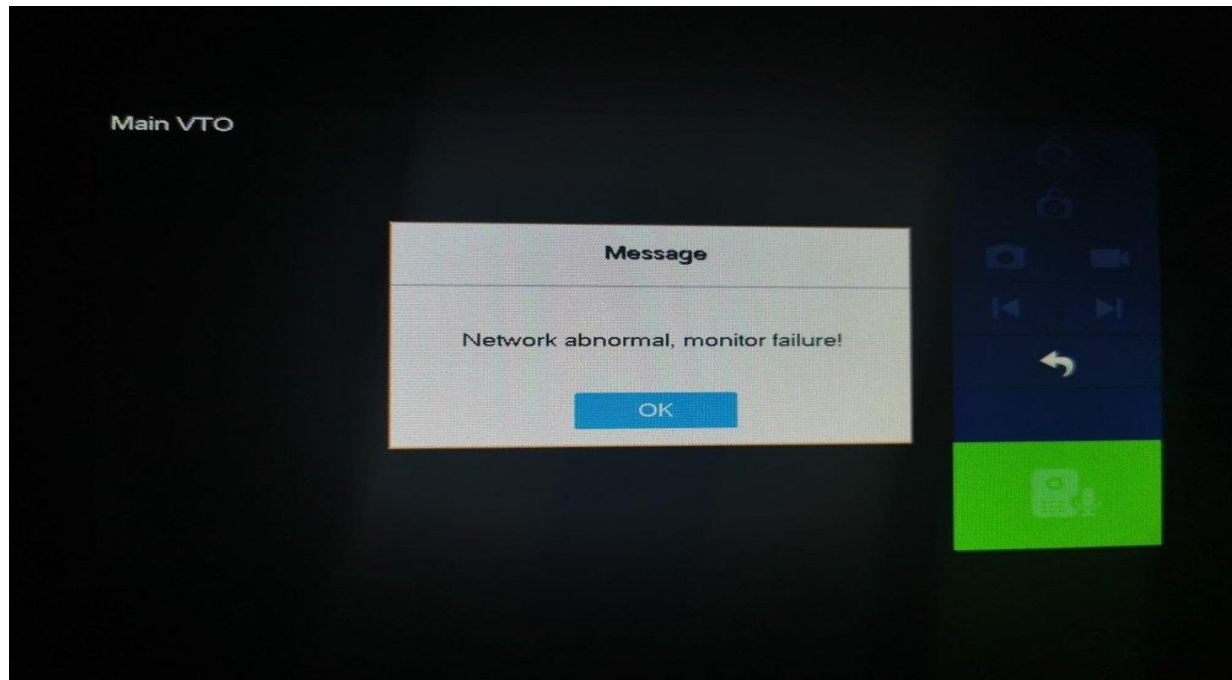


Technical Quick Guides

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.



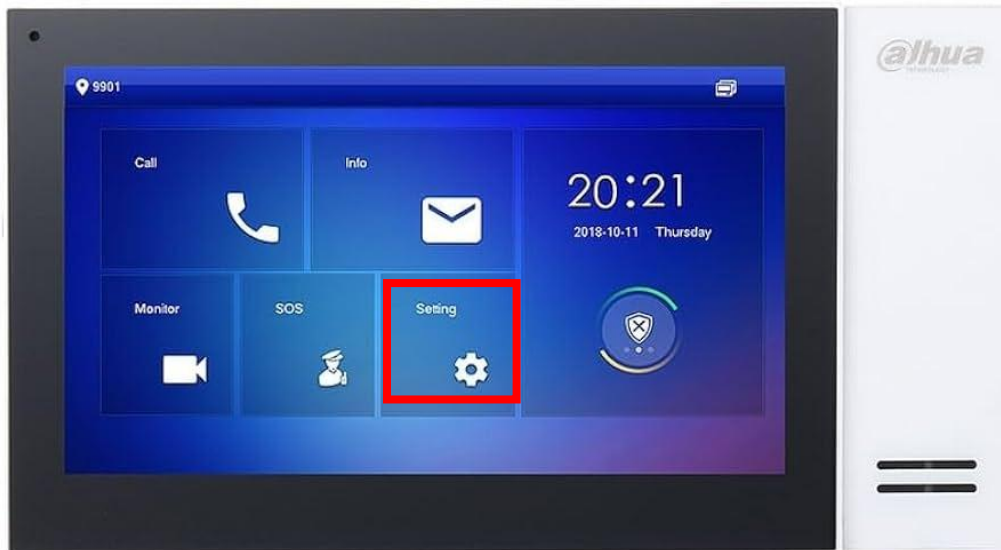
Please contact your local Seadan store for more information & feedback

