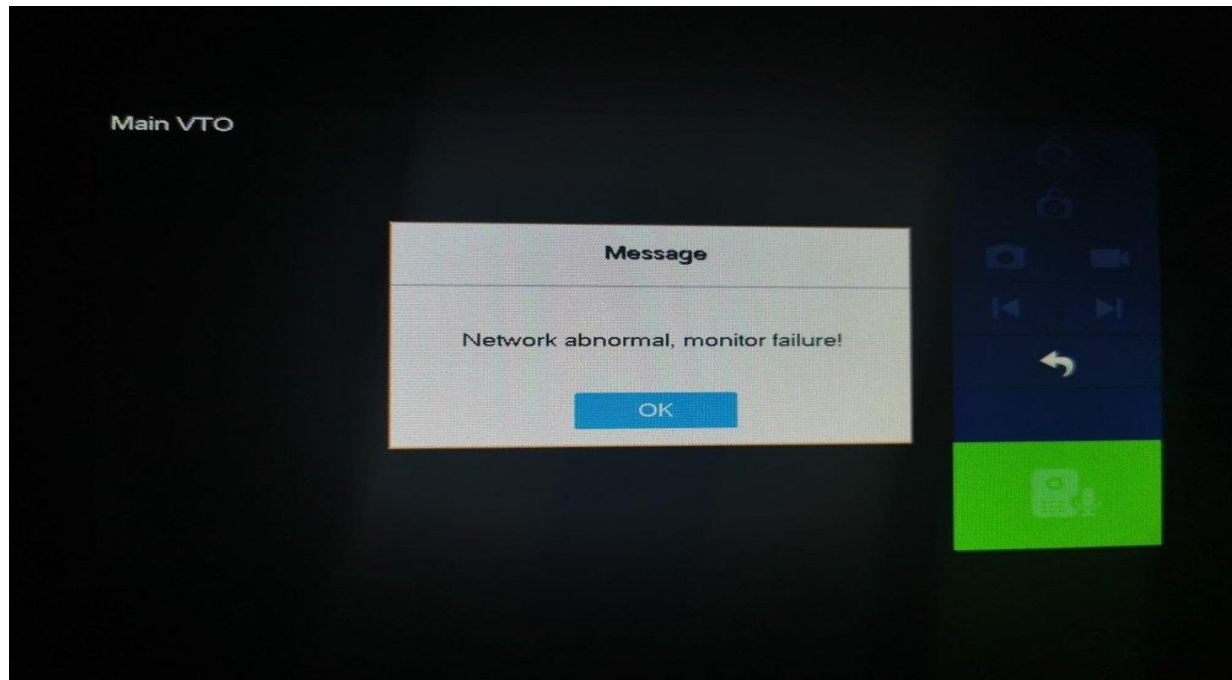# Technical Quick Guides

Intercom Network Abnormal Failure

When encountering this type of issue with Dahua Intercom here is the possible solutions to resolves the issue.

