ROBIN

TELECOM DEVELOPMENT



User Manual

Robin SlimLine
Robin SlimLine ‘for Teams’

Software version 1.0.0 or higher

Manual version: 1.0.1
Date: 24-08-2022

About this manual

This manual describes the installation and programming of the Robin SlimLine SIP intercom firmware version 1.0.0). You can update the software of the Robin to the latest version. For instructions on updating see page 51 of this manual.

This manual applies to:

Robin SlimLine SIP
Robin SlimLine SIP for MS Teams

The Robin SlimLine SIP for MS Teams is an optimized intercom for use with the CyberGate service of CyberTwice.

If you have any questions after reading this manual, please contact us at:

website: www.robintele.com
support website: support.robintele.com
e-mail: info@robintele.com

Important safety information

Take the following security measures when using a Robin:

- The use of port forwarding in routers / firewalls to access the Robin door phones is strongly discouraged. Use the Robin door phones on the local network (LAN) only
- Change at first use the passwords of both the 'admin' and the 'user' (in the menu -System-Security-), it is recommended to change them regularly
- Use strong passwords (minimum 12 characters long)
- Configure the used PBX / VoIP provider to only allow the Robin door phone to call its programmed destination numbers using the white-list function in the PBX / VoIP provider
- Update the Robin door phone regularly

By default, access to the webinterface of the Robin is limited to devices that are connected to the same network as where the Robin resides. It does allow access from other networks, but only for the first 30 minutes after reboot.

This security feature can be disabled (not recommended!) in chapter *5.2.5.4 System / Security.*

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1 Introduction

1.1 Robin SlinLine SIP Door Intercom

Integrated functions

The Robin SlimLine SIP has many integrated functions in one single device:

- Telephone device with one button
- SIP support for audio and video
- High-Definition, full colour camera with a wide-angle lens
- Security camera with movement- and audio detection
- RTSP streaming (audio and video)
- Door opener
- Advanced event mechanism
- Extended API (Application Programming Interface)

1.2 Robin features

Easy to install

A single module is all that has to be mounted; there are no extra modules necessary.

Simple operation

The Robin can be programmed to dial a predefined phone extension when the button is pressed. Audio and video will be available during the call and the door opener relay of the Robin can be activated using DTMF.

SIP communication

The Robin uses the Session Initiation Protocol (SIP). This means that the intercom can be connected to any IP-PBX or VoIP provider that supports the SIP protocol.

Robin for MS Teams

The Robin for MS Teams is a special version of the Robin SlimLine. It is developed to communicate with Microsoft Teams using the CyberGate service of CyberTwice and can't be used with a SIP-PBX or VoIP provider.

High-quality sound reproduction

Thanks to the advanced audio DSP in the Robin, its sound quality is exceptionally good without any echo or interference.

Microsoft Teams support

The Robin can be connect to a Microsoft Teams environment using the CyberGate service of CyberTwice. CyberGate offers audio and video support to Microsoft Teams. A Microsoft Teams user can communicate, see the person at the door and open the door remotely. For more information about CyberGate, see the website: ***cybertwice.com***

Door opener

The potential free relay switch (dry contact) embedded in the Robin is activated by typing in a key combination at the dialled device. The key combination can be specified in the WEB interface of the Robin. The relay can be used to open a door, a gate or a barrier.

Video support

A real-time video image of the person using the Robin is displayed on the screen of the H.264 compatible videophone, softphone or Microsoft Teams client as soon as a call is answered.

High-Definition video quality

The integrated camera of the Robin is capable of displaying the video image in High-Definition. A maximum of three simultaneous video streams are supported.

Security camera function

The integrated camera can also be used for surveillance purposes. The Robin is able to deliver the video stream to many Video Management Software systems (VMS) in two formats, MJPEG and H.264 (RTSP).

Picture To Email

The Robin features Picture To Email. It can send an e-mail containing the captured picture of the visitor to an email address of choice. The document: How-To_Picture2Email_ENG.pdf describes the configuration of this function.
You can also download this document on our support site: ***http://support.robintele.com***

No separate power supply

The Robin is powered via Power over Ethernet (PoE IEEE 802.3af). This eliminates the need for a separate power supply; connection to a PoE network switch or Midspan is all that is necessary.

Web-based configuration

The Robin can be configured on a PC or Mac via a web browser (e.g. Firefox, Chrome, Safari). Using a web browser, modification of all the settings for the Robin is easy.

Compatible with WEBRelay

The Robin is compatible with an external IP relays, the ControlByWeb WEBRelay Quad-LS. This external device is equipped with 4 build-in relays and can be connected to the LAN. The 'Events' mechanism in the Robin can control the four relays (page. 44).

2 Operation

2.1 Operating the door phone

To ring the door phone, press on the button on the Robin. The unit will play a ringing sound and the defined call destination will be called. It will also dim the button illumination when the button is pressed.

2.2 Answering

You answer a call initiated by the Robin by answering the phone that is being called. In case you use a H.264 compatible videophone, softphone or MS Teams client the video picture of the integrated camera is displayed on the screen of the phone.

2.3 Controlling the built-in door opener

The built-in door opener is controlled with predefined keys on the telephone set that answers the call. When you activate the door opener, the attached door, gate, barrier, etc. will open.

You can change the default DTMF code to open the door in the interface of the Robin in the menu -System-Switch- (default code: ##).

3 Installation

There are two versions of the Robin SlimLine, one for surface mount installation and one for flush mount installation.
For Surface mount installation, a surface mount box is nessecary (sold seperately), for a Flush mount installation, a flush mount box is nessecary (sold seperately).

3.1 Package contents of the Robin SlimLine Surface mount

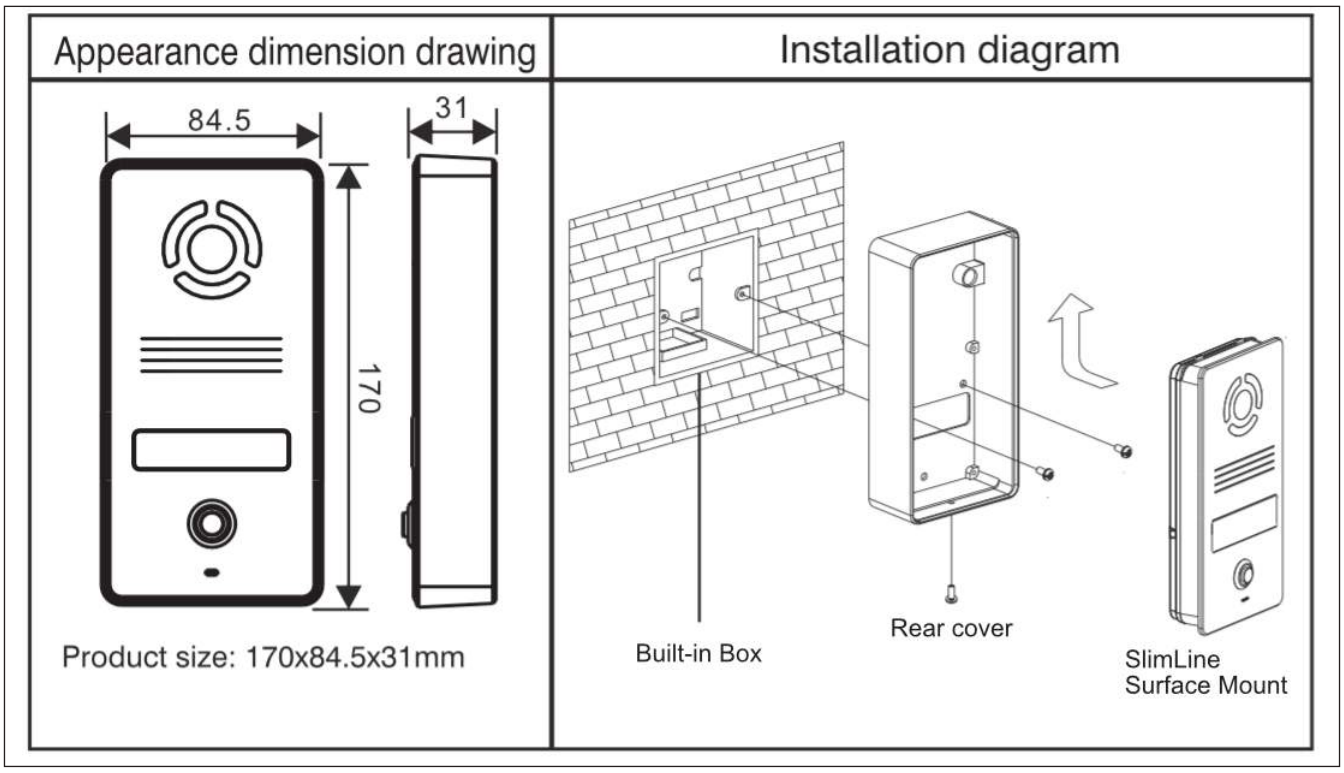
- The Robin SlimLine for Surface mount
- 1 bottom screw
- 4 screws
- 4 wall plugs (6mm)
- Engravable label
- Double-sided tape for the label
- Connector with cable-ends for connecting the build in relay