Troubleshooting using the VTH Interface

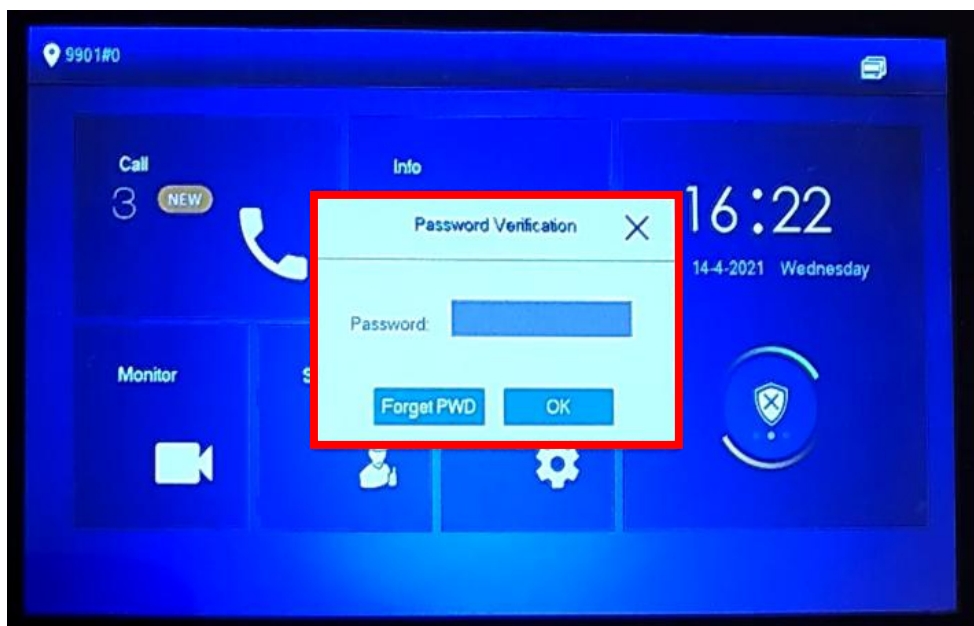
First Check on the VTH Settings these following settings:

- Network
- VTH Config
- SIP Server
- VTO Config

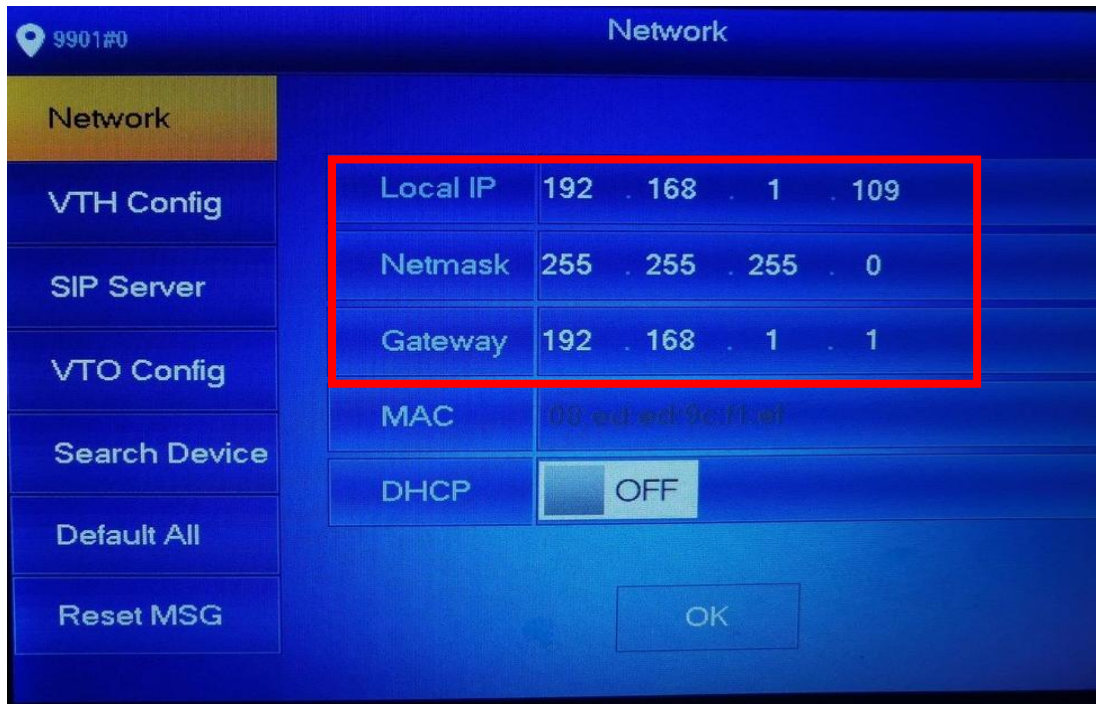
At the VTH Interface, click the **Setting**



