Panasonic®

Important Information and Quick Guide

Model Name	Model No.
Video Intercom System	**VL-SA72CX**
Main Monitor Station (7 Inches)	**VL-MA72CX**
Door Station	**VL-VA502CX**

Door station
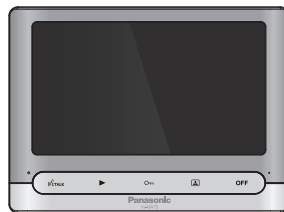
Main monitor station

Thank you for purchasing a Panasonic product.

Please read this document before using the product and save it for future reference.

Carefully read the information found in the section titled "For your safety" in particular.

For further information about features and operations, visit our Web site and find the document:
https://www.panasonic.com/mea/en/business/security/video-intercom.html

Installation Guide is supplied separately.

This system is an auxiliary system; it is not designed to provide complete protection from property loss. Panasonic will not be held responsible in the event that property loss occurs while this system is in operation.

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1.1 Model composition

Model composition	Main Monitor Station	Door Station
VL-SA72CX	**VL-MA72CX**	**VL-VA502CX**

1. Can be configured to be used as an extension monitor.
2. Product names used in this document.

Caution:
- Before attempting to connect or operate this product, please read the label on the rear of the main monitor.

1.2 Accessory information

1.2.1 Supplied accessories

Note:
- Accessories for installing the main monitor and the doorphone are described in the supplied Installation Guide.

1.3 Features

7" TFT digital screen.
Hands-free intercom.
Smart video recording
Snapshot with built-in memory of 100 images
Support max 32 GB micro SD card.
IP65 waterproof, damage-proof with IK10.
Electronic-lock unlocking.
Outdoor monitoring.
Brightness, color, contrast, melody volume and talking volume can be adjusted.
White LED for color night vision.
There are 12 different melody ring tones for option.
Supports up to 2 outdoor units work with 4 monitors, and 2 analog CCTV cameras and 2 sensors

1.4 General information

- In the event of problems, you should contact your equipment supplier in the first instance.
- The available products differ depending on your region. For more information, please consult your dealer.
- In this document, the suffix of each model number (e.g., the "SX/CX" in "VL-SA72SX/CX") is omitted unless necessaryWhen the suffixes are used to describe models (e.g., "SX/CX models"), the sufixes refer to all models
- in the series.
  Design and specifications are subject to change without notice.
- The illustrations in the supplied document may vary slightly from the actual product.

Graphical symbols for use on equipment and their descriptions

| 1	∿	2	⎓	3	⏚	4	⏚	5	⏚	6	⌂
7	▣	8	│	9	◯	10	⏻	11	⏼	12	⚡

1. Alternating current (A.C.) 2. Direct current (D.C.) 3. Protective earth 4. Protective bonding earth 5. Functional earth 6. For indoor use only 7. Class P equipment (equipment in which protection against electric shock relies on Double Insulation or Reinforced Insulation) 8. "ON" (power) 9. "OFF" (power) 10. Stand-by (power) 11. "ON"/"OFF" (power; push-push) 12. Caution, risk of electric shock

2.1 For your safety

To prevent severe injury and loss of life/property, this section carefully before using the product to ensure proper and safe operation of your product.

⚠ **WARNING**

Preventing fire and electric shock
- Use only the power source marked on the product. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Use only the specified power supply unit.
- Do not attempt to disassemble or modify this product. Contact an authorised service centre for repairs.
- Never touch the power supply unit with wet hand.
- Do not use the product (excluding the doorphone) in areas that are exposed to rain, moisture, steam, or oily smoke, or areas that have excessive dust.
- Do not perform any actions (such as fabricating, twisting, stretching, bundling, forcibly bending, damaging, altering, exposing to heat sources, or placing heavy objects on the power cable) that may damage the power cable. Using the product with a damaged power cable may cause electric shock, short circuits, or fire. Contact an authorised service centre for repairs.
- Do not overload the power outlet or wiring above the specified levels. Overloading by having many connections on one power outlet may cause heat generation, resulting in a fire.
- Never put metal objects inside the product. Never spill any liquid on the product (excluding the doorphone).
  If metal objects enter the product or the product becomes wet, unplug the product from the power outlet and contact an authorised service centre.
- Do not use a microwave oven or other devices, such as electromagnetic cookers, to speed up the drying process of any parts of the product.
- Completely insert the adapter into the power outlets. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.