First you can try to Click the Room number at the Top Right of the screen, given that all network, sip and VTO config is correct.
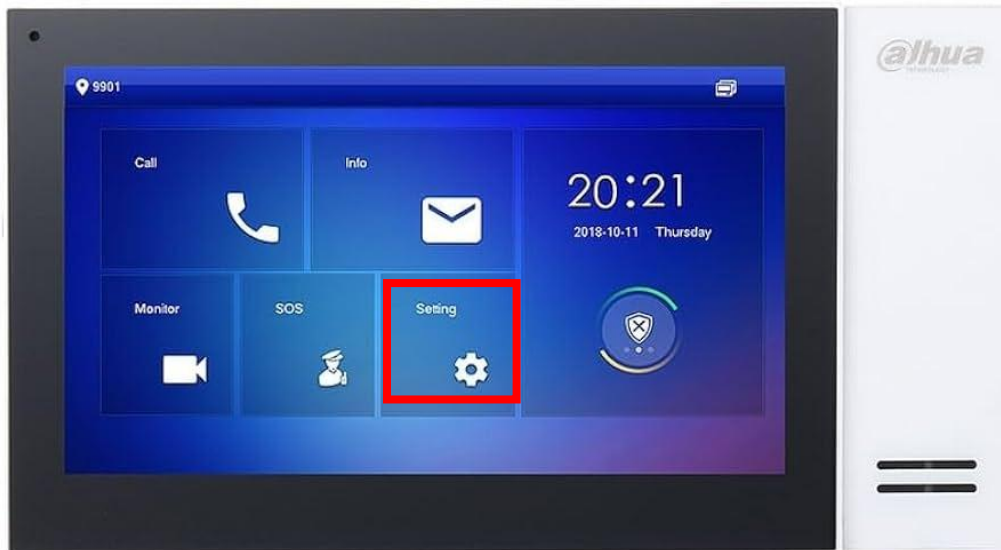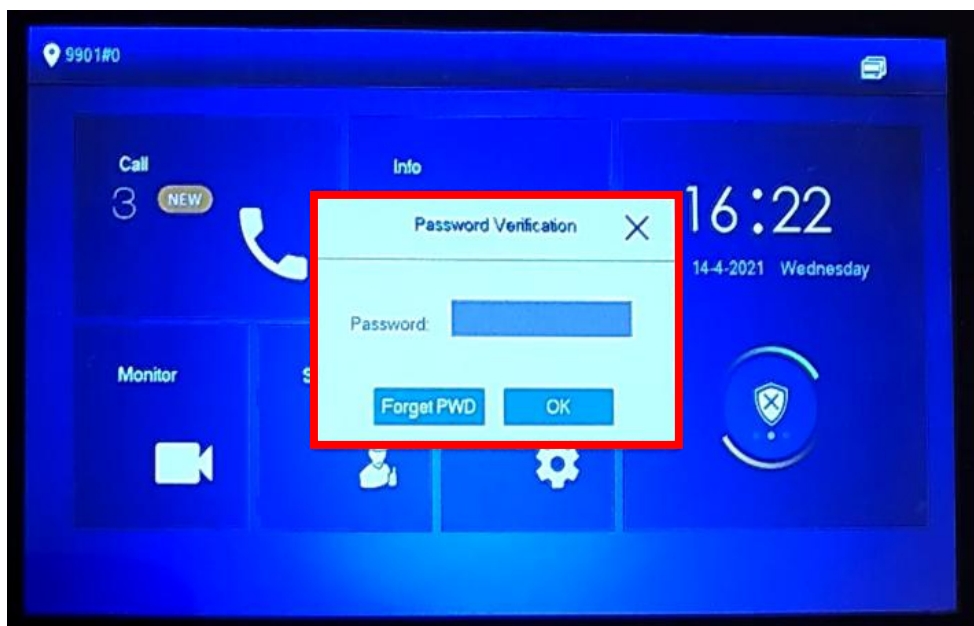
Troubleshooting using the VTH Interface

First Check on the VTH Settings these following settings:

- Network
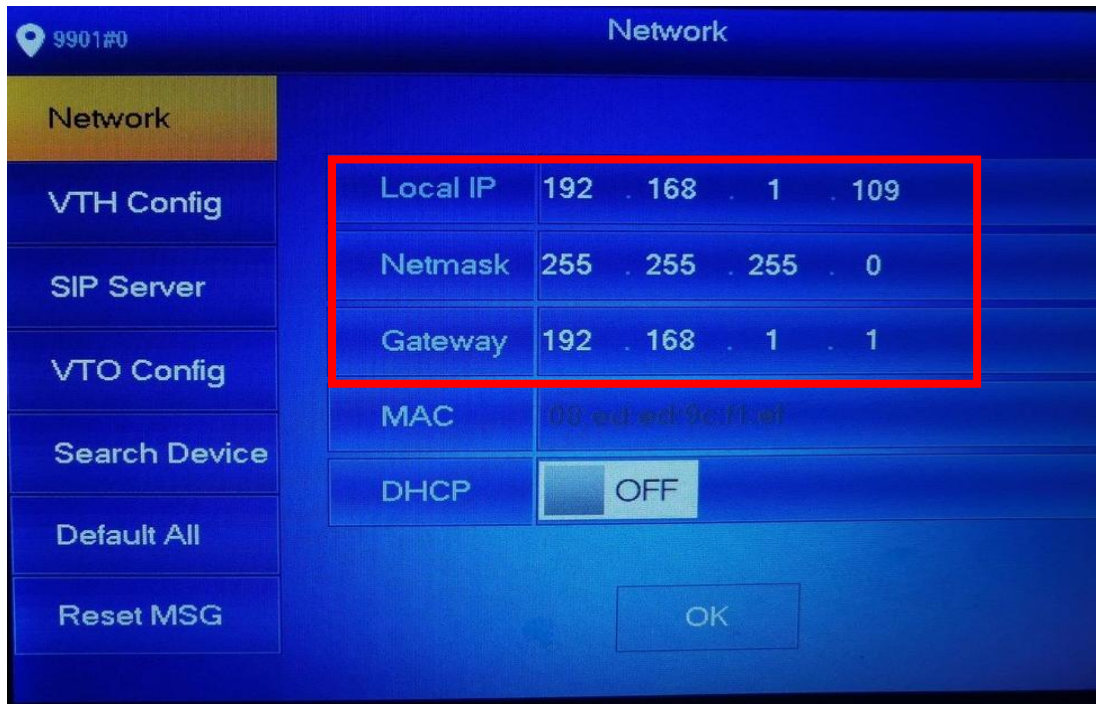- VTH Config
- SIP Server
- VTO Config