3.2 Package contents of the Robin SlimLine Flush mount

- The Robin SlimLine for Flush mount
- 4 screws
- Engravable label
- Double-sided tape for the label
- Connector with cable-ends for connecting the build in relay

3.3 Surface mounting instructions

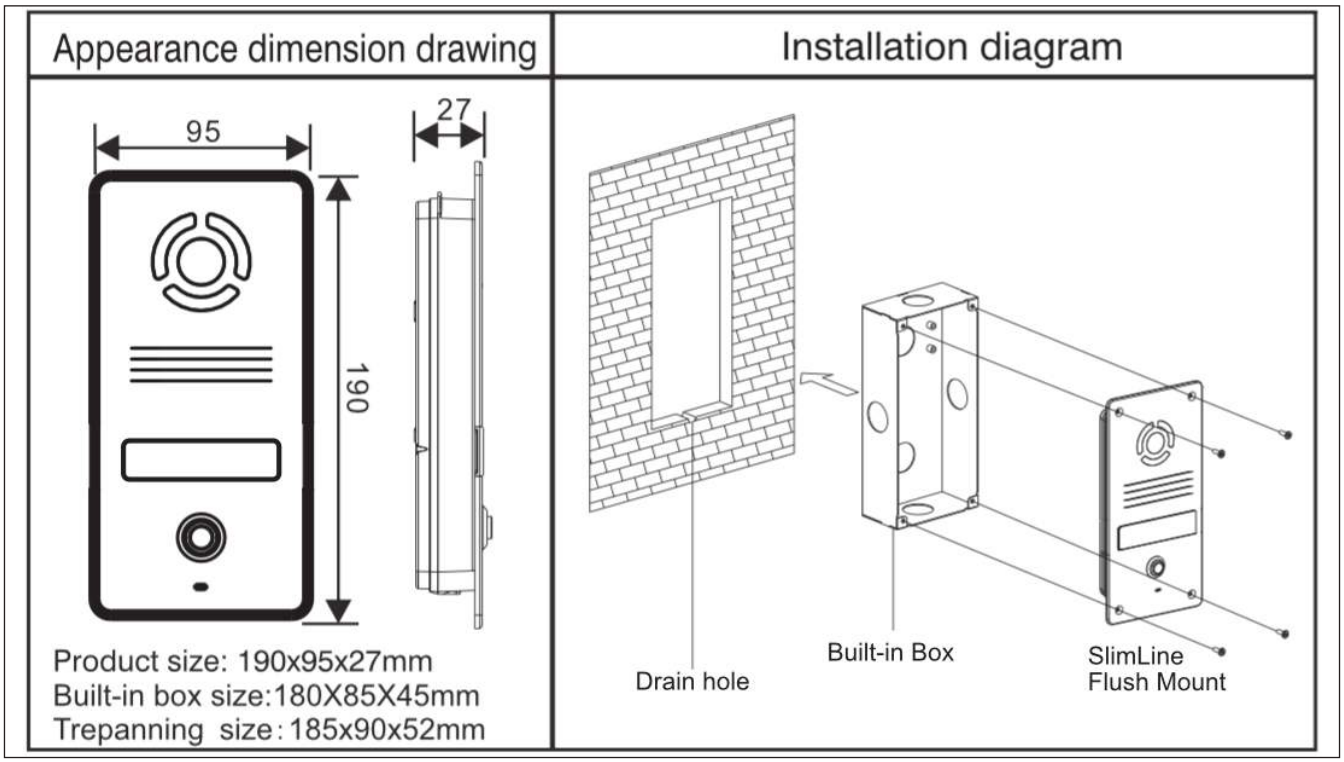


Follow the step-by-step plan described below for problem-free mounting of the Robin.

Step-by-step plan:

1. Mount a square built-in box in the wall (not supplied). **Note: match the screws with the holes of the rear cover to see if the square built-in box is compatible**.
2. Feed the cables (Ethernet and (optional) door lock wires) through the built-in box.
3. Mount the rear cover to the built-in box. **Note: Make sure the back of the rear cover is flush (without any gaps) with the wall**.
4. Connect the Ethernet cable to the Robin SlimLine.
5. Optional - connect the cable for operating the door switch to the supplied connector and connect the connector to the Robin.
6. Position the Robin in- and upward in the rear cover.
7. Fix the device securely in place using the screw in the bottom of the rear cover.

3.4 Flush mounting instructions



Follow the step-by-step plan described below for problem-free mounting of the Robin.

Step-by-step plan:

1. Mount the Robin built-in box in the wall. **Note: Create a drain hole in the wall (see drawing)**.
2. Feed the cables (Ethernet and (optional door lock) wires) through the built-in box.
3. Connect the Ethernet cable to the Robin SlimLine.
4. Optional - connect the cable for operating the door switch to the supplied connector and connect the connector to the Robin.
5. Mount the Robin using the four supplied screws.

4 System installation

4.1 Requirements prior to installation

- Network connection with PoE (Power over Ethernet) is used to power the Robin; the power supply must be 802.3af compatible.
- PC with web browser.
- The following web browsers are supported:
  - FireFox
  - Safari
  - Google Chrome

4.2 Power-on the Robin

Connect the Ethernet cable connected to the Robin to a network switch with Power over Ethernet or use a midspan and a standard network switch. The Robin will boot automatically (this can take up to 30 seconds).