Do not use damaged power adapter or power outlets.
- Regularly remove any dust, etc., from the power adapter and power plug by unplugging them from the power outlets, then wiping them with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc., resulting in a fire.
- Unplug the product from the power outlet if the product emits smoke, an abnormal smell or makes unusual noise, or if the product has been dropped or physically damaged. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.
- Hold the main body (not the metal parts) of the adapter when unplugging them.
  Unplugging the adapter while holding their cords or cords' plugs may result in fire, electric shock, or injury.

⚠ **CAUTION**

Preventing accidents, injuries, and property damage
- Do not use the product in unstable areas or areas prone to strong vibrations. This may cause the product to fall, resulting in damage to the product or injury.
- Do not put your ear(s) near the speaker, as loud sounds emitted from the speaker may cause hearing impairment.

2.2 Important safety instructions

When using this product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.
1. Do not use this product near water. For example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool, etc.
2. Use only the power cable, power supply unit, and connecters indicated in this document.

SAVE THESE INSTRUCTIONS

2.3 For best performance

Environment
- Keep the unit away from electrical noise generating devices, such as fluorescent lamps and motors.
- The unit should not be exposed to direct sunlight.

- The unit should be kept away from heat sources such as radiators, cookers, etc. It should not be placed in rooms where the temperature is less than -20°C or greater than 70°C. Damp basements should also be avoided.
- Do not install the product in locations that are suspect to sudden changes in temperature. Failure to do so may cause condensation to form on the product causing malfunction.
- In areas surrounded by a high electrical field, disturbances may occur in the unit's image or sound.

2.4 Other important information

- The adapter is used as the main disconnect device. Ensure that the power outlet is installed near the product and is easily accessible.

Privacy and rights of portrait

When installing or using the doorphone, please take into consideration the rights of others with regard to privacy.

- It is generally said that "privacy" means the ability of an individual or group to stop information about themselves from becoming known to people other than those whom they choose to give the information. "Rights of portrait" means the right to be safe from having your own image taken and used indiscriminately without consent.

Personal information

The main monitor's/extension monitor's internal memory records personal information (image and audio recordings of visitors, etc.). Panasonic assumes no liability for any unforeseen damages arising from the exposure of the recorded information.

- Disclaimer
  Recorded data may be altered or deleted as a result of incorrect operations, exposure to static electricity, accidents, malfunction, repairs or other operations. Panasonic assumes no liability for any direct or indirect damages resulting from the loss or alteration of recorded images.

Requesting repairs for the product

- Before submitting the main monitor/extension monitor for repair, initialize them. This will delete all information saved in the main monitor/extension monitor.[1]
- Even if the product is sent for repairs without being initialized, the memory (including recorded data and settings) for the main monitor/extension monitor may be cleared and set to factory default after repair.
- If operations cannot be performed due to the main monitor/extension monitor malfunction, consult with the place of purchase for appropriate action.

Note for product disposal, transfer, or return

- This product can store your private/confidential information.
  To protect your privacy/confidentiality, we recommend that you erase the information (recorded images) from the memory before you dispose of, transfer or return the product.
  All the recorded images can be erased at once by initializing the main monitor/extension monitor.[1]

[1]Main monitor/extension monitor: perform " Format flash " in " System setting ".

Others

- It is prohibited to disassemble or modify this product. Contact the dealer where you purchased this product for repair.
- When power fails, this product cannot be used.
- For the recorded image:
  The recorded image may be lost when:
  –Mishandled
  –Electric shock occurs.
  –The power is turned off during use.
- Panasonic may not be liable for damages due to external factors such as power failures.
- If you stop using the main monitor/extension monitor and the doorphone, remove the main monitor/extension monitor and the doorphone from the walls to prevent them from falling off. (Consult your dealer for information about removing the product.)