At the VTH Interface, click the **Setting**

Login by entering the VTH password

Make sure the Local IP, Netmask, Gateway is properly set or you can set the DHCP to enable
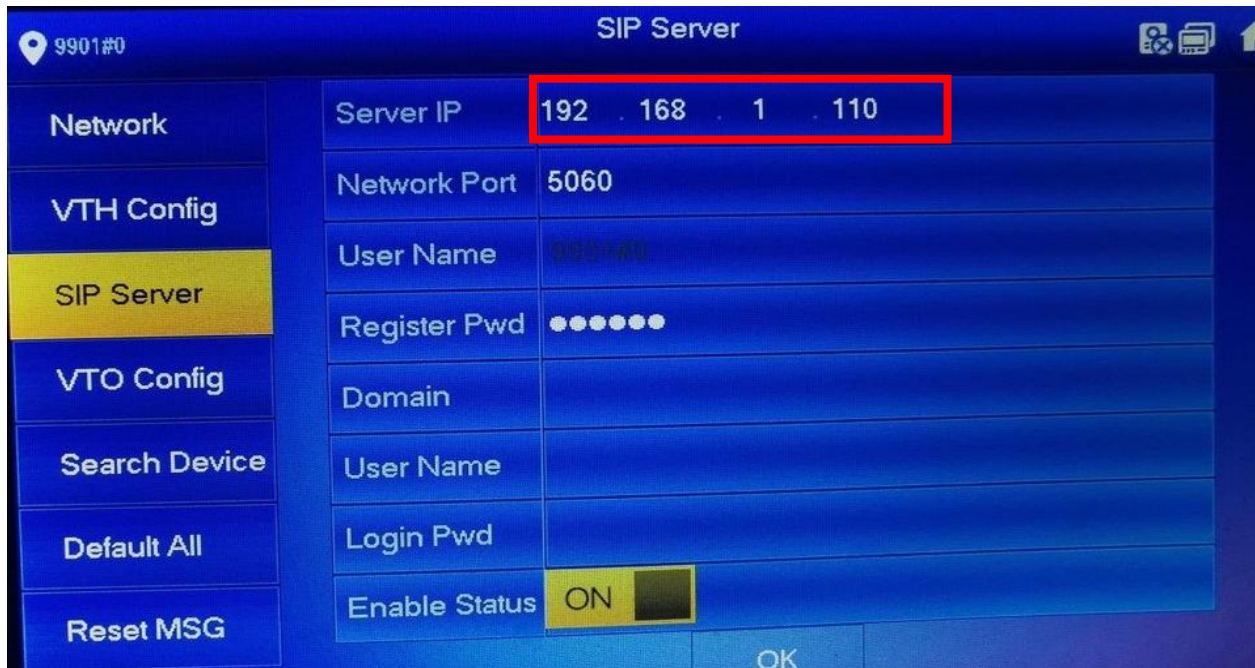

VTH Config

Make sure the Room No. it is set properly. *If you are using a Sub VTH, make sure that the IP address, username and password of the Master VTH is set properly.*

SIP Server

Make sure that the Server IP is the same IP address of the Main VTO.

VTO Config

Make sure that the VTO IP, username and Password is set properly to have a proper communication between the devices.

