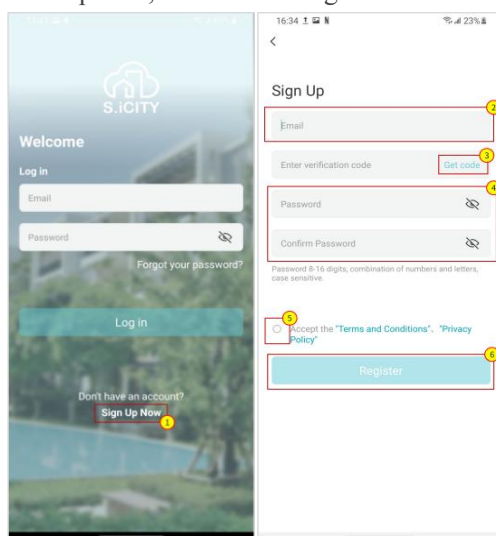
Android: Android 6+, 1280x720 screen minimum resolution.

### Important Notes

- **Permissions Required:** Users must grant App access to **Mobile Data/Wi-Fi**, **microphone**, and **speaker** for full functionality.
- **Compatibility Issues:** The "S.iCITY-VIC" App may malfunction due to:
  - No network connection
  - Outdated mobile operating system
- **OS Updates:** Mobile operating systems are frequently updated. The App's supported OS versions may change accordingly.
- **Unsupported Android Devices:** The App is **not compatible** with:
  - Android devices not supported by Google Play
  - Android devices with insufficient hardware capabilities

## 1.2 Register Account

After installing the App on your mobile phone, the user can register an account with the following steps:

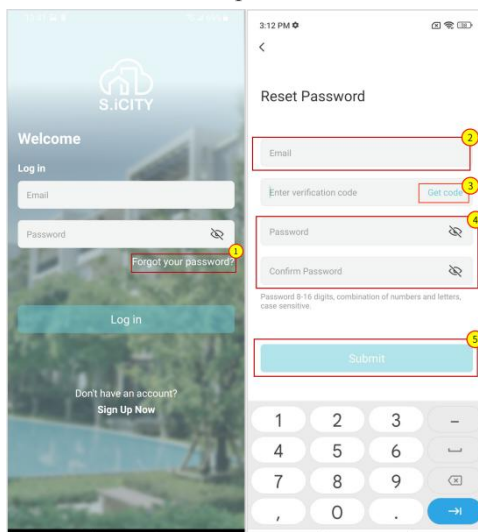


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- |        |   |
|--------|---|
| Step 1 | Start the "S.iCITY-VIC" App by tapping its icon.  |
| Step 2 | Tap "Sign Up Now" on the login page to register an account.   |
| Step 3 | Enter your email address in the "Email" field.  |
| Step 4 | After entering the correct email address, tap the "Get Code" button - the system will send a verification code to your email. |
| Step 5 | Enter the verification code from your email, then create your password in the "Password" and "Confirm Password" fields.       |
| Step 6 | Check the boxes for "Terms and Conditions" and "Privacy Policy". Tap these links to view details.                             |
| Step 7 | Tap "Register" to complete registration. You can then log in using your email address and password.                           |

## 1.3 Forget Passwords

If the user forgets the passwords, the user can reset the passwords with the following steps:



P1-2

- Step 1 Start the "S.iCITY-VIC" App by tapping its icon.
- Step 2 Tap "Forgot your password?" button in the login page.
- Step 3 Enter the email address in the "Email" input box.
- Step 4 Tap the "Get Code" button, then the system will send the verification code to your email.
- Step 5 Enter the code that you get from the email, then enter the new passwords into the "Password" input box and "Confirm Password" input box.
- Step 6 Tap "Submit" button. Then the user can login with the email address and the new passwords.

## 1.4 Bind to the Home

After the App account is registered, the user should bind the account to a home. This allows visitors to call the user through the App via the Lobby Station and enables the user to view call records and messages related to their home.