2.5 Cleaning

Wipe the product with a soft, dry cloth.
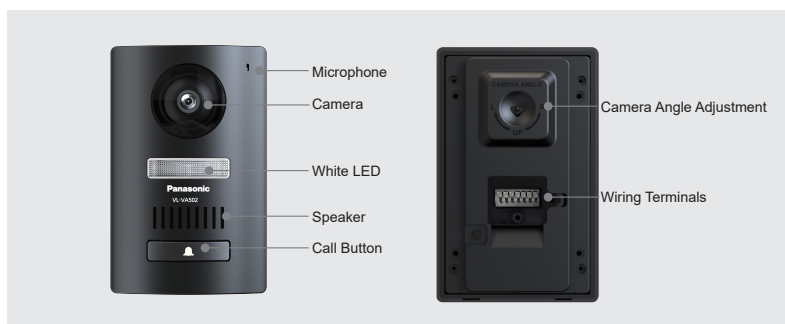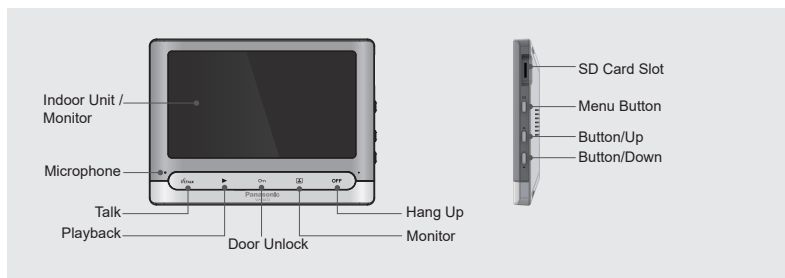For excessive dirt, wipe the product with a moist cloth.

Important:

- Do not use any cleaning products that contain alcohol, polish powder, powder soap, benzine, thinner, wax, petroleum, or boiling water. Also do not spray the product with insecticide, glass cleaner, or hair spray. This may cause a change in colour or quality of the product.
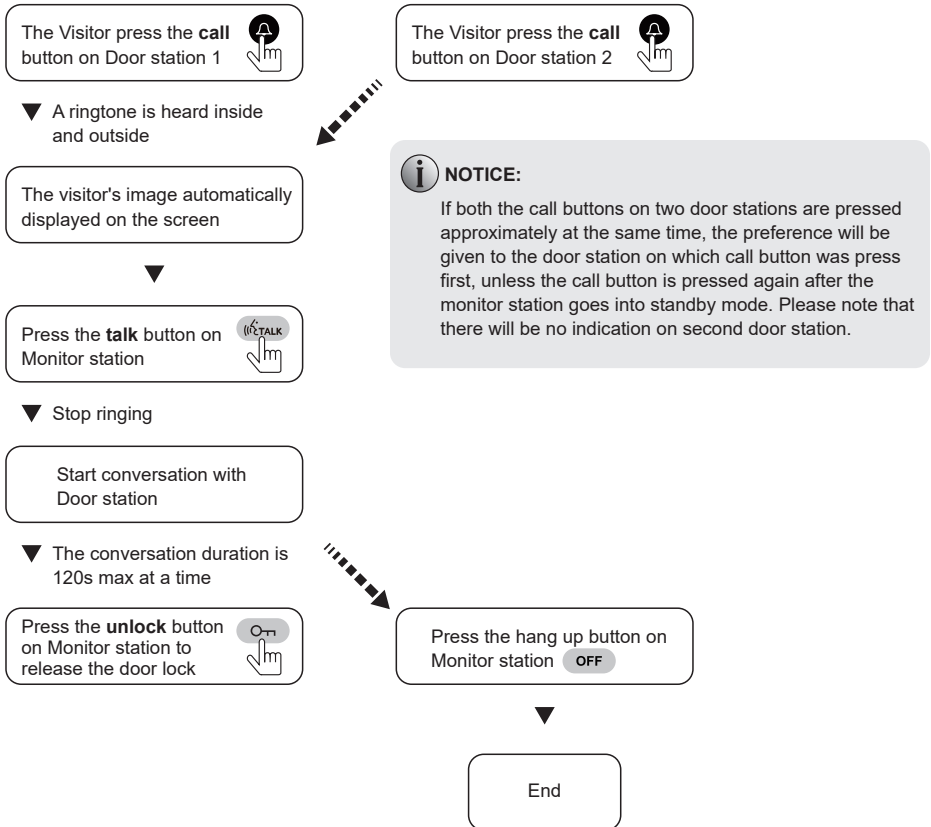
3. Preparation

Operation Buttons

Indoor Unit / Monitor

Microphone

Talk

Playback

Door Unlock

Monitor

Hang Up

SD Card Slot

Menu Button

Button/Up

Button/Down

Microphone

Camera

White LED

Speaker

Call Button

Camera Angle Adjustment

Wiring Terminals

Note: For camera angle adjustment and wiring, please refer to installation guide.