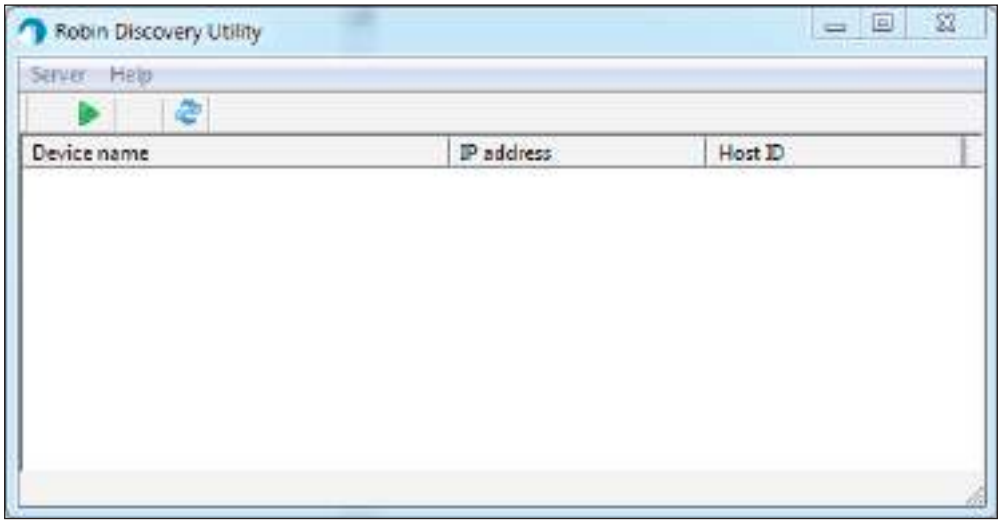
! Note: The length of the Ethernet cable may not exceed 100 metres. This is a limit of the Ethernet standard. !

We assume here that the network supports DHCP; if so, all settings such as the IP addresses, netmask, gateway and DNS are automatically populated.

DHCP is a default setting of the Robin. If the network does not offer DHCP, the network details must be set manually.

Windows users:

Copy the 'Robin Discovery Utility' software to a PC that is connected to the network. Start the 'Robin Discovery Utility' software and click the "Play" button. The software will scan for Robin devices in the network. When a Robin is detected, it is displayed in the list. Double-click on the detected Robin you would like to configure; the web interface for the selected Robin will show.



Mac / Linux users:

Enter the IP address of the Robin in the address bar of the web browser that is installed on your PC in order to access the web interface.

The Robin can now be configured via the web interface (see Chapter 5, Configuration).

5 Configuration

5.1 Logging in to the Robin

The Robin can be used accessed as an 'Administrator' or as a 'User'.

- The Administrator can configure all settings of the Robin. To initially configure the Robin you will need to login as an Administrator.
- The User can only watch live video and optionally control the door opener. A User can't modify settings of the Robin.

The login credentials can be changed in the web interface of the Robin. The default credentials are:

- Administrator - Login: admin, Password: 123qwe
- User - Login: user, Password: has to be be set by an Administrator

! Note: Change the password immediately after installation, both the Administrator and the User, (menu -System-Security-). The use of strong passwords is highly recommended !

The Robin will warn you when the default password for the Administrator hasn't been changed yet when logging in and will keep warning you until the default password is changed.



5.2 Configuration of the Robin

The configuration program for the Robin features 5 sections; 'Telephony', 'Audio', 'Video', 'Network' and 'System'.

'Telephony'

In the 'Telephony' section, configure all of the settings that are required for the communication part of the Robin.

'Audio'

In the 'Audio' section, various modifications to the sound and sound processing features of the Robin can me made.

'Video'

In the 'Video' section, optimise the image quality, view the live video and set the motion detection settings.

'Network'

In the 'Network' section, view and change the network configuration settings for the Robin.

'System'

In the 'System' section, view and change the settings that influence standard operation of the Robin. It also contains the log files section for problem diagnosing.

! Note: In the Robin software you'll note 'APPLY SETTINGS' buttons. Use these buttons to confirm and activate all the modified settings. !

5.2.1 Telephony

5.2.1.1 Telephony / SIP

Enter the data required for registering on a SIP-PBX, a VoIP provider or MS Teams.

! Note: If the Robin is used for a direct connection (Peer2Peer / P2P) to the telephone handset (without using an SIP-PBX or VoIP provider), registration is not required. !



SIP registration

▪ Enable Teams mode	Activate the Microsoft Teams mode. The necessary audio and video settings for Microsoft Teams and the CyberGate service are set automatically
▪ SIP protocol	Select the SIP protocol, UDP or TCP, UDP is default
▪ SIP proxy / registar	Enter the IP address or hostname for the SIP-PBX or VoIP provider
▪ SIP proxy port number	Enter the IP port number for the SIP-PBX or VoIP provider
▪ Line ID	Enter the Line-ID. If not available, use the same name as the 'Authentication Username'
▪ Authentication Username	Enter the username for registration to the SIP-PBX or VoIP provider
▪ Password	Enter the password for registration to the SIP-PBX or VoIP provider
▪ Register	Activates or deactivates registration to for registration to the SIP-PBX or VoIP provider
▪ Expires	Period of time during which the SIP door intercom can register.
▪ Registration status	Shows registration status

SIP advanced:

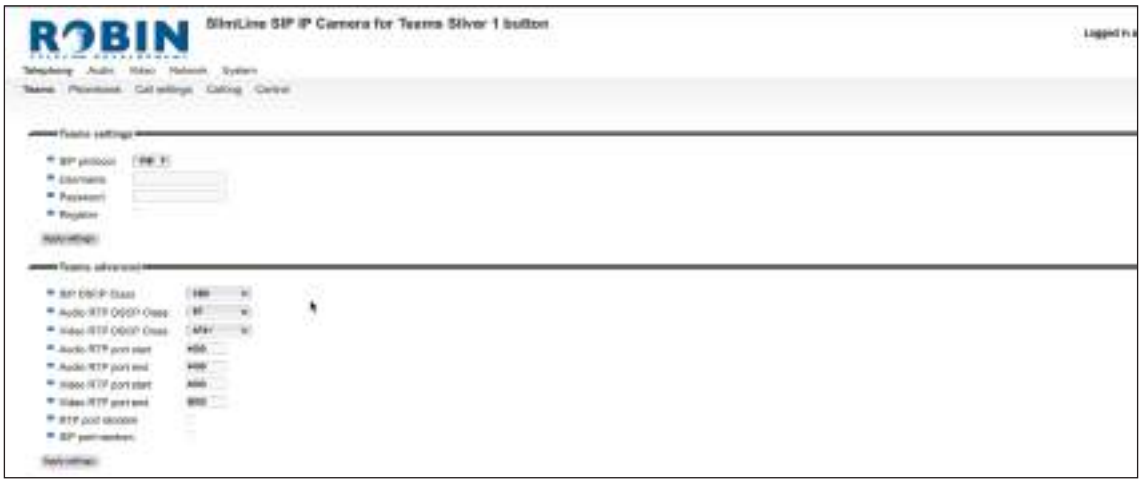
▪ Outbound proxy	Select this option when a SIP proxy server is used
▪ Outbound proxy host	Enter the IP address or hostname of the proxy server
▪ Outbound proxy port	Enter the IP port of the proxy server
▪ DNSsrv	Select this option when DNSsrv is used
---	---
DSCP Class	*The DSCP class is used for Quality of Service.*
▪ SIP DSCP Class	Select the DSCP class for all SIP traffic
▪ Audio RTP DSCP Class	Select the DSCP class for RTP audio
▪ Video RTP DSCP Class	Select the DSCP class for RTP video
---	---
▪ Audio RTP port start	Enter the lowest IP port that may be used for the RTP audio stream
▪ Audio RTP port end	Enter the highest IP port that may be used for the RTP audio stream
▪ Video RTP port start	Enter the lowest IP port that may be used for the RTP video stream
▪ Video RTP port end	Enter the highest IP port that may be used for the RTP video stream
▪ RTP port random	Use random RTP ports (within the specified range)
▪ Keep alive	Enable keep alive packages
▪ Enable REFER	Accept 'REFER' packages (off by default)

5.2.1.2 Telephony / Teams (Robin 'for Teams')

The Robin 'for Teams' versions feature a -Telephony-Teams- menu.