The device installed in the home supports three modes: Local Community Mode, Cloud Community Mode, and Single-House Mode. This document primarily covers Local Community Mode and Cloud Community Mode. For Single-House Mode, please refer to a separate manual.

In Local Community Mode, home and device data are pre-configured by the local community manager. Therefore, the App account can only be bound to the home through the community manager.

In Cloud Community Mode, home and device data are managed by the cloud community manager. In this case, users can bind their App account either through the community manager or by scanning the QR code displayed on the Room Monitor.

### *Local Community Mode*

For Room Monitors model VL-MCX0X0 operating in "Local Community Mode" (indicated by the "□□" in the bottom right corner of the main screen), users must visit the community management office to register their App account. The manager will then add them as residents to the home and configure their App account.

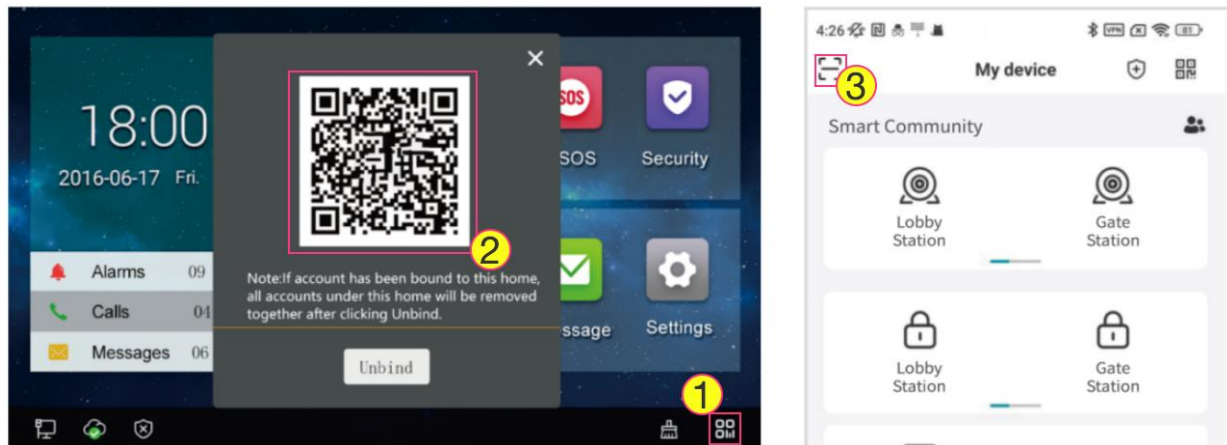
Once the account is successfully bound to the home and designated as the "master" account, the user can invite additional accounts through the "More → Member Management" function. For detailed instructions, refer to Section 3.3.

### *Cloud Community Mode*

For the Room Monitor VL-MCX0X0 operating in "Cloud Community Mode" (indicated by a "□□□" icon in the bottom right corner of the main screen), the user can bind the App account to the home using two methods.

The first method is to visit the community management office and present the App account to the manager. The manager will then add residents to this home and configure the App account for them. If the manager sets the App account as the "master" account, the user can invite other accounts to the home.

The second method is to tap the "QR" icon in the bottom right corner of the Room Monitor's main screen. After the QR code appears, scan it with the App. The App will then bind to the home and be set as the "master" account. The "master" account can subsequently invite other accounts to this home.



P1-3

### Note :

For Community Mode (Local Community or Cloud Community), if the manager disables the cloud intercom function for a home:

- The App will not receive intercom calls
- Cannot call the Guard Station
- Cannot monitor device videos
- Contact the community manager to enable the cloud intercom function.