Login by entering the VTH password



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



Field	Value
Local IP	192 . 168 . 1 . 109
Netmask	255 . 255 . 255 . 0
Gateway	192 . 168 . 1 . 1
MAC	08 ed ed 9c f1 ef
DHCP	<input type="checkbox"/> OFF

VTH Config

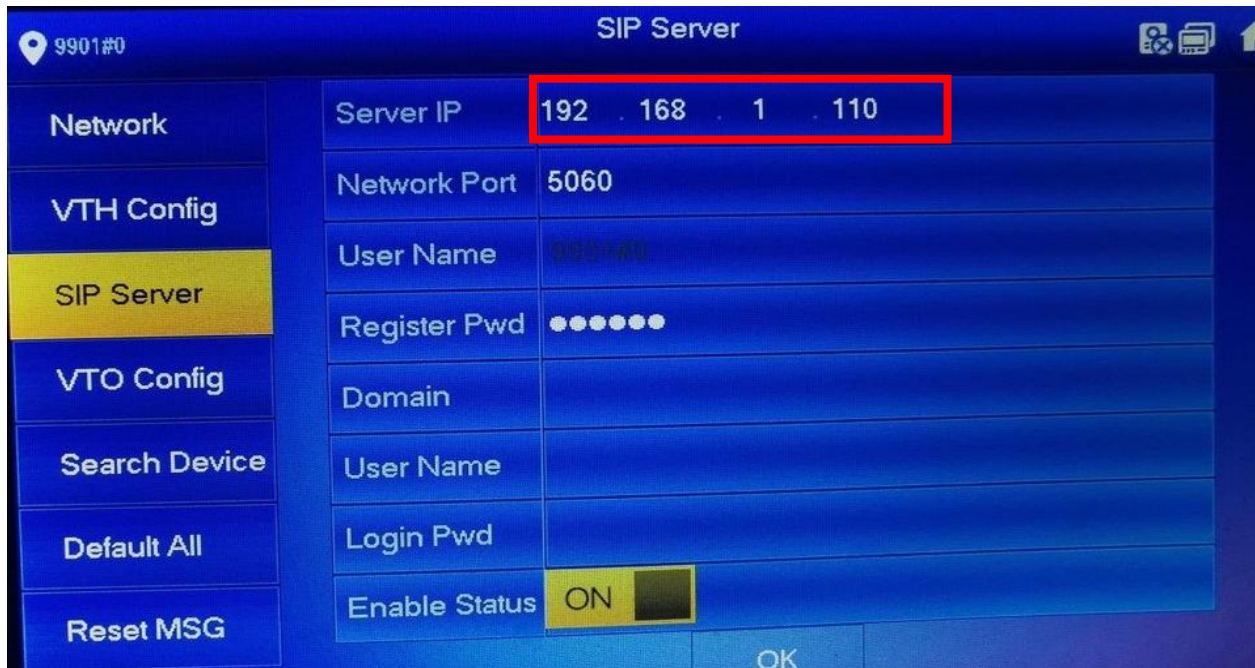
Make sure the Room No. it is set properly. *If you are using a Sub VTH, make sure that the IP address, username and password of the Master VTH is set properly.*



Field	Value
Room No.	9901#0
Master IP	0 . 0 . 0 . 0
Master Name	admin
Master Pwd	*****
Version	30100021-44.300.0000000.0.0
SSH	<input type="checkbox"/> OFF

SIP Server

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



SIP Server	
Network	Server IP: 192 . 168 . 1 . 110
VTH Config	Network Port: 5060
SIP Server	User Name: 9901#0
	Register Pwd: ••••••
VTO Config	Domain:
Search Device	User Name:
Default All	Login Pwd:
Reset MSG	Enable Status: ON <input checked="" type="checkbox"/>

