Introduction

Your Control4 system includes powerful intercom features that let you monitor and communicate easily with all of your intercom-compatible devices. With at least one touch screen and a smartphone, you can send and receive high-quality audio and video throughout your house—whether you are at home or away.

- Answer the front door—remotely—from your smartphone. (Requires a compatible door station, a 4Sight subscription, and the Control4 Intercom Anywhere app.)
- Answer the front door from any intercom device in your home and see live video of the person at the front door. (Requires a touch screen and a compatible door station.)
- After answering the door, choose a response—turn on a light, open the gate, lock/unlock the door, and more. (Requires dealer programming and the Control4 Intercom Anywhere app.)
- Call a group of Intercom devices in your home to invite your whole family to dinner.
- Monitor your baby’s room. (Requires an Intercom-capable touch screen.)
- Call from one room to another, using a touch screen or the Control4 Intercom Anywhere app on your smartphone.
Setting up your system

To begin using the Control4 intercom system, you must have the following:

1. You must have at least two intercom-enabled devices in your Control4 system, for example: two touch screens, a touch screen and a door station, or a door station and a mobile device with the Intercom Anywhere app.

2. Your dealer must have added and configured the Communication agent to your Control4 system. They should also ensure your system is running OS 2.10.3 or above, and if a door station is being used, it must be on the newest version of the driver.

3. Your Control4 system must be registered to your Control4 account at customer.control4.com. See the Control4 System Quick Start Guide (ctrl4.co/userguide) for instructions, or ask your dealer if this step has been completed.

To use the Intercom Anywhere app with your Control4 intercom system, your intercom-enabled devices can include:

- Android (version 5.1 and newer) or iOS (version 10 and newer) devices with the Control4 Intercom Anywhere app installed.
- T3 Series touch screens, DS2 Door Station, or DS2 Mini Door Station.

If you need only in-home Control4 Intercom (and do not want to use the smartphone app), your intercom-enabled devices can also include:

- 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), DS2 Door Station (audio and video), or DS2 Mini Door Station (audio and video).

Connecting your smartphone

To connect your smartphone with the Control4 intercom system, install the Intercom Anywhere app on each smartphone.

Before you install the app

You will need:

- A current 4Sight license
- A compatible smartphone (Android 5.1 and newer; iOS 10 and newer)
- One user profile per smartphone (instructions below)

Create users

Create a user profile for every smartphone that will be added to your Control4 intercom system.

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.

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. Tap the Control4 Intercom icon to open the app.
3. The first time you open the app, enter the user name and password for the user’s profile. (This will connect the smartphone with the Control4 intercom system.)

Congratulations! Your smartphone is connected to the Control4 intercom system and is ready to use.
Touch screen intercom menu overview

Intercom groups
Groups are shown with the broadcast (megaphone) icon. There is always a default group named “All.”

Using this icon, you can send an audio message to all touch screens and devices in the group.

Note: Smartphones do not receive group calls initiated from a touch screen.

Intercom devices
Individual intercom devices display their name and location in the house.

The icons indicate device type and video or audio-only intercom capabilities.

Intercom settings
Tap the settings icon to control the behavior of the intercom device, including Do Not Disturb, Auto Answer, volume controls, and more.

Manage intercom groups
Tap the Groups icon to create a new group of Intercom devices.

Next, select the devices you want to include.

Note: Smartphones cannot be added to intercom groups.

Tap the edit icon to edit existing groups.
To make an intercom call or change settings from your smartphone, open the Control4 Intercom Anywhere app. The Intercom Anywhere home screen displays all of your configured intercom devices, your configured intercom groups, and a button to access your settings.

### Intercom groups
Groups are shown with the broadcast icon. There is always a default group named “All.”

Using this group, you can call all devices and initiate an intercom call with the first device to answer.

### Intercom devices
Individual intercom devices display their name and location.

The icons indicate device type and video or audio-only intercom capabilities.

### Intercom settings
Tap the settings icon to change device settings, including Do Not Disturb, Ring Tone, Video Quality, and more.
Using your intercom system

Here are a few common ways to use your intercom system:
• Answer the door with your smartphone or touch screen
• Make one-to-one calls (supported on all Intercom-enabled devices)
• Call a group of devices
• Monitor your child’s room
• Change intercom device settings
• Add, edit, or delete intercom groups

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. An alternate camera view can be configured on the Control4 DS2 Door Station to display the image from a different camera when the doorbell is pressed.

Note: The DS2’s alternate camera is not supported on the Control4 Intercom Anywhere app. The DS2’s camera image will be displayed in the app.

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

One-to-one calls allow one intercom-enabled device (such as a touch screen) to call another (such as a smartphone).

1 From your smartphone or touch screen, tap the Control4 Intercom icon. Then, tap 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.

Choose 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.

**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.

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.

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 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 your child’s 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 kids while they play.

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.

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 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
Open Control4 Intercom Anywhere app on your smartphone 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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