For Community Mode:

- The number of bound App accounts is unlimited
- Only 6 accounts can use cloud intercom

Other accounts can access all App functions except:

- Cloud intercom
- Video monitoring

## *Section 2*

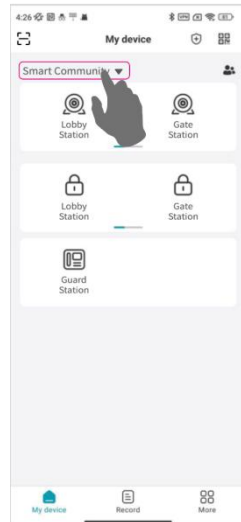
### *Using the App*

In this section, the document describes the main functions of the App, including home switching, video intercom, video surveillance, access control, remote arming, recording, and other functions.

## 2.1 Change Active Home

If the user has bound their App account to multiple homes, they can set an active home to view records, monitor video feeds, and use access control functions for that specific home.

The user should tap the "Community & Home" label on the "My Device" page, then select the desired home from the pop-up list to set it as the current active home.



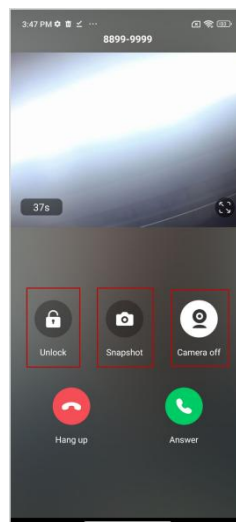
P2-1

## 2.2 Video Intercom

The user can receive a call or call the Guard Station in the video intercom function.

### *Receiving a Call*

When a visitor uses the Lobby Station, Door Station, or Guard Station to make a call, the App will start ringing automatically.



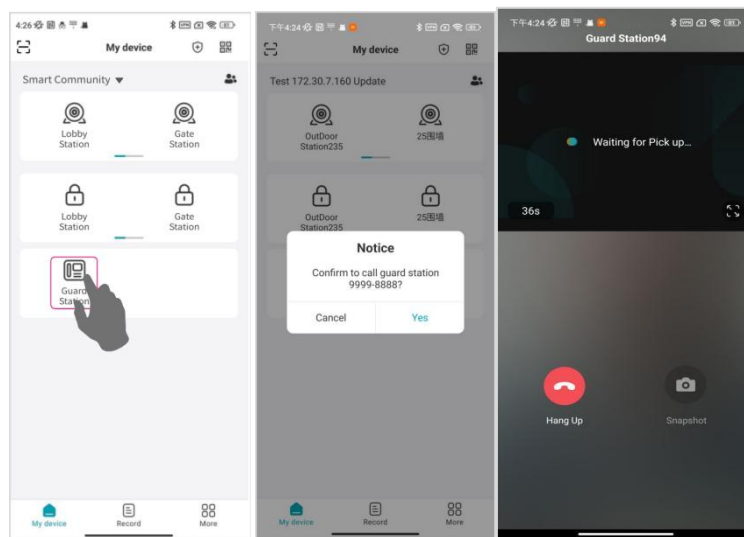
P2-2

The user can answer or reject the call by tapping the "Answer" or "Hang up" button. The user can also tap the "Unlock" button to unlock the door, tap the "Snapshot" button to take snapshots, and tap the "Camera off" button to turn off the video for voice-only intercom.

If multiple homes are associated with the account, calls to any home will make the App ring, regardless of which home is currently active.