Operation Instruction

VISITOR CALL

The Visitor press the **call** button on Door station 1

▼ A ringtone is heard inside and outside

The visitor's image automatically displayed on the screen

▼

Press the **talk** button on Monitor station

▼ Stop ringing

Start conversation with Door station

▼ The conversation duration is 120s max at a time

Press the **unlock** button on Monitor station to release the door lock

The Visitor press the **call** button on Door station 2

> **NOTICE:**
>
> If both the call buttons on two door stations are pressed approximately at the same time, the preference will be given to the door station on which call button was press first, unless the call button is pressed again after the monitor station goes into standby mode. Please note that there will be no indication on second door station.

Press the hang up button on Monitor station **OFF**

▼

End

The monitor station will automatically go into standby mode after 60s, If unattended.

In video mode: It will start recording when the call button is pressed. Press the button " ☰ " again to record another video recording. Each recording video will last for 15s.
In snapshot mode: It will take a picture when the call button is pressed. Press the button " ☰ " again to take another picture.

Monitoring Mode

Option in the settings in the menu: DOOR1, CAM1, DOOR2, CAM2 operating mode (open or closed)
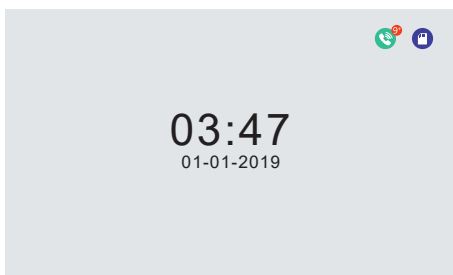
Standby mode

Monitoring DOOR1	Monitoring CAM1	Monitoring DOOR2	Monitoring CAM2	Monitoring Standby
Show DOOR1 image	Show CAM1 image	Show DOOR2 image	Show CAM2 image	Close LCD

Each monitoring time is 60S

Press the cal button TALK

Press Speak /Talk to Call Outdoor ▶ Press the unlock button on the monitor, the electric lock will be opened. ▶ Press the hang up button to end the call OFF

ⓘ **NOTICE:**

ⓘ If you are using only one outdoor camera in monitoring mode, you can also end the monitoring mode by pressing the monitoring button again (Must close CAM1, DOOR2 and CAM2 in the menu option).

ⓘ If you use two indoor units, you can also simultaneously start monitoring mode on other indoor unit, the same images are displayed on the screen of the different indoor unit.

ⓘ If a conversation with outdoor unit is underway in monitoring mode, during this time a visitor presses the call button on either of outdoor unit, the monitoring mode will be switched off, the just visitor's image will be shown, and continuous ringing will be heard. If you are using the indoor unit, you can press the talking button to reactivate conversation with the visitor.

ⓘ In standby mode, when pressing " ▶ " button, the monitor will go to video file list or snapshot file list unread directly. If no videos or snapshots are unread, pressing this button will go to playback menu.

ⓘ In monitoring or talk mode, press" ▶ " to perform manual snapshot.

Standby Mode

In standby page, date and time, unread recorded files and SD card status will be shown here.
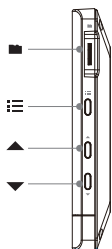

03:47
01-01-2019

🔵 Number of recorded videos or snapshot, "9+" stands for more than 9 recorded files are unread.

🔵 SD card inserted   🔵 SD card not inserted

Menu Operations

In standby mode, press the button " ≡ " once to enter the main menu settings. In main menu settings, press the cursor button " ▲ " upward, or " ▼ " downward to select sub-menu, then press " ≡ " again to enter sub-menu. In sub-menu settings, press " ▲ " or " ▼ " to select menu then press " ≡ " to confirm. Select option "Return" on main menu, then press the button " ≡ " to exit menu/sub menu interface, or you can press " OFF " button to return quickly, and the monitor will turn into standby mode.
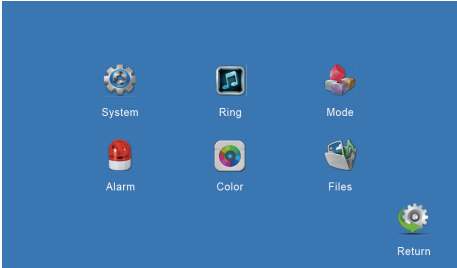
Caution: While using " ▲ " and " ▼ " button, please pay attention to not to touch " OFF " button accidently.
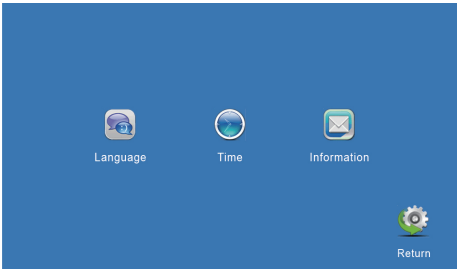
1. System Setting

If the system is unattended for 60s, it will automatically return to standby mode. In standby mode, press the button "⬛" to enter the main menu as below. Then move the cursor to the "System" option, and press the button "⬛" to enter into System setting menu.