VTO Config

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

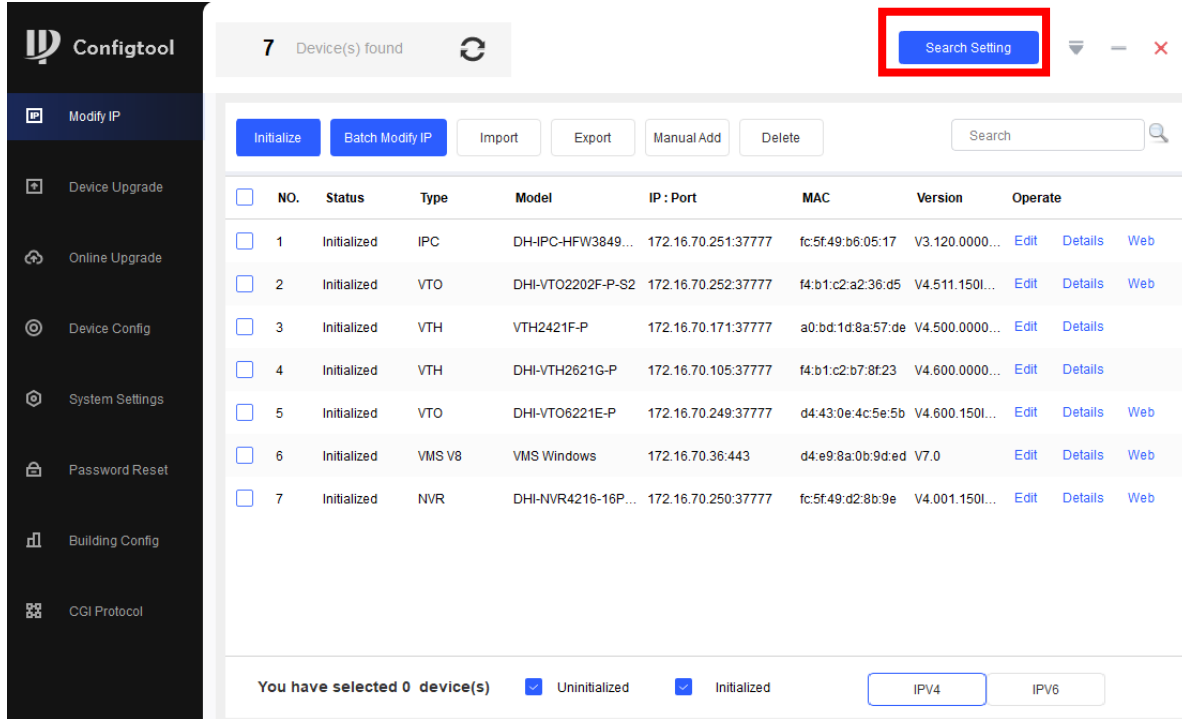
Reboot the Device and test the system



VTO Config	
Network	Main_VTO: Main VTO
VTH Config	VTO IP: 192 . 168 . 1 . 110
SIP Server	User Name: admin
VTO Config	Password: ••••••
	Enable Status: ON <input checked="" type="checkbox"/>
Search Device	Sub_VTO1:
Default All	VTO IP: 0 . 0 . 0 . 0
Reset MSG	User Name: admin
	Password: ••••••
	Enable Status: OFF <input type="checkbox"/>

Troubleshooting using ConfigTool

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



7 Device(s) found

Search Setting

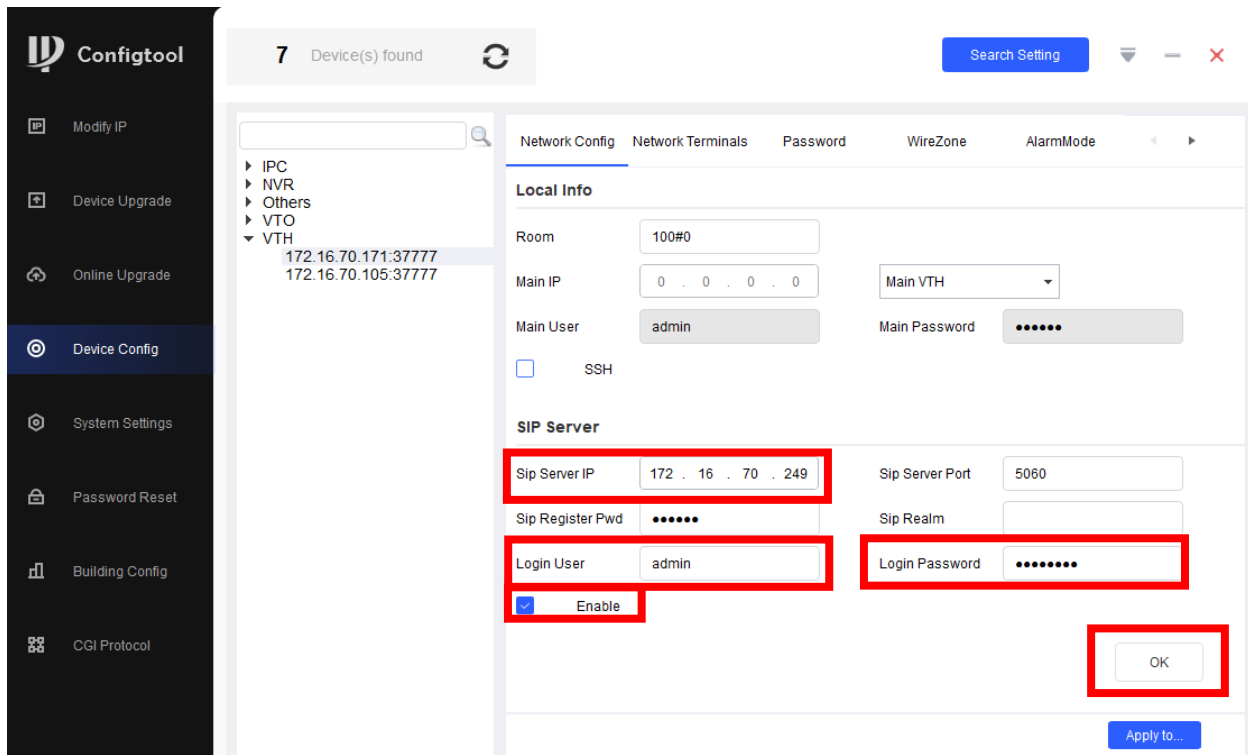
Initialize Batch Modify IP Import Export Manual Add Delete