## Calling Guard Station

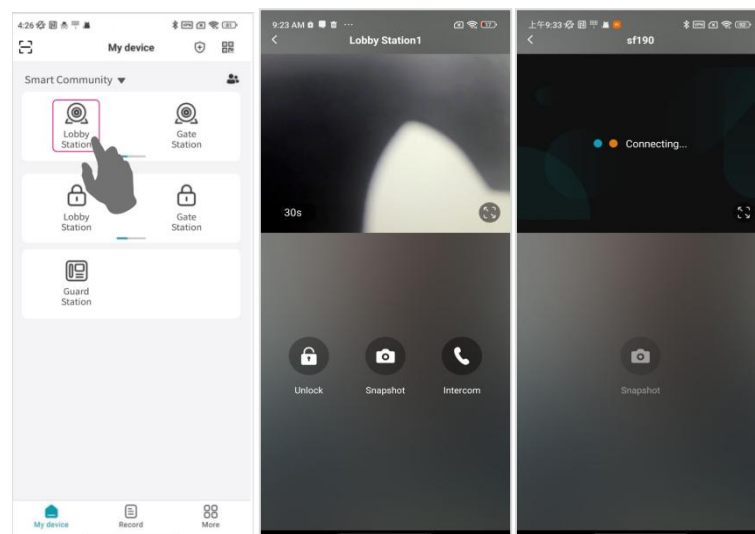
If the user needs to call the manager, tap the Guard Station icon to initiate the call, and the user can set the active home before tab the Guard Station icon.



P2-3

## 2.3 Monitor the Video

Through the "S.iCITY-VIC" App, the user can view the real-time video from the Lobby Station, Door Station, or the IP Camera of their selected home.



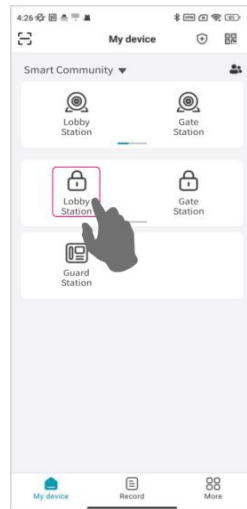
P2-4

If the device is the Lobby Station or the Door Station that the user is monitoring, the user can tap the "Unlock" button to unlock the door, tap the "Answer" button to start intercom and tap the "Snapshot" button to take a snapshot.

If the device is an IP Camera, the user can only tap the "Snapshot" button to take a snapshot.

## 2.4 Remote Unlock

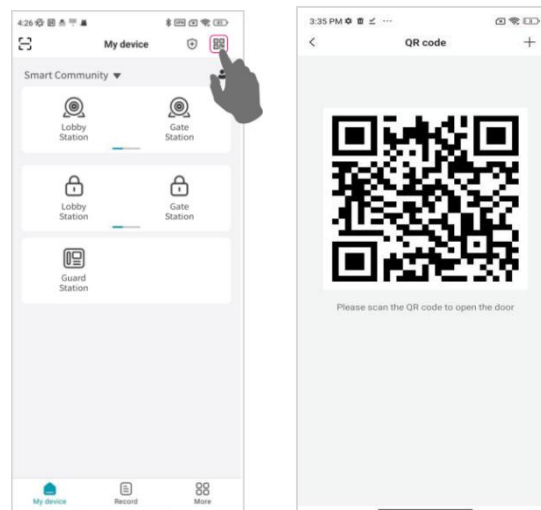
The user can unlock the door directly by tapping the unlock button on the device in the "My Device" page for the current home.



P2-5

## 2.5 Unlock by QR code

The user can tap the "QR code" icon in the top-right corner of the "My Device" screen to display the QR code, then present this QR code to the Lobby Station's scanner while the device is in QR code mode. This will trigger the door to open.



P2-6

## 2.6 Visitor Reservation

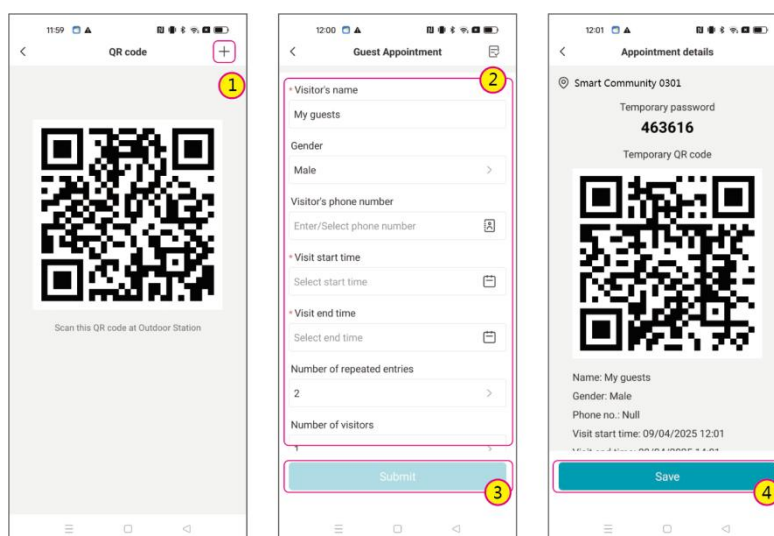
The user can generate a temporary QR code and password through the "S.iCITY-VIC" App and share them with visitors for access control authentication.