In this menu you can configure the Robin with your CyberGate subscription details found in the admin portal of the CyberGate.

Access the CyberGate admin portal here: ***https://admin.cybergate.cybertwice.com***



Teams settings

▪ SIP protocol	Select the SIP protocol, UDP or TCP, UDP is default
▪ Username	Enter the username as provided to you in the Cyber-Gate admin portal
▪ Password	Enter the password as provided to you in the Cyber-Gate admin portal
▪ Register	Activates or deactivates registration to for registration to the CyberGate service
▪ Expires	Period of time the SIP door intercom will re-register.
▪ Registration status	Shows registration status

Teams advanced:

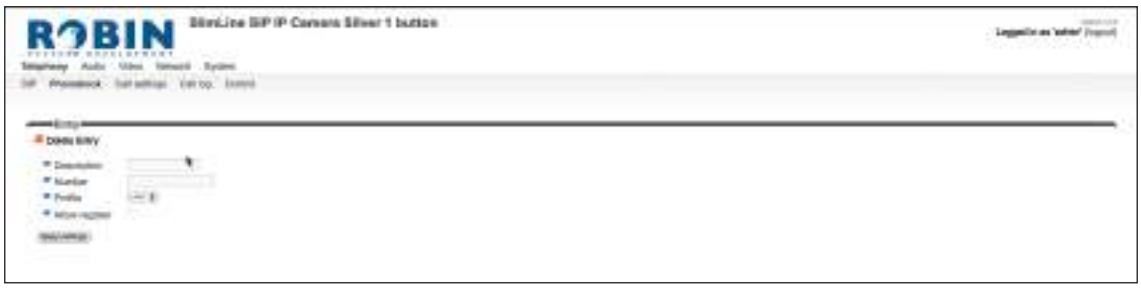
DSCP Class	*The DSCP class is used for Quality of Service.*
▪ SIP DSCP Class	Select the DSCP class for all SIP traffic
▪ Audio RTP DSCP Class	Select the DSCP class for RTP audio
▪ Video RTP DSCP Class	Select the DSCP class for RTP video
----------	----------
▪ Audio RTP port start	Enter the lowest IP port that may be used for the RTP audio stream
▪ Audio RTP port end	Enter the highest IP port that may be used for the RTP audio stream
▪ Video RTP port start	Enter the lowest IP port that may be used for the RTP video stream
▪ Video RTP port end	Enter the highest IP port that may be used for the RTP video stream
▪ RTP port random	Use random RTP ports (within the specified range)
▪ SIP port random	Use a random SIP port

5.2.1.3 Telephony / Phonebook

The Phonebook can contain multiple phonebook entries, each holding a telephone number / extension. These entries can be used as input elsewhere, for example when setting up ‘Schedules’.

A ‘Profile’ can be associated with each phonebook entry. A ‘Profile’ is a set of audio and video settings. This allows definition of individual settings for each telephone number.

! Note: When ‘Enable Teams mode’ is activated, a default Teams profile is set. The ‘Profiles’ menu is not visible when ‘Enable Teams mode’ is active. !



Phonebook:

The green ‘+’ creates a new line.
The ‘>>’ behind a line opens the details for this line.
The red X behind a line deletes the line from the list.

▪ Description	The name that is associated with this number
▪ Number	The value entered for the telephone number (see comment)
▪ Profile	If required, you can select a 'Profile' for this number
▪ Allow register	Select this option only if the Robin has to support a ‘Peer to Peer’ connection with a telephone set*

! Note: The number can be entered in multiple ways:

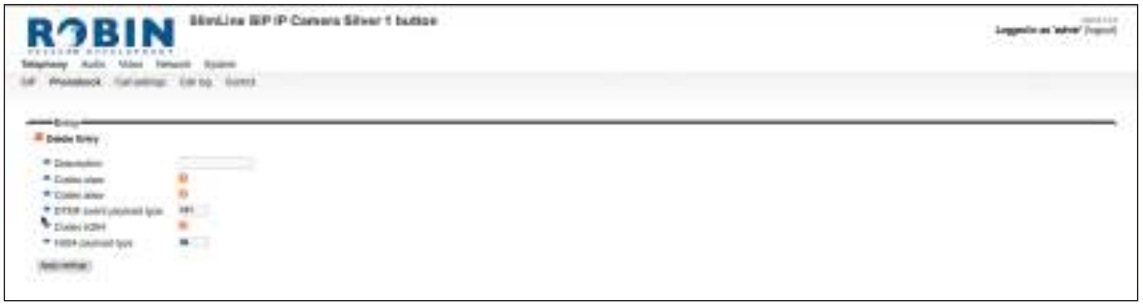
1. ***Just the number (e.g. 104, 1002, 6032 etc.). The handset is located on a connected SIP-PBX in the same network or using a VoIP provider.***
2. ***The number, followed by the IP address of the handset that is to be dialled (e.g. 1000@10.0.0.53, 102@192.168.1.21 etc.). The handset and the Robin are connected to each other directly, i.e. the call is not routed via a SIP-PBX or VoIP provider. The Robin dials the handset directly.***
3. ***When used for Teams, the first part of the Teams user name (without the domain) can be entered.***

**** Peer to Peer connection: If a direct connection between the Robin and a telephone set is required - without the use of a SIP-PBX or VoIP provider - please check our whitepaper: How-To_Peer-to-ENG.pdf on the supplied USB drive or on our support website: http://support.robintele.com***

Profiles:

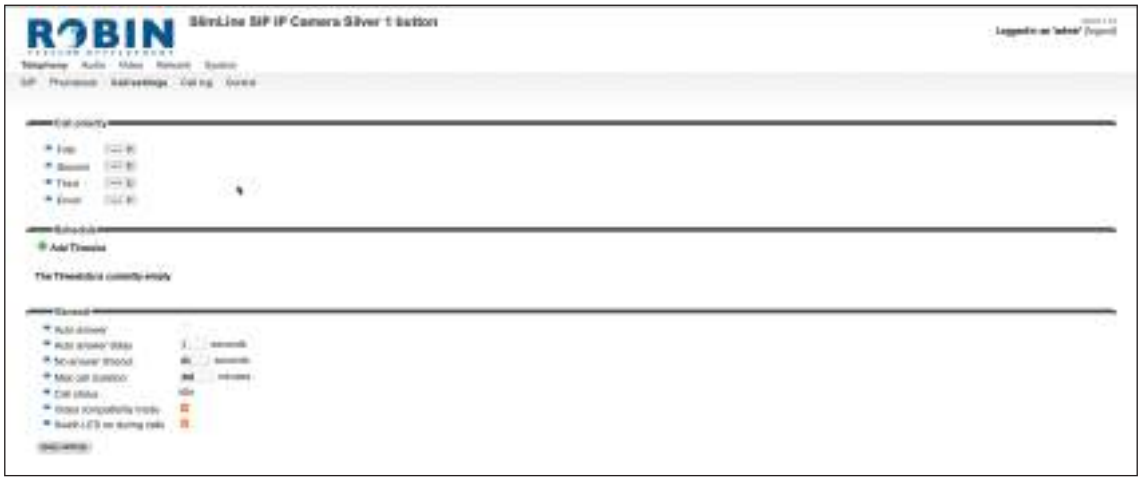
Define profiles. A profile is a set of audio- and video related settings.