System setting menu includes, "Language", "Time", "Information", as below.

1.1 System Language

Move the cursor by "▲" or "▼" to select the "Language" option, and then press the "⬛" to enter into the language menu, and press the cursor to select the preferred language including English and Arabic, then press "⬛" to confirm.

1.2 System Time

Press the cursor button " ▲ " or " ▼ " to select and adjust the date and time, then press " ≡ " to confirm.

1.3 System Information
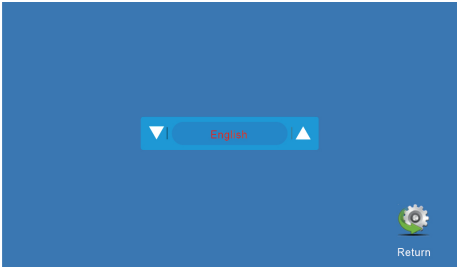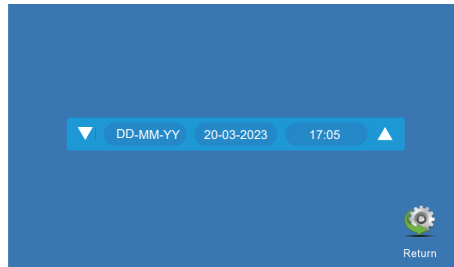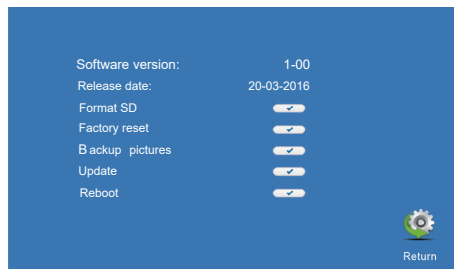
On system menu, move the cursor to "Information" and press " ≡ " to enter the "Information" menu. The information includes software version and release date.

[Format SD] : Format SD card, please format SD card first before using.
Note: The product only supports Micro SD cards higher than Class10.
[Factory reset] : To restore factory setting.
[Backup pictures] : Back up pictures stored in built-in memory to SD card, otherwise these pictures can't be seen if SD card is inserted.
[Update] : For the models supporting Micro SD card, users can upgrade the firmware of the device via Micro SD card.
Note: During the system upgrading, don't remove the SD card or power off the device. After completing the upgrade, the device will restart.
[Reboot] : press " ≡ " It will pop-up a window, choose "Yes" to restart the machine, choose "NO" to cancel.
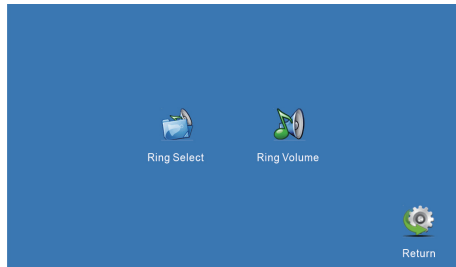[Return] : Exit the current menu.

2. Ringtone Setting

On main menu, move the cursor to the option "Ring", then press " ⊞ " to enter the "Ring" menu. Ring setup includes: "Ring select" and "Ring volume".

2.1 Ring Select

On ring menu, move the cursor to "Ring select" and press " ⊞ " to enter the "Ring" menu
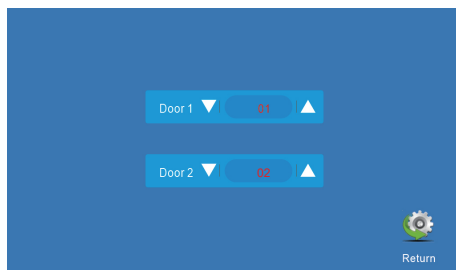
On ring menu, move the cursor to "Ring Select" and enter the option by pressing " ⊞ " then you can select and set the doorbell ring tone for door station 1 and door station 2, there are 12 different ringtones.