### *Create new QR code and password.*

The user can create new QR code and password with the following steps:

- Step 1 Tap the " + " icon in the "Unlock by QR code" function to display the add new visitor page.
- Step 2 Enter the visitor's information.
- Step 3 Tap the "Submit" button.
- Step 4 The App will display the QR code with temporary passwords page. Tap the "Save" button to

save the image to your phone's Photos.



Pic 2-7

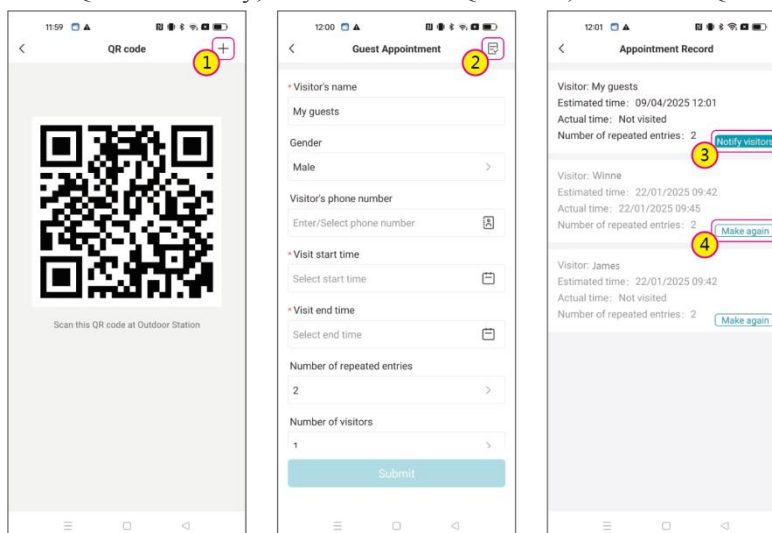
- Step 5 Send the saved image from your Photos to visitors using third-party tools (e.g., email, messaging apps). The visitor can then use either the QR code in QR code mode or the temporary passwords in password mode to open the Lobby Station.

### Note

If the community has enabled the "Require Visitor Verification" function in the community manager system, the visitor must present the QR code to the guard/reception for verification to activate both the QR code and password access. Only after verification can the visitor unlock the Lobby Station using either the QR code or password.

### Other Information

The user can view visitor QR code history, review and save QR codes, or recreate QR code by following steps:

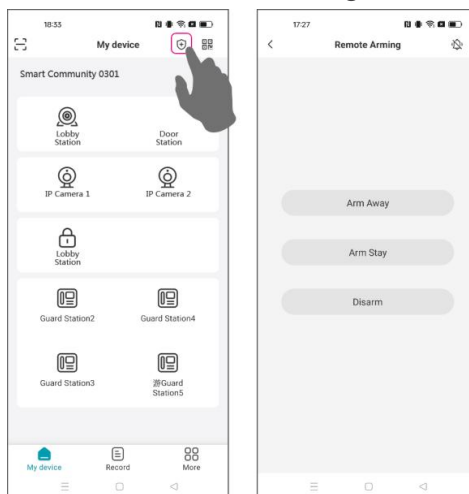


P2-8

- Step 1,2 Tap on the " + " icon in the "Unlock by QR code" function to show add new visitor page. and Tap on the " 𐄂 " icon to view the visitor's QR code list.
- Step 3 The user can tap the "Notify Visitors" button to show the visitor's QR code again and save the picture to the "photos" of the mobile phone again.
- Step 4 The user can tap the "Make again" button to re-create a new QR code for this visitors.