<input type="checkbox"/>	NO.	Status	Type	Model	IP : Port	MAC	Version	Operate
<input type="checkbox"/>	1	Initialized	IPC	DH-IPC-HFW3849...	172.16.70.251:37777	fc:5f:49:b6:05:17	V3.120.0000...	Edit Details Web
<input type="checkbox"/>	2	Initialized	VTO	DHI-VTO2202F-P-S2	172.16.70.252:37777	f4:b1:c2:a2:36:d5	V4.511.150L...	Edit Details Web
<input type="checkbox"/>	3	Initialized	VTH	VTH2421F-P	172.16.70.171:37777	a0:bd:1d:8a:57:de	V4.500.0000...	Edit Details
<input type="checkbox"/>	4	Initialized	VTH	DHI-VTH2621G-P	172.16.70.105:37777	f4:b1:c2:b7:8f:23	V4.600.0000...	Edit Details
<input type="checkbox"/>	5	Initialized	VTO	DHI-VTO6221E-P	172.16.70.249:37777	d4:43:0e:4c:5e:5b	V4.600.150L...	Edit Details Web
<input type="checkbox"/>	6	Initialized	VMS V8	VMS Windows	172.16.70.36:443	d4:e9:8a:0b:9d:ed	V7.0	Edit Details Web
<input type="checkbox"/>	7	Initialized	NVR	DHI-NVR4216-16P...	172.16.70.250:37777	fc:5f:49:d2:8b:9e	V4.001.150L...	Edit Details Web

You have selected 0 device(s) ☒ Uninitialized ☒ Initialized IPv4 IPv6

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.