[Door1] : To set up the doorbell tone of the outdoor camera 1, total 12 ringtones.
[Door2] : To set up the doorbell tone of the outdoor camera 2, total 12 ringtones.
[Return] : Exit the current menu.

2.2 Ring Volume

On ring menu, move the cursor to "Ring volume" and press " ⊞ " to enter the "Ring volume" menu to set up the ring volume. Users can set up different ring volume during three different time period, the ring volume and ring time can be adjusted from 15s to 60s when calling.

[Schedule 1]: You can select the time period (as below), and then set the volume (range: 01-10) and Ring Time(range: 15-60s). The factory default setting for the volume is 08 and Ring Time is 30s.
[Schedule 2]: You can select the time period (as below), and then set the volume (range: 01-10) and Ring Time(range: 15-60s). The factory default setting for the volume is 08 and Ring Time is 30s.
[Schedule 3]: You can select the time period (as below), and then set the volume (range: 01-10) and Ring Time(range: 15-60s). The factory default setting for the volume is 08 and Ring Time is 30s.

Item	Time	Volume	Ring Time
Schedule 1:	00 : 00 - 07 : 59	08	30 s
Schedule 2:	07 : 59 - 15 : 59	08	30 s
Schedule 3:	07 : 59 - 23 : 59	08	30 s

Return

3. Mode Setting

You can set the mode for the monitor and unlock time and record mode.

Mode:	Master
Door2 Status:	ON
Door1 Unlock Time:	01 Sec
Door2 Unlock Time:	01 Sec
Record Mode:	Snapshot

Return

[Mode]: Options include "Master" and "Slave". When you need connect multiple monitor, "Master" indicates that the main monitor connects the outdoor unit and cameras, "Slave" indicates that the extension monitor connects the main monitor and extension monitor.
Note: Extension monitor is also known as Slave monitor.
[Door2 status]: Enable or disable the preview of Door2.
[Record mode]: Options include "Video" and "Snapshot". "Video" indicates that the device with SD card will start record automatically when a visitor press the call button on the outdoor camera. "Snapshot" indicates that the device with SD card or built-in storage will capture a frame of the video stream as a still photo if a visitor press the call button on the outdoor camera.
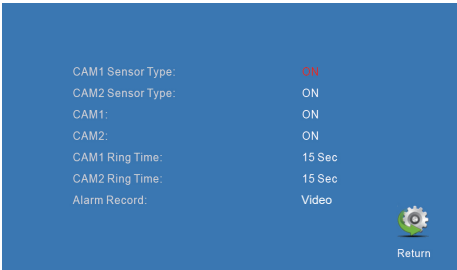[Door1 Unlock Time]: To control the unlocking time for the electric lock on door station 1.
[Door2 Unlock Time]: To control the unlocking time for the electric lock on door station 2.
[Return]: Exit the current menu.

4. Security Alarm Setting

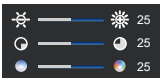On main menu, move the cursor to the option "Alarm", then press " ☰ " to enter the "Alarm" menu.

[CAM 1 Sensor Type]: Enable or disable (ON/OFF) sensor 1. If disabled, sensor 1 will not trigger alarm.
[CAM 2 Sensor Type]: Enable or disable (ON/OFF) sensor 2. If disabled, sensor 2 will not trigger alarm.
[CAM1]: Enable or disable (ON/OFF) camera 1. If disabled, you cannot monitor camera 1.
[CAM2]: Enable or disable (ON/OFF) camera 2. If disabled, you cannot monitor camera 2.
[Cam1/Sensor1 ring time]: The alarm ring time of camera 1 if camera 1 has been triggered by activity detected
by the sensor, values can be set from 0-30 seconds.
[CAM2/Sensor2 ring time]: The alarm ring time of camera 2 if camera 2 has been triggered by activity detected
by the sensor, values can be set from 0~30 seconds.
[Alarm record]: Options include "Video" and "Snapshot". "Video" indicates that when a sensor alarm is
triggered, it will activate the corresponding channel to start recording a video for 15s.
"Snapshot" indicates that when a sensor alarm is triggered, it will activate the corresponding
channel to capture a picture of the current video stream
[Return]: Exit the current menu.