The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.



▪ Description	The name that is associated with this profile
▪ Codec ulaw	Support for the G.711 ulaw audio codec
▪ Codec alaw	Support for the G.711 alaw audio codec
▪ DTMF event payload type	Change the 'payload type' for DTMF signal transmission. (default value is 101)
▪ Codec h264	Support for the H.264 video codec
▪ H264 payload type	Change the 'payload type' for H.264 video codec. (default value is 99)

5.2.1.4 Telephony / Call settings



Call priority:

The Robin can dial up to three numbers in a set sequence. If the first number is engaged or not answering* it will continue wit the second number. If the second number is engaged or not answering it will continue wit the third number.

▪ First	Select the first number to dial
▪ Second	Select the second number to dial
▪ Third	Select the third number to dial

**** Change the duration in -Telephony-Call settings-General- using the 'No answer timeout' option.***

Schedules:

The Robin features a 'Schedule' function. The schedules can be defined in the menu -System-Schedules-.

This function allows you to set multiple timeslots: e.g. office hours, lunch break, etc. Consequently, during the lunch break the Robin can be set to dial a different telephone number from that configured for normal working hours.

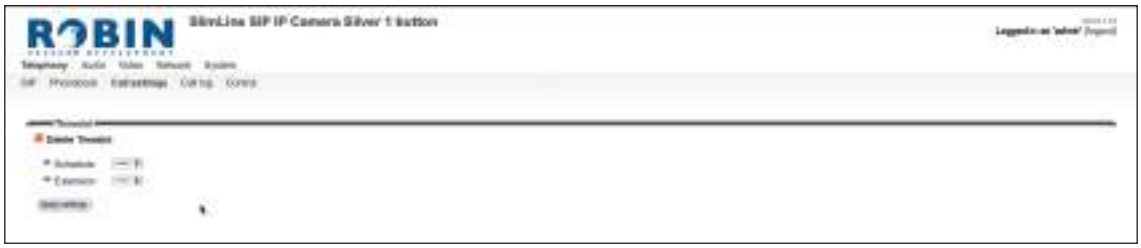
The timeslots are not prioritised so they must be set consecutively, e.g.:

8:30-12:29 morning -> call reception
12:30-13:00 lunch -> call a mobile phone
13:01-17:00 afternoon -> call reception

! Note: When the 'Schedule' function is in use, timeslots take priority over the 'First, Second and Third' settings in -Telephony-Call settings-Call priority-. The intercom checks whether a timeslot is active based on the current time, if not, it reverts to the settings for 'First, Second and Third'. !

Timeslots:

The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.



▪ Schedule	Select the defined schedule
▪ Extension	Select the number to dial

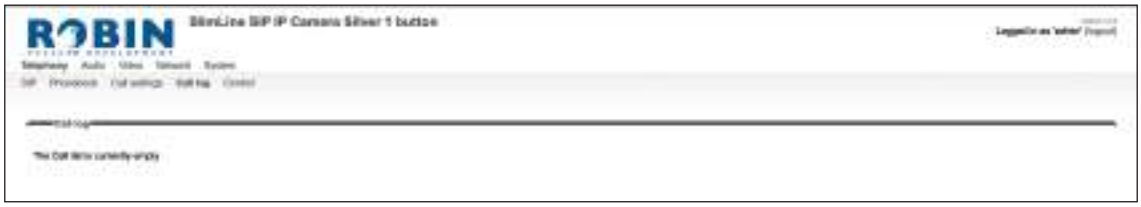
▪ Auto answer	Enables auto answering of incoming calls to the intercom (off by default)
▪ Auto answer delay	Answer incoming calls after X seconds
▪ No answer timeout	End call attempt after X seconds
▪ Max call duration	Maximum duration of a call (0=no limit)
▪ Call status	Displays the status of the phone functionality of the Robin
▪ Switch LED on during calls	Enables the LED lights on the Robin during calls to improve the video quality in low-light environments

5.2.1.5 Telephony / Call log

The call log presents an overview of all the call events to and from the Robin.

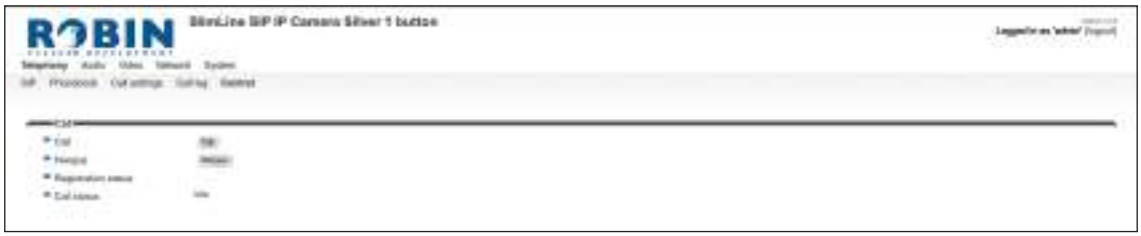
You can delete the complete log file using the red X alongside the ‘Delete all rows’ label. You can delete individual log lines by clicking the red X behind the log line in question.

Call log:



5.2.1.6 Telephony / Control

The Control menu allows you to manually initiate and end a call from the Robin.



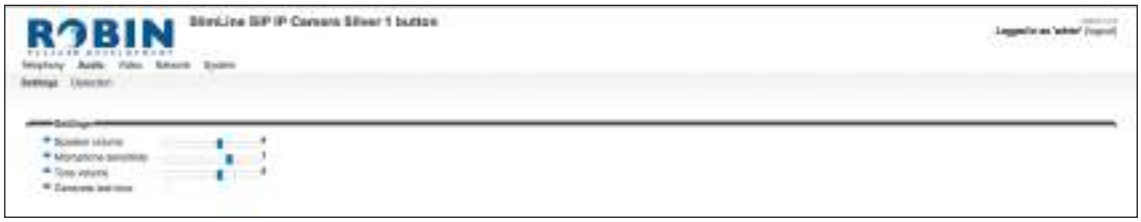
Call:

▪ Call	Initiate a call using the 'Call' button
▪ Hangup	End a call using the 'Hangup' button
▪ Registration status	Shows the IP-PBX or VoIP provider registration status
▪ Call status	Shows the Robins call status (idle, ringing, connected)

5.2.2 Audio

5.2.2.1 Audio / Settings

In this menu you can control all audio related settings such as speaker volume and microphone sensitivity.



Settings:

▪ Speaker volume	Change the speaker volume
▪ Microphone sensitivity	Change the microphone sensitivity
▪ Tone volume	Change the tone volume
▪ Generate test tone	Play a test tone

5.2.2.2 Audio / Detection

The Robin is capable of detecting sound through the microphone.

This detection mechanism can trigger 'Actions' such as activation of a relay switch or automatic calling to a phone set. These actions can be defined in the menu -System-Events-.