7 Device(s) found

Search Setting

Network Config Network Terminals Password WireZone AlarmMode

Local Info

Room 100#0

Main IP 0 . 0 . 0 . 0 Main VTH

Main User admin Main Password

☐ SSH

SIP Server

Sip Server IP 172 . 16 . 70 . 249 Sip Server Port 5060

Sip Register Pwd Sip Realm

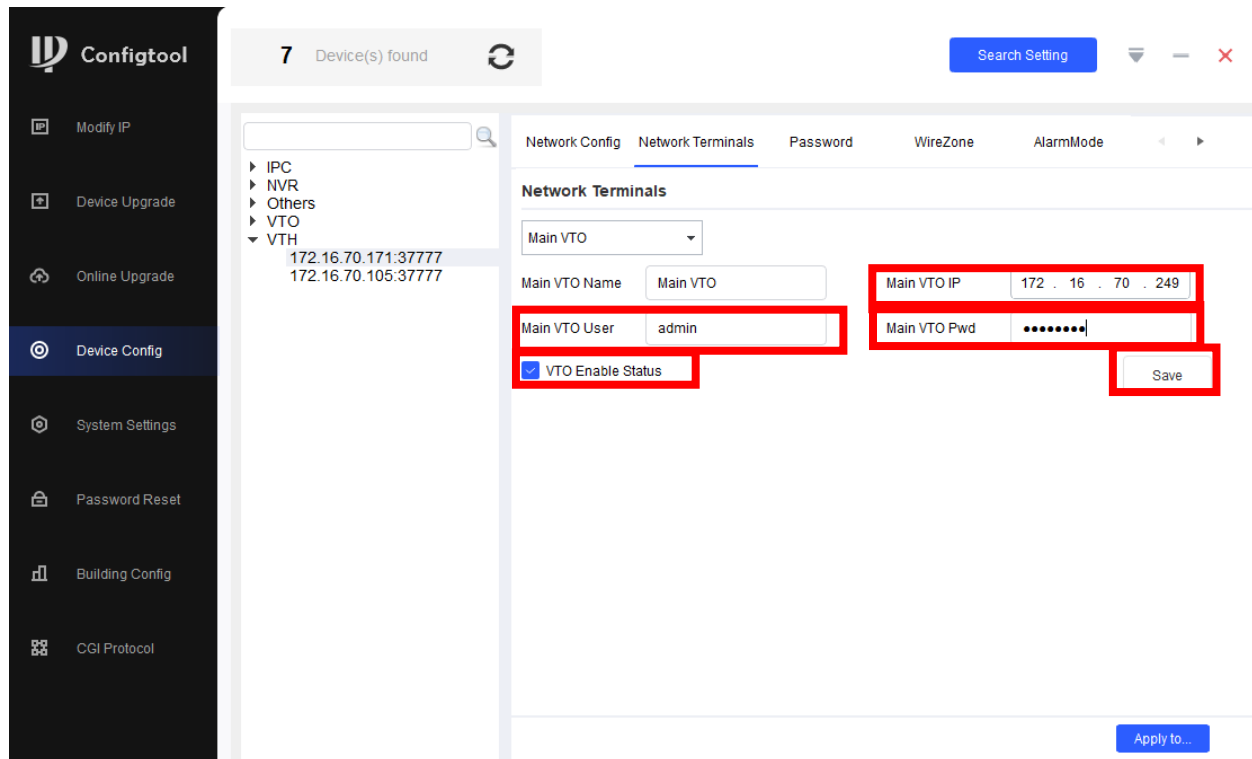
Login User admin Login Password

☒ Enable

OK

Apply to...

Select The Network Terminals and make sure that the Main VTO IP, username and password is set properly.



7 Device(s) found

Search Setting

Network Config Network Terminals Password WireZone AlarmMode

Network Terminals

Main VTO

Main VTO Name Main VTO

Main VTO IP 172 . 16 . 70 . 249

Main VTO User admin

Main VTO Pwd

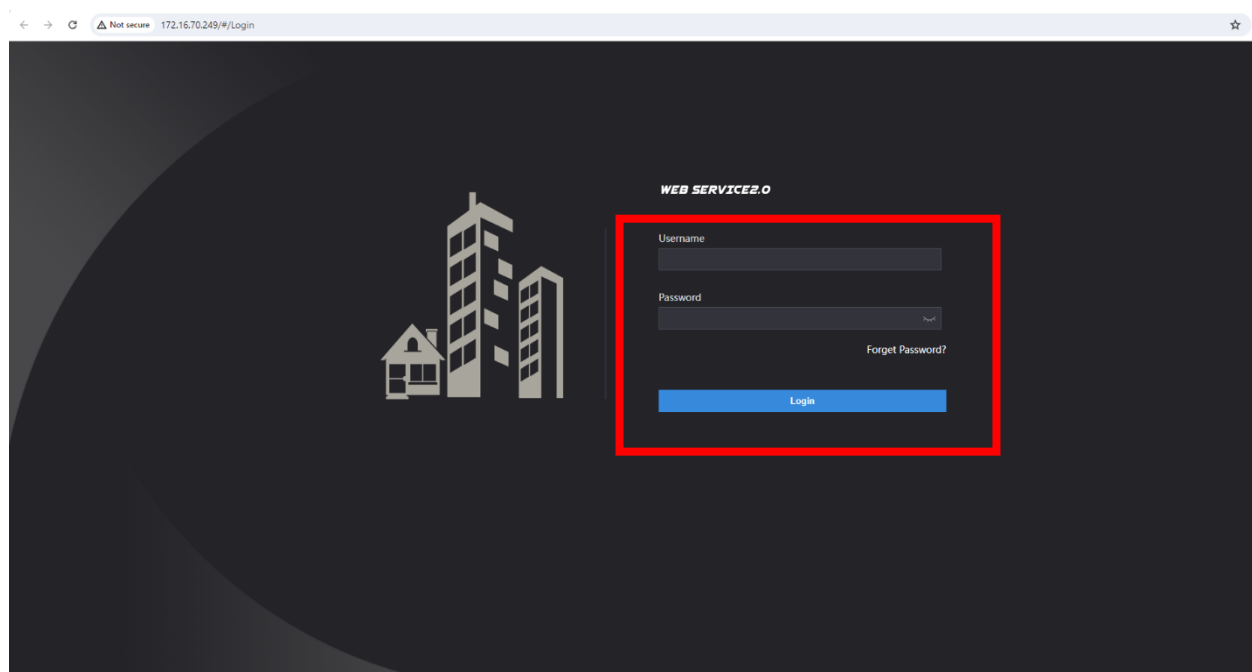
☒ VTO Enable Status

Save

Apply to...