5. Set Color Parameters

On main menu, move the cursor to the option "Color", then press " ☰ " to enter the "color" menu.
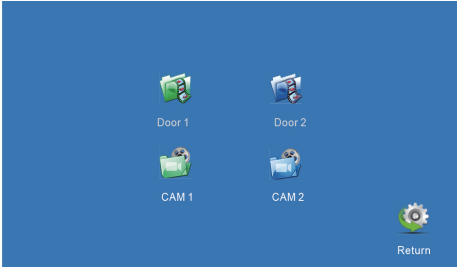
On the color menu the video color of Door1/Door2/CAM1/CAM2 attributes can be adjusted. Scroll the button " ▲ " or " ▼ " to move the cursor to the option "Door1" or "Door2" or "CAM1" or "CAM2" , then press " ☰ " to enter the corresponding menu to adjust values of brightness, contrast and chrome depending on the actual conditions.

Brightness: values can be set up from 0 to 50, default as 25.
Contrast: values can be set up from 0 to 50, default as 25.
Chrome: values can be set up from 0 to 50, default as 25.
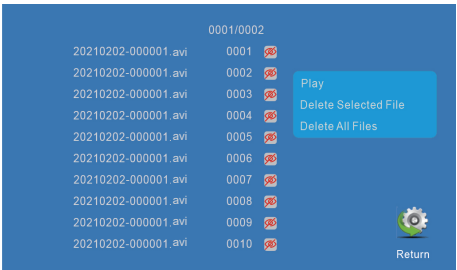
[Return] : Exit the current menu.

6. Files

On main menu, move the cursor to the option "Files", then press button " ☰ " to enter the "Files" menu.
Options include "Video files" and "Snapshot files"

Video Files   Snapshot Files

Return
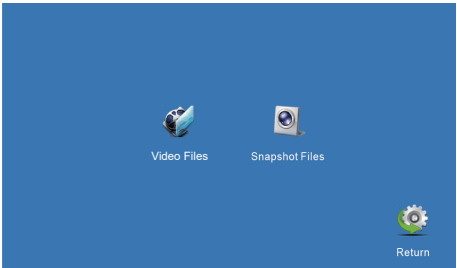
6.1 Video Files

On "Files" menu scroll the button " ▲ " or " ▼ " to move the cursor to the option "Video Files", press the button " ☰ " to enter the video files list. Scroll the button " ▲ " or " ▼ " to move the cursor to select file to playback, a red list indicates that the list has been selected, press the button " ☰ " to choose to playback, delete current file or delete all files. During playback scroll the button " ▲ " or " ▼ " it will switch the current video to the last file or the next file, and press the button " ☰ " again to exit. Move the cursor to the option "Return" and press " ☰ " to exit the current menu.

0001/0002
20210202-000001.avi   0001
20210202-000001.avi   0002
20210202-000001.avi   0003   Play
20210202-000001.avi   0004   Delete Selected File
20210202-000001.avi   0005   Delete All Files
20210202-000001.avi   0006
20210202-000001.avi   0007
20210202-000001.avi   0008
20210202-000001.avi   0009
20210202-000001.avi   0010   Return

6.2 Snapshot Files

On "Files" menu scroll the button " ▲ " or " ▼ " to move the cursor to the option "snapshot Files", press the button " ☰ " to enter snapshot files list. Scroll the button " ▲ " or " ▼ " to move the cursor to select file to playback, a red list indicates that the list has been selected, press the button " ☰ " to choose to playback, delete current file or delete all files. During playback scroll the button " ▲ " or " ▼ " it will switch the current snapshot to the last file or the next file, and press the button " ☰ " again to exit. Move the cursor to the option "Return" and press " ☰ " to exit the current.
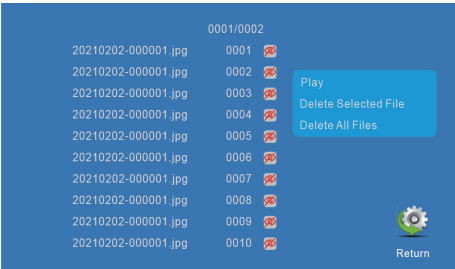
6.Alarm instructions

Alarm Instructions

CAM1 and CAM2 port of the monitor can connect alarm sensor. When the alarm terminal and GND is shorted, the alarm is activated, the speaker of the indoor unit will ring 0-30s according to the setting. During this time, click " OFF " to stop alarming and enter the standby mode.