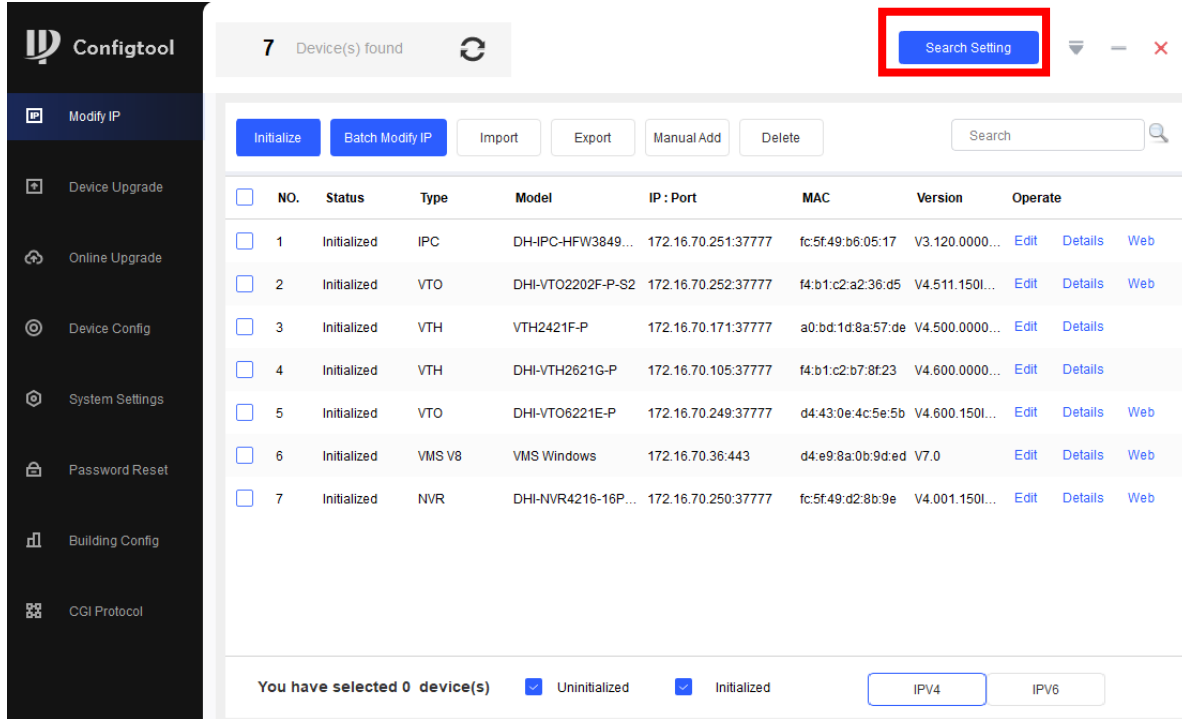Reboot the Device and test the system

Troubleshooting using ConfigTool

Open the Configtool and enter the correct username and password for the VTH device under the **Search Setting**