After confirming that all details are set properly.

Login to the VTO Web Interface



← → ⚠ Not secure 172.16.70.249/#/Login ☆

WEB SERVICE2.0

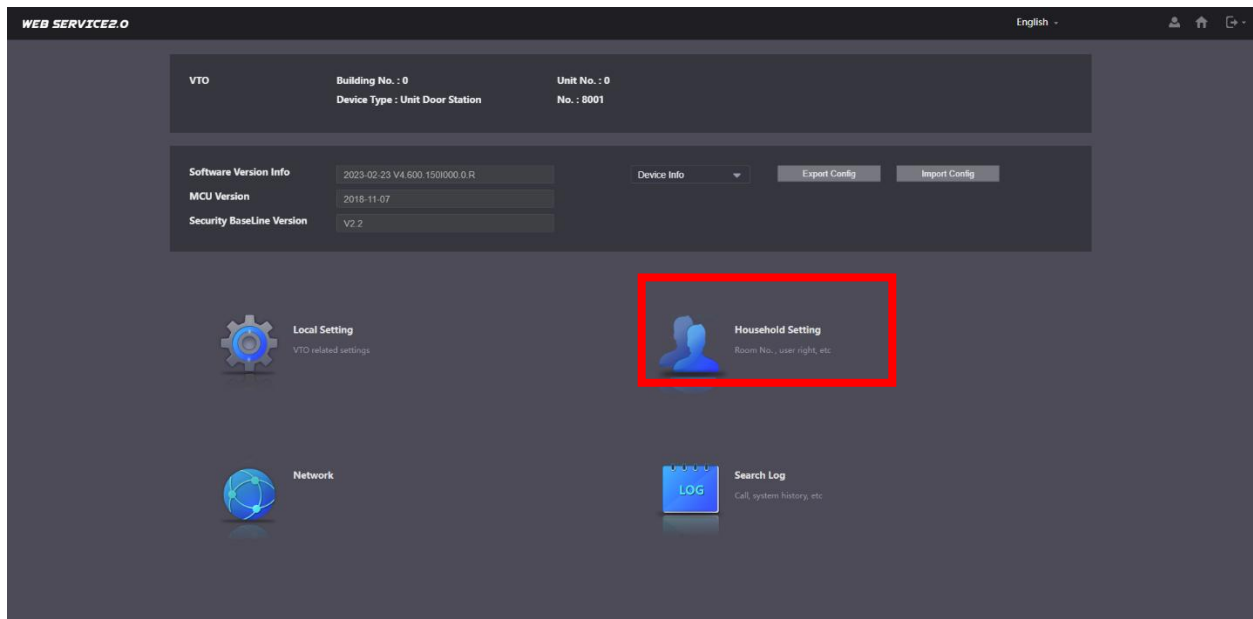
Username

Password

Forgot Password?

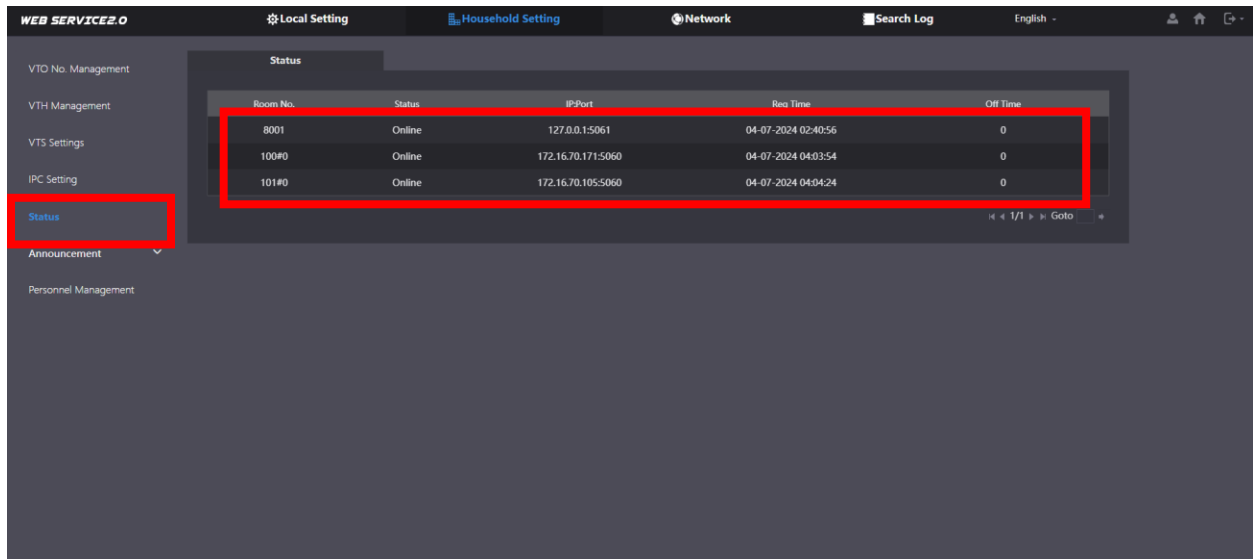
Login

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.