Once the alarm is triggered, the system will start recording or taking snapshots (depending on the system settings). The video recording time is 15s, during this time, click " OFF " to stop the alarm and enter the standby mode.
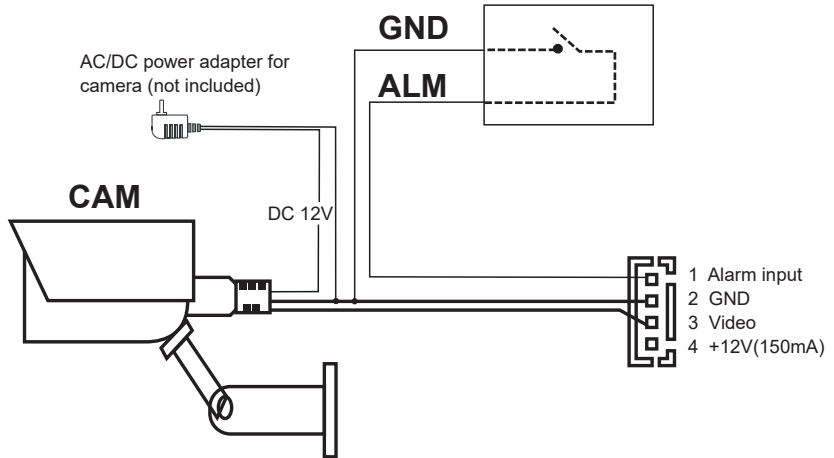
Connection Diagram:

2 Camera channels (CAM1 & CAM2) of alarm input without limitations input type, either the NO (normally open) or the NC (normally closed) are available.

The Output terminal of the alarm detector should be connected to the Alarm Input terminal on the back panel of monitor. The terminal +12V can be used as power supply for Camera and Alarm. Or the external power adaptor is available.
(Note: The current rating is 150mA.)

For NO alarm inputs, when the GND and ALM are in the connection state, it will trigger the alarm.
For NC alarm inputs, when the GND and ALM are in the disconnect state, it will trigger the alarm.

GND

AC/DC power adapter for
camera (not included)

ALM

CAM

DC 12V

1 Alarm input
2 GND
3 Video
4 +12V(150mA)

Technical Specifications

Main Monitor(VL-MA72CX   )

Screen Size	7"
Resolution	1024(H)x600(W)
Effective Area	154.21 (H)x85.92(W)mm
Outline Size	140 (L) X 190 (W) X 21.5 (H)
Adapter Input Voltage	AC100-240V 50Hz/60Hz
Adapter Output Voltage & Current	DC14.5V 1A
Monitoring time	60 s
Talking time	120 s
Working Distance	50m (4X0.75mm² cable)
Power Consumption	Static state <4W Working state<15W
Operating Temperature	-20℃~ +70℃
Relative Humidity	10%~90%(RH)

Door Station(VL-VA502CX)

Night vision	White light
Operating temperature	-20℃~+70℃
Illumination	0.1LUX
Camera Resolution	2 MP
Streaming Resolution (Video)	720x576
Viewing angle	120° diagonal, 90° horizontal, 66° vertical
Size	150 (L) X 95 (W) X 37.7 (H)mm

Caution

1. To prevent damage, the adapter should be fastened on the wall according to instruction.
2. Keep the power plug in a convenient location for easy disconnection of the device.
3. When connecting AC power wire, please finish the connection before plugging in the power.

Troubleshooting

Problem	Solutions
No video/audio	● Make sure all the connections are secured and properly connected. ● Make sure there is nothing obstructing the view of camera. ● Note: Especially check the yellow(video) and green(audio) cable if they are connected well.
No video, but can talk	● Make sure all the connections are secured and properly connected. ● Make sure there is nothing obstructing the view of camera. ● Note: Especially check the yellow cable(video) if it is connected well.
No audio when calling	● Make sure the volume on the indoor unit is turned up. ● Make sure that there is nothing such as object with strong magnetism interfering with the speaker or microphone. ● Make sure all the connections are secured and properly connected.
The outdoor unit can not call the indoor unit	● Make sure all the connections are secured and properly connected.
Door release doesn't work	● Make sure the connections with locks are secured and properly connected. ● Make sure the lock connecting to the power source is enough to work.
It is not possible to hear the door camera talk but ringtone can be heard	● Press " 📞TALK " button for 2-way talk ● Make sure all the connections are secured and properly connected
It is possible to hear the sound from camera side but is not possible to talk	● Press " 📞TALK " button for 2-way talk ● Make sure all the connections are secured and properly connected.

Note: Please refer to Page 5 for connection diagram of installation guide.

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