Depending on the location of the Robin and the type of sound that should trigger the detection, two parameters can be set: the volume and the duration.
Short audio spikes can be filtered by increasing the duration setting. Background noise can be filtered by increasing the threshold.



Audio detection:

▪ Enabled	Enable or disable the audio detection
▪ Treshold	Change the volume threshold of the detection
▪ Duration	Change the audio duration of the detection

The colour of the bars is green (= no detection) or red (= detection)
The red line indicates the boundary of the detection area.

5.2.3 Video

5.2.3.1 Video / Live

Shows real time video captured by the camera.

The three buttons below the video frame functions as controls for the built-in relays switch. They are used for:

- Switching off (Close)
- Switching on (Open)
- Switch on and after a predefined time automatically off (Pulse)

! Note: These three buttons are only visible if the option: ' User can control door opener' (-System-Security-) is enabled. !



5.2.3.2 Video / Settings

You can change the camera related settings here.

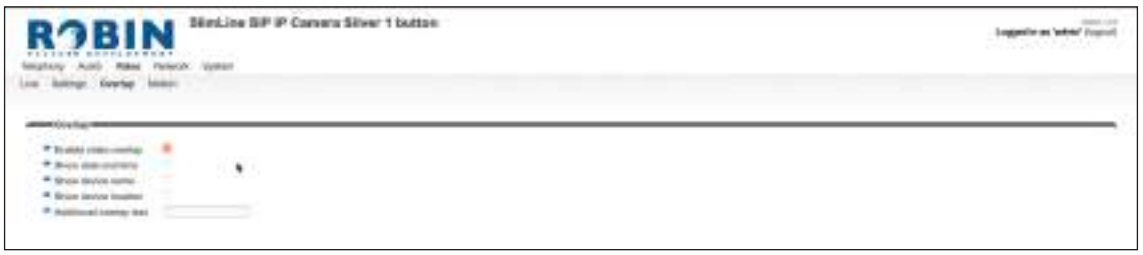
- Resolution: set the resolution of the camera
- Bitrate - set the bitrate of the H.264 stream



5.2.3.3 Video / Overlay

Use the overlay option to display extra information in the upper left corner of the video image.

Overlay:



▪ Enable video overlay	Enable or disable the video overlay function
▪ Show date and time	Display the date and time
▪ Show device name	Display the device name (as set in -System-Device-)
▪ Show device location	Display the location of the Robin (set in location in -System-Device-)
▪ Additional overlay text	Display additional text

5.2.3.4 Video / Motion

Motion allows you to select parts of the video image where you want movement to be detected.

Detection of movement can trigger 'Actions' such as an acoustic signal, switching a built-in relay or initiating a call to a telephone. The actions are set in -System-Events-.

Use the mouse to select an area in the image. Draw a frame in the video image and enlarge/reduce it by dragging the top left and bottom right corners. The red cross at the top removes the selection frame.

Consider how to minimise the chance of a false alarm when selecting the zones. For example, avoid objects that move in the wind such as flags, branches on trees, etc.

Both detection sensitivity and the size of the object you want to detect can be adjusted. The graph at the bottom of the image allows you to verify whether the settings are correct.

The colour of the bars is green (= no detection) or red (= detection)
The red line indicates the boundary of the detection area.



Motion detection:

▪ Enabled	Activates Motion detection
▪ Sensitivity	Increases/reduces detection sensitivity
▪ Object size	Changes the size of the object to detect by the Robin

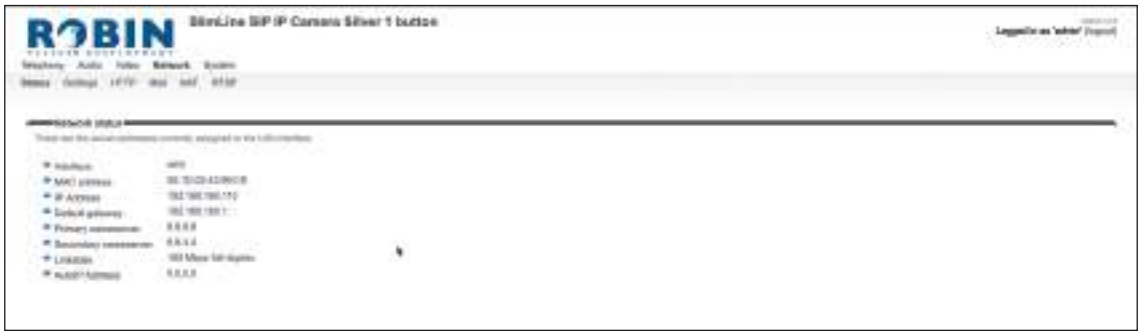
! Note: To make tuning the Motion settings easier, no 'Events' that may have been set will be activated when the -Video-Motion- window for the Robin is open. When you close the -Video-Motion- window, detection is enabled again. !

5.2.4 Network

5.2.4.1 Network / Status

Network status shows the current network information.

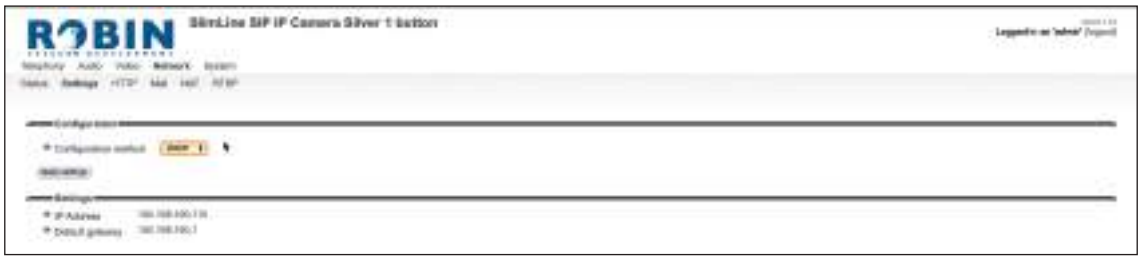
Network status:

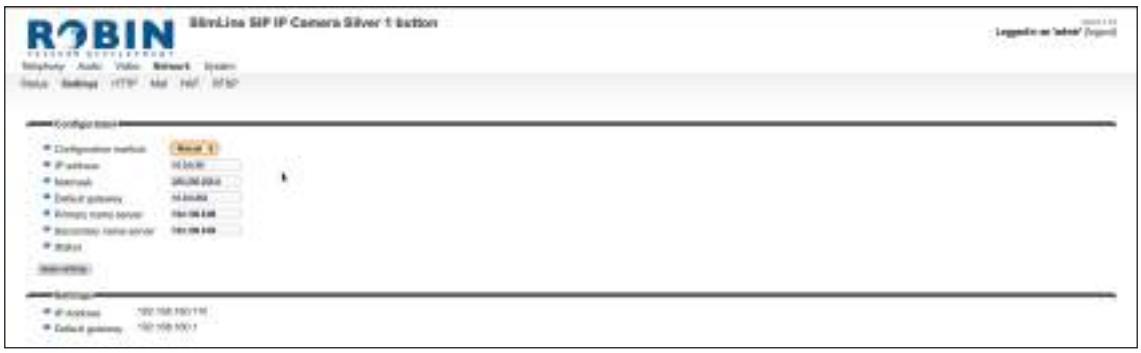


▪ Interface	Shows the network interface that is used
▪ MAC address	Shows the Ethernet MAC address
▪ IP address	Shows the IP address
▪ IP netmask	Shows the IP netmask
▪ Default gateway	Shows the IP address for the default gateway
▪ Primary nameserver	Shows the IP address for the primary DNS
▪ Secondary name-server	Shows the IP address for the secondary DNS
▪ Linkstate	Shows the speed and status of the Ethernet link

5.2.4.2 Network / Settings

Allows you to change the network settings of the intercom.