## 2.7 Remote Arming

The user can modify the arming mode and mute alarm alerts through the remote arming function.



P2-9

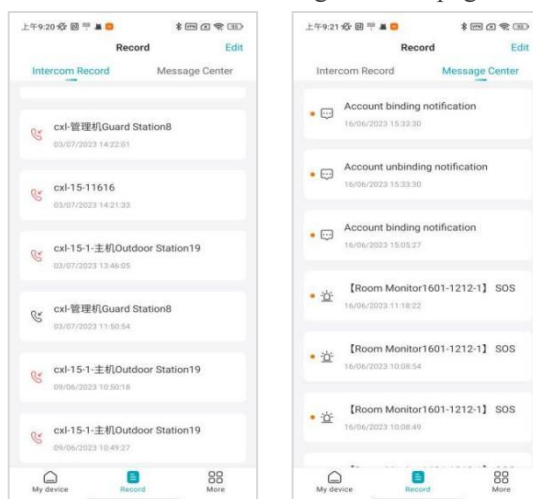
On the "My Device" page, tap the "➕" icon to access the remote arming function. In this function, users can configure the alarm mode via the App according to site requirements, including "Arm Away", "Arm Stay" and "Disarm".

After setting the alarm mode, the Room Monitor's arming interface will switch to the selected mode and the Room Monitor will display the corresponding status prompt.

If connected sensors trigger an alarm, both the Room Monitor and App will receive alarm notifications and the Room Monitor will sound an alarm tone. Users can tap the "🔕" to mute the alarm tone

## 2.8 Alarm & Message Records

The user can tap the "Record" to show the alarm and message records page.



P2-10

The user can view the "Intercom Records" and the "Message Records". and the user can tap a records to view the detailed information.

For "intercom records", it includes the call in, call out records. The detailed information include the snapshot picture of the call.

For "message records", it includes account binding, account unbinding, SOS alarms, defense alarms, community announcements, cell notifications, and others.

In the records list, if the record is unread, a small red dot will show on the record. The user can tap on the "Edit" button to select several records and set the records to be read or delete the records.

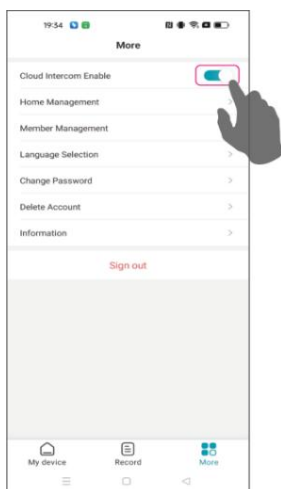
## *Section 3*

### *More Configuration*

This section primarily introduces several basic configurations within the "S.iCITY-VIC" App. These configurations include enabling or disabling the cloud intercom, managing the home, managing family members, setting the language, changing passwords, deleting an account, viewing the App information, and signing out.

## 3.1 Enable the Intercom

The user can enable or disable the intercom by tapping the "Cloud Intercom Enable" option. If the user disables the cloud intercom, when a visitor calls their home, the App will not ring. However, the user can still make calls to the Guard Station, monitor the video of the outdoor station and check the records.



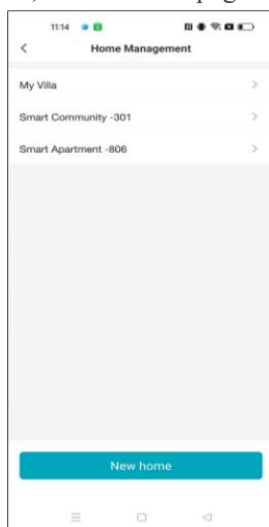
P3-1

## 3.2 Home Management

In the home management function, the user can view the home list, create a new home, or remove the home.