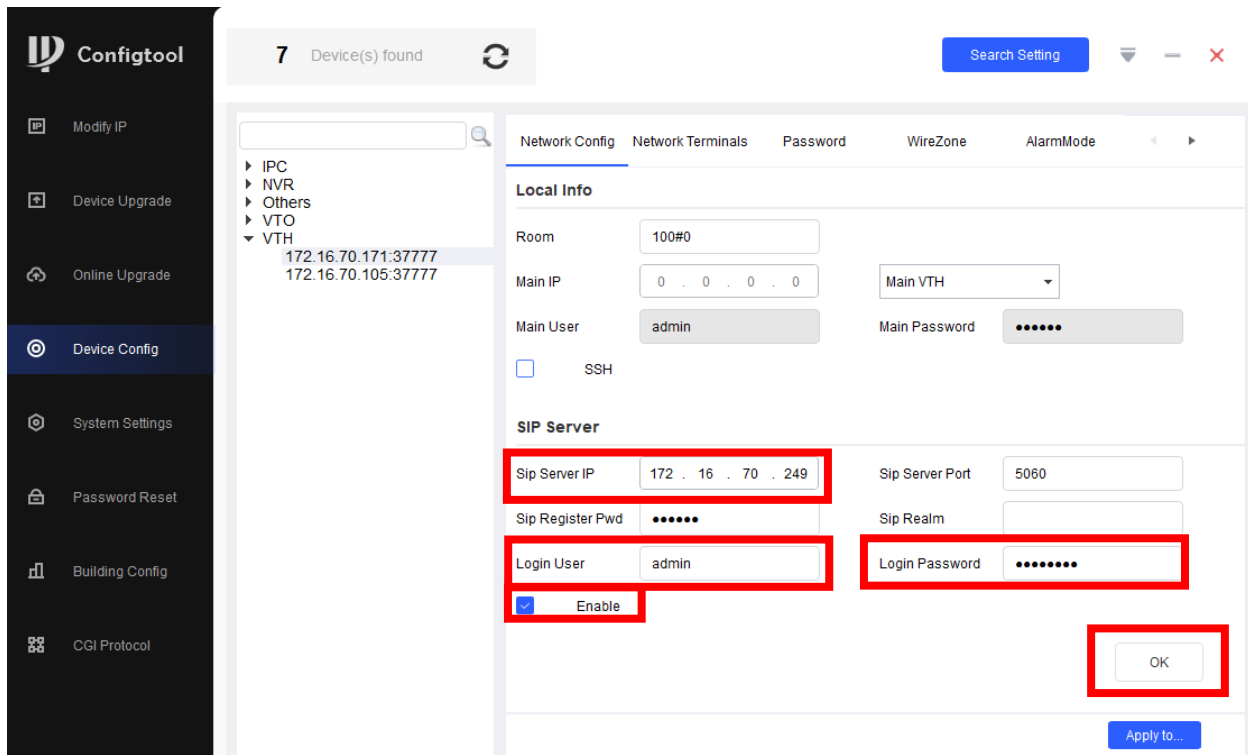

Go to Device Config and select the IP address of the VTH

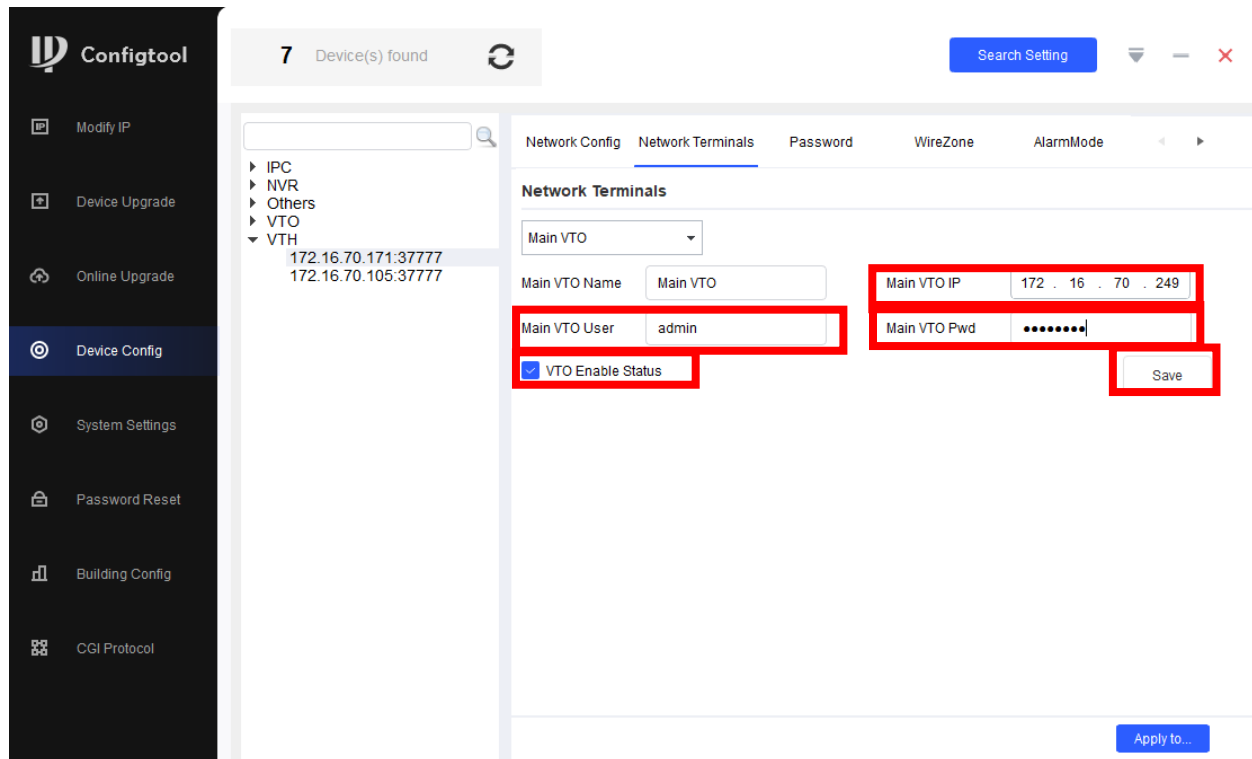Make sure that the SIP Server IP, Login User and Login Password is the same with the Main VTO.