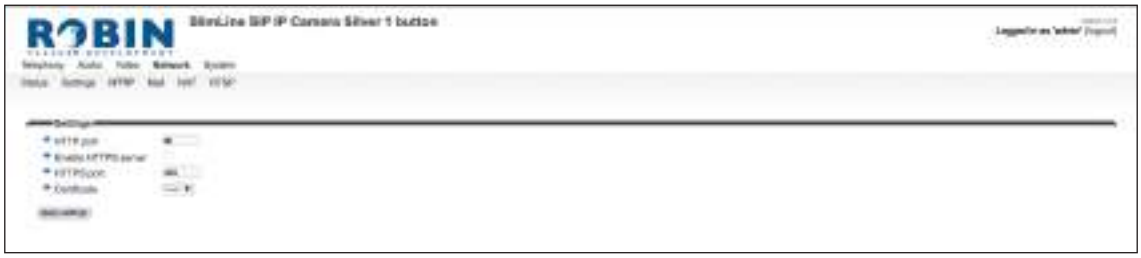
Configuration:

▪ Configuration method	Select automatic (DHCP) or manual.
▪ IP address	Enter the IP address
▪ Netmask	Enter the IP netmask
▪ Default gateway	Enter the gateway or router address
▪ Primary name server	Enter the IP address for the primary DNS
▪ Secondary name server	Enter the IP address for a secondary DNS

Settings:

▪ IP address	Actual IP address
▪ Default gateway	Actual IP address for the default gateway

5.2.4.3 Network / HTTP

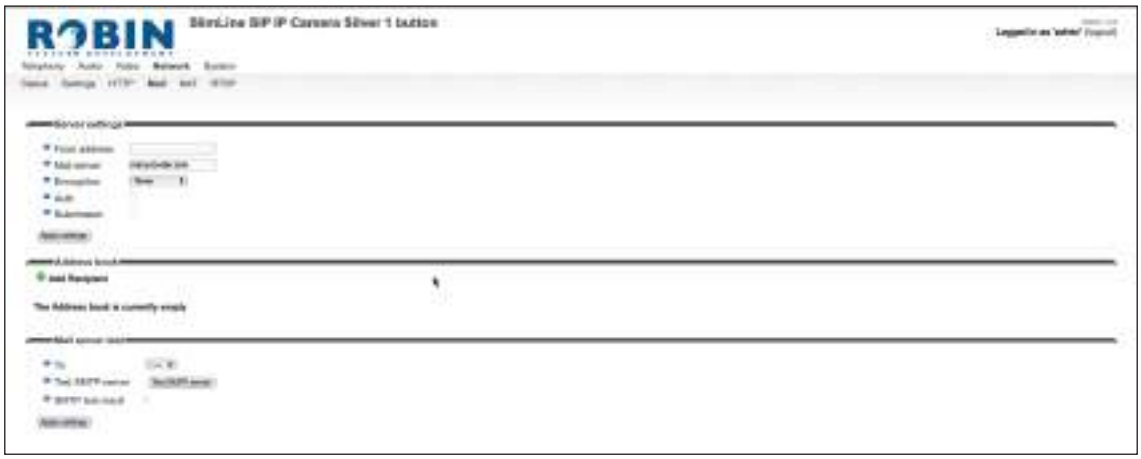


Settings:

▪ HTTP port	Set the IP port for HTTP communication (default value is 80)
▪ Enable HTTPS server	Enable web access over HTTPS
▪ HTTPS port	Set the IP port for HTTPS communication (default value is 443)
▪ Certificate	Optional - Select a certificate for the HTTPS connection

5.2.4.4 Network / Mail

Configure the e-mail settings for the Robin.



Server settings:

The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.

▪ From address	Set the from e-mail address of the Robin
▪ Mail server	Enter the e-mail server address or hostname
▪ Encryption	Select a encryption method (none, SSL, TLS)
▪ Auth	Select this option if mail server authentication is required
▪ Submission	Select this option if the mail server uses the 'Submission' protocol

Address book:

The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.

▪ Name	The name that is associated with this e-mail address
▪ Address	The e-mail address

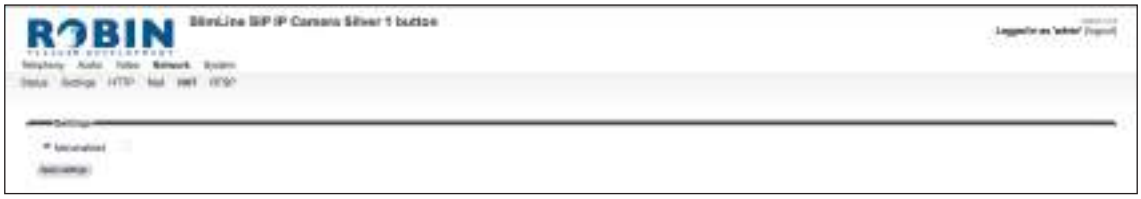
Mail server test:

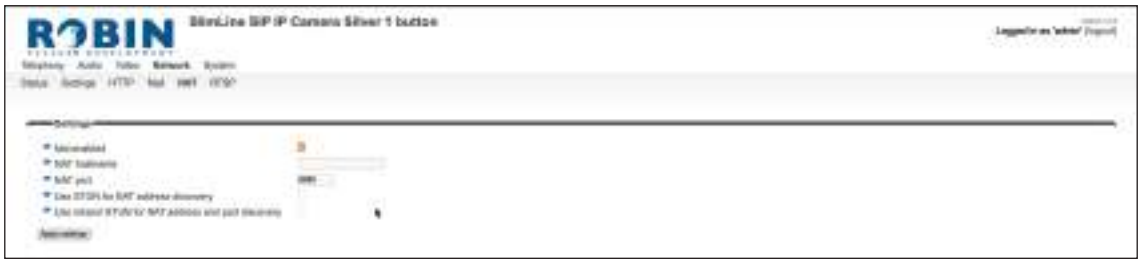
Tests the connection with the configured e-mail server.

▪ To	Enter a recipient address for the test e-mail message
▪ Test SMTP server	Initiates the test e-mail message
▪ SMTP test result	Shows the test result

5.2.4.5 Network / NAT

Depending on the network configuration, you may need to enable NAT.