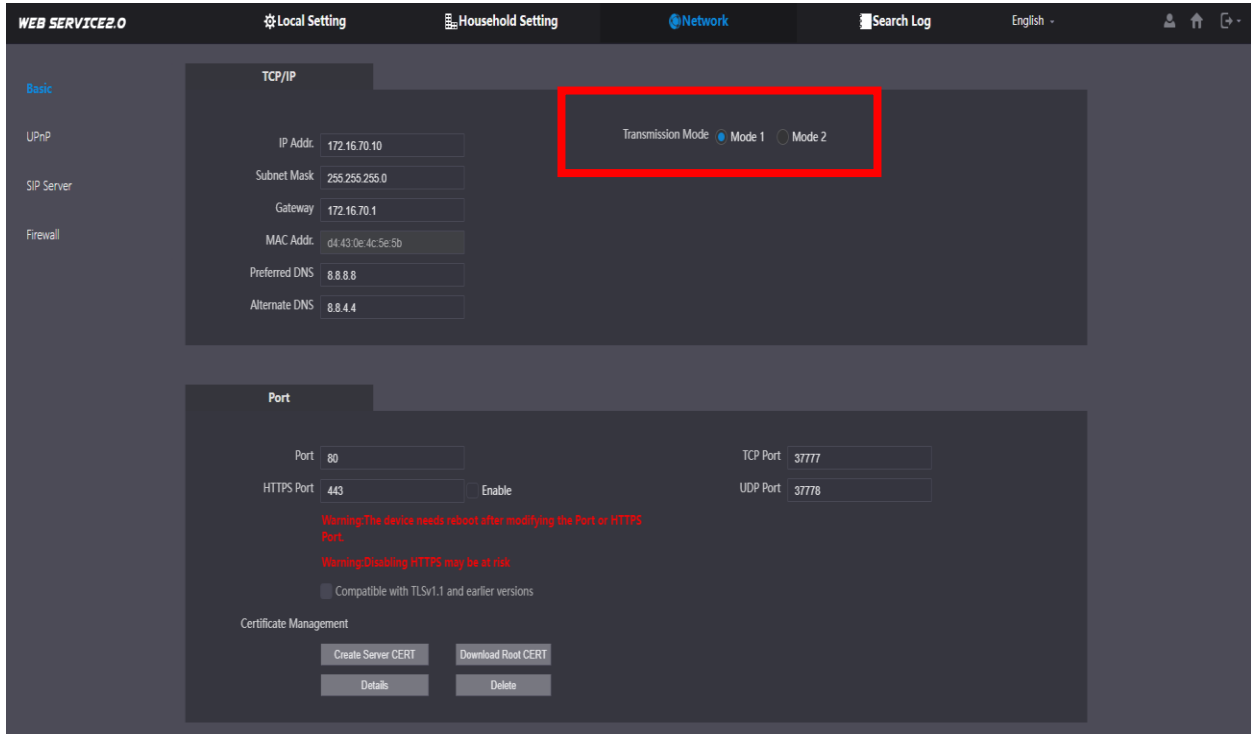


You can also try to Adjust the Transmission Mode

Mode 1 = Multi Cast

Mode 2 = Unicast

Adjust this depending on the network switch compatibility.



WEB SERVICE2.0 Local Setting Household Setting **Network** Search Log English

TCP/IP

IP Addr: 172.16.70.10

Subnet Mask: 255.255.255.0

Gateway: 172.16.70.1

MAC Addr: d4:43:0e:4c:5e:5b

Preferred DNS: 8.8.8.8

Alternate DNS: 8.8.4.4

Transmission Mode: ☒ Mode 1 ☐ Mode 2

Port

Port: 80

HTTPS Port: 443 ☐ Enable

TCP Port: 37777

UDP Port: 37778

Warning: The device needs reboot after modifying the Port or HTTPS Port.

Warning: Disabling HTTPS may be at risk.

☐ Compatible with TLSv1.1 and earlier versions

Certificate Management

Create Server CERT Download Root CERT

Details Delete

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.