Select The Network Terminals and make sure that the Main VTO IP, username and password is set properly.
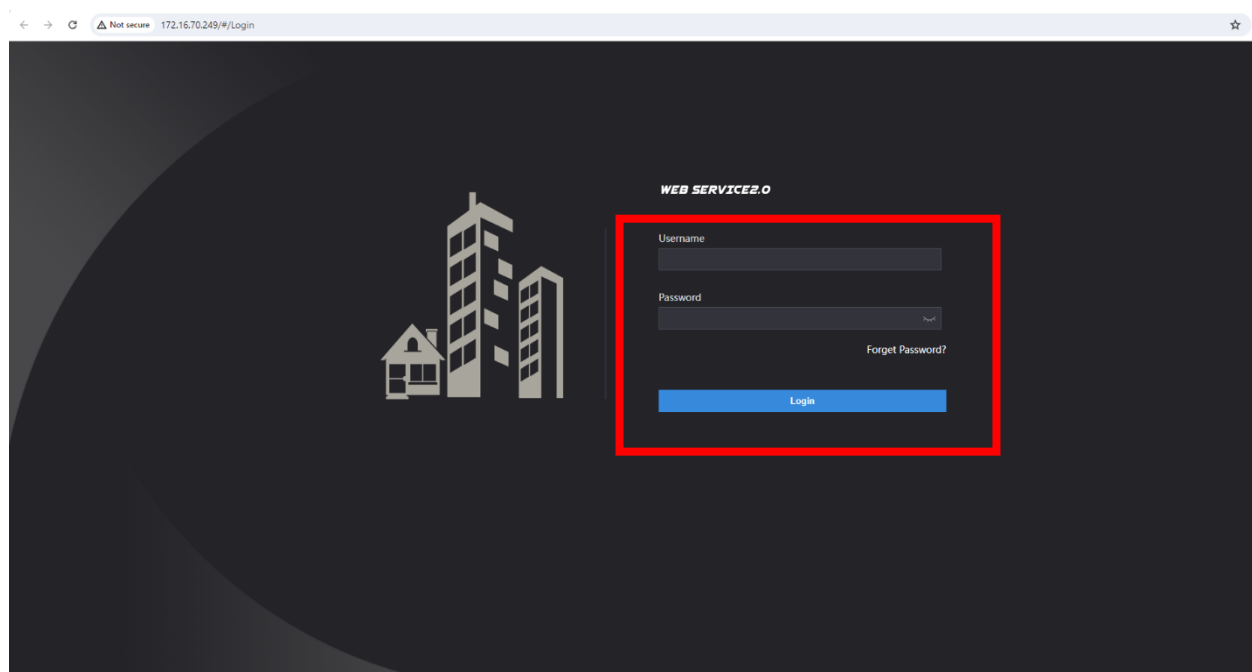
After confirming that all details are set properly.

