



Telecom
Behnke



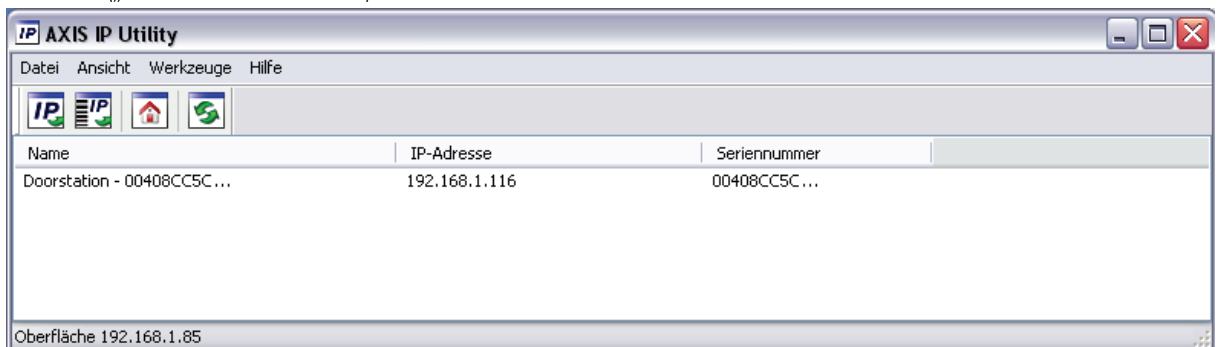
myINTERCOM

English

Check door station functionality



- Check the system requirements
<http://www.myintercom.de/systemanforderungen>
- Connect the door station via a network cable to your Internet router
- myintercom One door station: Connect the door station to the original TC Behnke 15V power supply (the LED of the name plate lights instantly!)
myintercom Plus door station: Connect the door station with the appropriate PoE injector or with the original TC Behnke 15V power supply (the LED of the name plate lights instantly!)
(Telecom Behnke B-Smart door station with telephone dialing device: Connect the door station with the appropriate PoE injector)
- Wait for 2 minutes
- Save the IP Utility on the desktop of a Windows PCs, which is located in the same local area network (LAN) as the door station
<http://www.myintercom.de/downloads/iputility.exe>
- Start the IP Utility with administrator rights (right click on "iputility.exe"> Run as Administrator)
- You see the door station within the IP Utility listing, if the system is properly connected (network, power) and is functional („Doorstation – 00408C...“)



When the door station is not listed in the IP Utility, go step by step..

- ✚ restart the IP Utility before each new test
 - ✚ please check both the network and the power supply
 - ✚ check if you have started the IP Utility as an administrator (right click on "iputility.exe"> Run as Administrator)
 - ✚ check if the Windows PC is on the same local area network (LAN) as the door station
 - ✚ connect the door station with a short new network cable (1-5 m) to the router to exclude/check if the network cable is broken
 - ✚ connect the door station with a short new network cable (1-5 m) directly to your PC to exclude/check if the router is broken. In this case the door station receives an invalid IP address is not reachable via ping. If your PC has a wireless interface, disable it before the test!
- You can check here whether the door station can connect to the Internet:
<http://www.myintercom.de/en/checkonline>