### *Home List*

After entering the home management function, the home list page will be displayed.



P3-2

The home list shows the home the user created (single home), the community home the user has bound to, and the homes invited by the "master" account. The user can tap a home to perform additional operations.

### *Create Home, Change Home Name and Delete Home*

In the home management function, the user can tap the "New home" button to create a home, tap a created home to change its name, or delete the home.

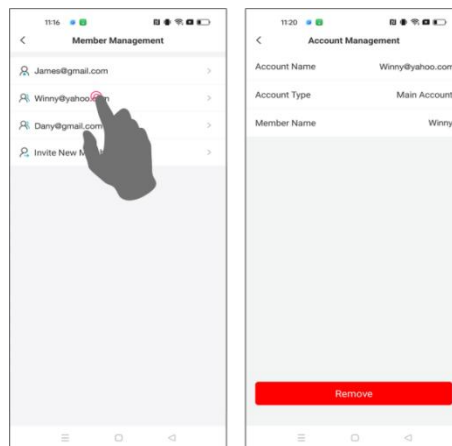
The "Create home", "Change home name", and "Delete home" functions are used for single-house mode. If the device installed in the home is operating in Local Community mode or Cloud Community mode, these functions are not available.

### 3.3 Member Management

In the member management function, the user can view the family members list of the currently active home, invite new members to the current home, view members' detailed information and remove members from the current home.

#### *View Account Data / Remove Account*

In the member management function, the user can view the member list of the current active home. If the user want to view other home's members, the user should switch the active home first in the "Change Active Home" function.



P3-3

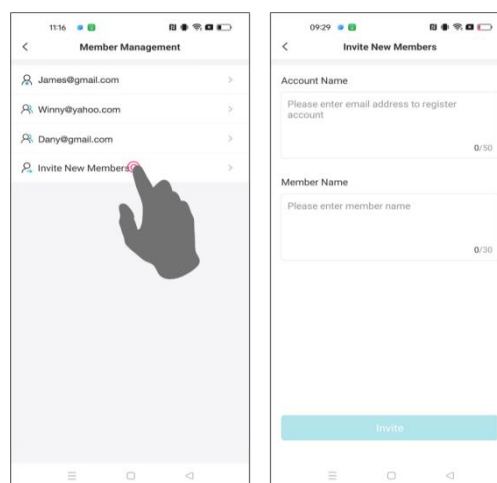
The user can tap a member to view account details, including the account name, account type, and member name. In the account details, the user can tap the "Remove" button to remove that user from the current home.

If the user is a "sub" account in the currently active home, they can only remove themselves from the member list and cannot remove other accounts. If the user is the "master" account, they can remove all members from the member list.

If the user is the "master" account and wishes to remove themselves from the home, they must first remove all other sub-accounts. Then they can remove themselves from the home, and the home will no longer exist, all devices bound to that specific home will be unbound.

#### *Invite New Member*

In the member management function, the "master" account of the currently active home can invite new home members by tapping "Invite Members". A "sub" account of the home cannot invite new members.



P3-4

After input the account name and the member's name and tap the "Invite" button, this user will add into the current active home.

## 3.3 Other Settings

### *Language Selection*

In the "Language Selection" function, the user can change the display language of the App.

### *Change Password*

In the "Change Password" function, the user can change the passwords of the account after input the original passwords and the new passwords.

### *Delete Account*

If the user no longer uses the App, the user can cancel the account in the "Delete Account" function.

### *App Information*

The user can view the "Terms and Conditions", the "Privacy Policy" the "Copyright" information and view the version of the App in the "Information" function.

### *Sign Out*

The user can tap on "Sign out" button to logout the App in the "More" page.