Login to the VTO Web Interface
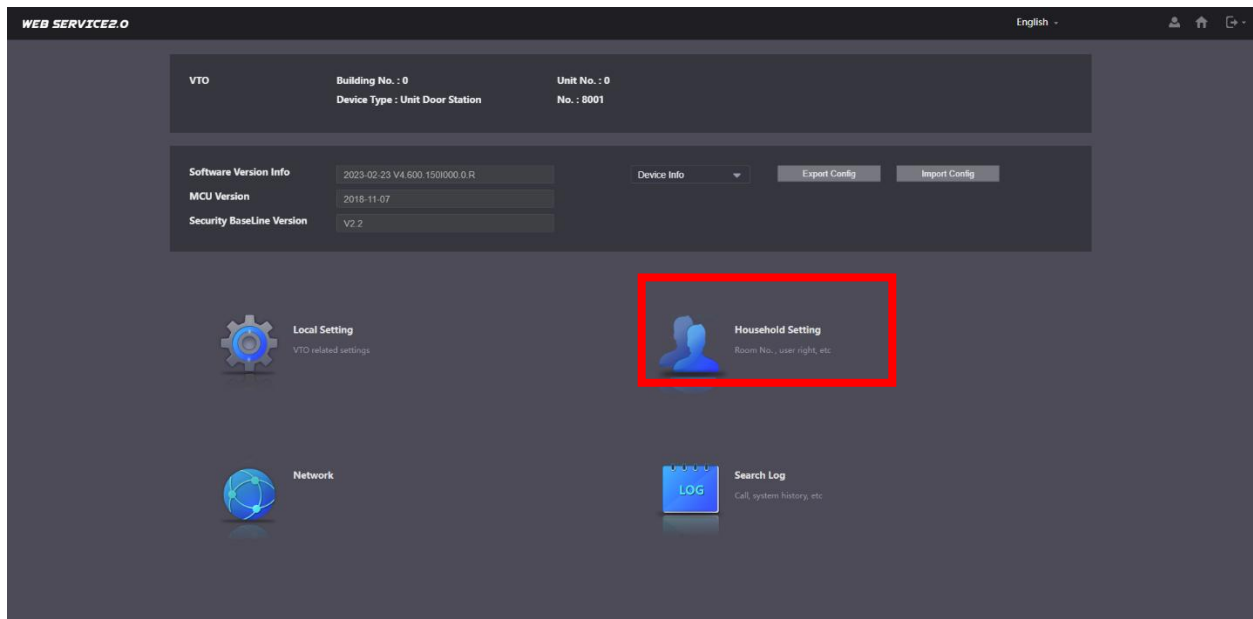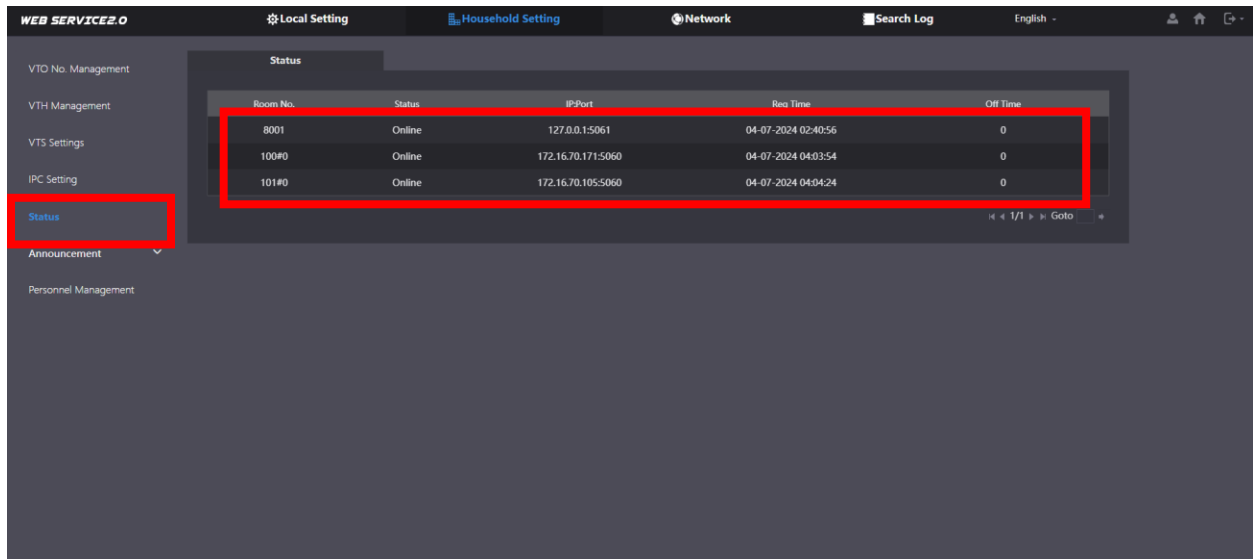
Go to Household Settings

Select **Status** to check the status of all devices.
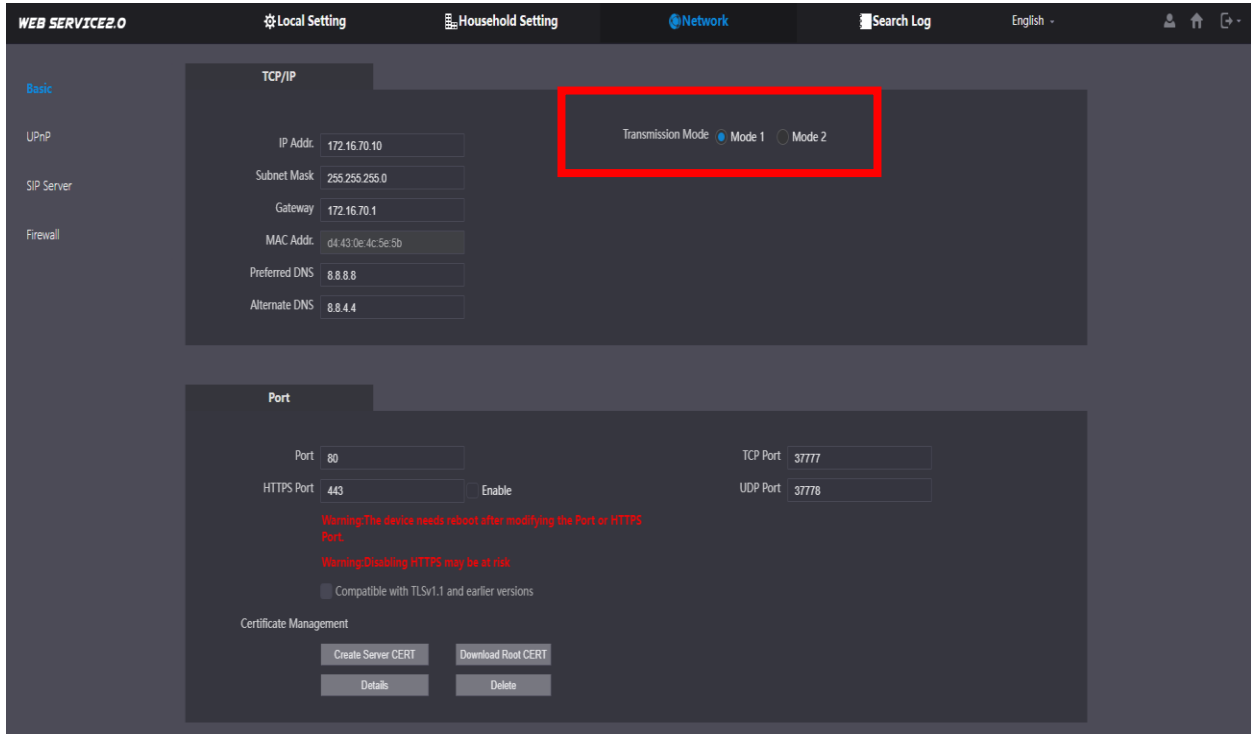
If the Status is all Online, you can test now the system.

You can also try to Adjust the Transmission Mode

Mode 1 = Multi Cast

Mode 2 = Unicast

Adjust this depending on the network switch compatibility.

If the Above Settings doesn't resolve the Issue.

Check the Physical Network Connection

- Ensure all devices are powered on.
- Inspect the Ethernet cables for damage or loose connections.
- Verify that the devices are connected to the same network (LAN).

Reset and Reconfigure Devices

- Reset the VTH and VTO to factory settings:
  - VTH: Reset through System Settings > Default Settings.
  - VTO: Press and hold the reset button for 10–15 seconds. Or Press the Tamper button 5 times.
- Reconfigure the devices from scratch, ensuring proper registration and network settings.

Test with Another Device

- Replace the VTH or VTO with a known working unit to determine if the issue is device specific.
- Test the intercom on another network to rule out local network issues.

Firmware Compatibility

- Verify that the firmware of the VTH (indoor monitor) and VTO (outdoor station) are compatible.
- Update to the latest firmware for both devices.

Contact Support

- If the issue persists, collect the following details before contacting Dahua technical support:
  - Device models (e.g., VTH1510CH, VTO2202F).
  - Firmware versions.
  - Network topology diagram.
  - Screenshots of the configuration settings.