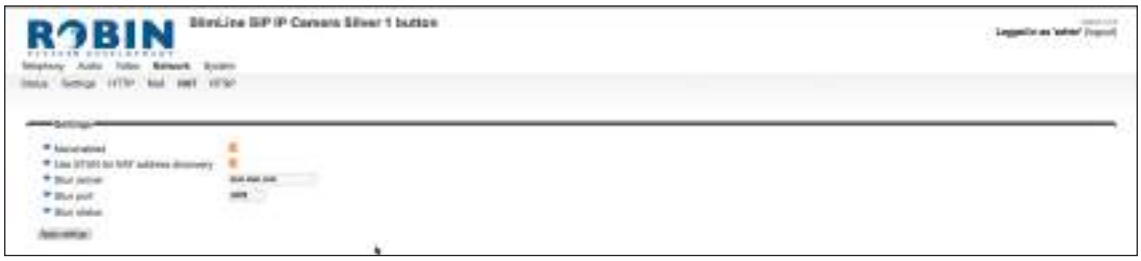




Settings:

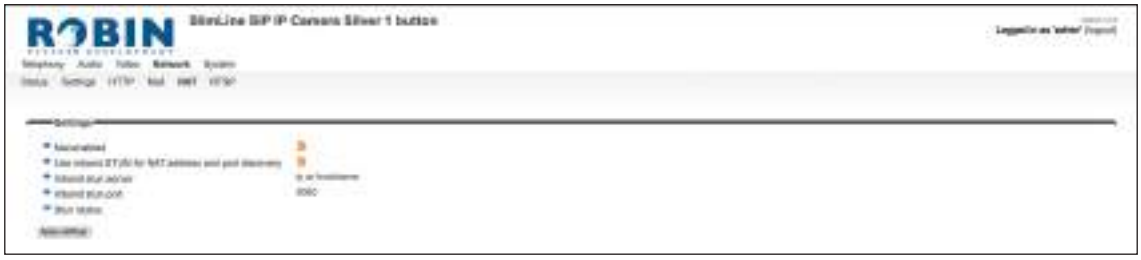
▪ NAT enabled	Enable the use of NAT
▪ NAT hostname	Enter the IP address or the hostname for NAT usage
▪ NAT port	Enter the port for NAT usage
▪ Use STUN for NAT address discovery	Activate this option if a STUN server is used for discovery of the WAN IP address
▪ Use inband STUN for NAT address discovery	Activate this option if inband STUN is used for discovery of the WAN IP-address and the connection port to use with NAT. Inband STUN uses the Outbound proxy host as source

Use STUN for NAT address discovery



▪ Stun server	The STUN server that will be used to retrieve the WAN IP-address (default STUN server: ***stun.xten.com***)
▪ Stun port	The connection port of the STUN server (default: 3478)
▪ Stun status	Displays the status of the STUN request and the retrieved WAN IP-address

Use inband STUN for NAT address discovery



▪ Inband stun server	The STUN server that will be used. The Outbound proxy host will be used as source
▪ Stun port	The connection port of the STUN server (5060)
▪ Stun status	Displays the status of the STUN request

5.2.4.6 Network / RTSP

The Robin can stream the video and audio through RTSP. Most video management software (VMS) solutions use the RTSP standard. The Robin uses H.264 for video and G.711 uLaw for audio.



For more information regarding RTSP support of the Robin in combination with VMS solutions see the document: How-To_RTSP_ENG.pdf. Download this document on our support-site: http://support.robintele.com

Settings:

▪ Enable RTSP server	Enable RTSP support
▪ RTSP port	Change the RTSP port (default 554)
▪ Require authentication	Use RTSP authentication
▪ Username	RTSP username
▪ Password	RTSP password (needs to be defined)
▪ Allow Multicast	Enable Multicast*
▪ Multicast address	Set the multicast address
▪ Enable keep alive	Enable RTSP 'keep alive'
▪ Keep Alive Timeout	Set the keep alive timeout
---	---
DSCP class	*The DSCP class is used for Quality of Service.*
▪ RTSP DSCP Class	Select the DSCP class for all SIP traffic
▪ Audio RTP DSCP Class	Select the DSCP class for RTP audio
▪ Video RTP DSCP Class	Select the DSCP class for RTP video
---	---

**** Multicast will reduce the load on the network and the intercom. ! Note: Not every video application supports multicast. !***

5.2.5 System

5.2.5.1 System / Device



Info:

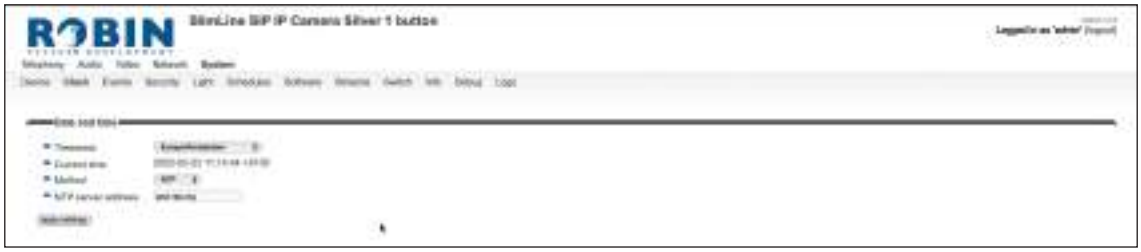
▪ Product	Product type
▪ Serial number	Serial number
▪ Version	Software version
▪ Revision number	Revision information

Identity:

▪ Device name	The name entered here is passed to the SIP protocol. This means that the name is visible, for example when a telephone has a caller ID display
▪ Location	You can enter the location of the Robin here, e.g. the main entrance, loading door, barrier, etc.
▪ Contact	Enter the details of the person responsible for managing the Robin

5.2.5.2 System / Clock

Change date and time related settings for the Robin.



Date and time:

▪ Timezone	Select the right time zone
▪ Current time	Shows the current date and time settings
▪ Method	Allows you to choose between manual or automatic (NTP) time setting
▪ NTP server address	Enter the address or name of the time server here.
▪ NTP status	Shows the status of the selected time server
▪ Set time	Enter the date and time here (manual setting)

! Note: The Robin does not feature a build-in backup battery. Every time the Robin reboots both the date and time need to be set. By default it will use an NTP server to set the date and time. In case of a 'manual' setting, this has to be done by hand after every reboot. We strongly recommend the use of an NTP server. !

5.2.5.3 System / Events

The Robin is equipped with various automation options. For example, starting an outgoing telephone call to a predefined number, the sending of an e-mail containing a picture of the person using the intercom etc.

All actions are triggered by an Event (source). An event source can be movement in front of the camera, a loud noise that exceeds a predefined volume, a push on the button of the intercom or other sources. You can select the various events sources here and set the response action that has to take place when an event occurs.

Event actions can be set to be time bound using the 'Schedule' mechanism of the Robin.
That way an action can only start within a time slot, eg. lunch or after work hours. Definition of the schedules can be done in the menu -System-Schedules-.



Sources

Define the events:

- **Audio** - Triggers if audio is detected (VOX detection) - See menu -Audio-Detection-
- **Button** - Triggers when a button is pushed or a preset is chosen on the Keypad - (Choice: button 1, 2, 3, 4, 5, 6 or Keypad)
- **Call** - Triggers when a call is set up - (Choice: incoming or outgoing)
- **Dtmf** - Triggers when a combination of two keys are pressed during a phone call, starting with a '*' followed by another key (Eg. *1, *7 etc.) - (Choice: 0-9, or #)
- **Http** - Triggers if a http call is detected (default http://<IP-ADDRESS-ROBIN> /evmgr/emit). The 'emit' part in the URL is variable and can be changed in every other word. Change this in the field: 'HTTP path'
- **Motion** - Triggers when motion is detected by the camera - See menu -Video-Motion-
- **Ring** - Triggers when a 'ring' is detected (incoming or outgoing)



The green '+' creates a new 'Event' .
The '>>' behind a line opens the details for this 'Event'.
The red X behind a line deletes the 'Event' from the list.

▪ Name	The name that is associated with this event source
▪ Enable	Enable this event source
▪ Active	Shows whether an event source is active
▪ Type	Selects the type of event source
▪ Min duration	Set the event source minimum duration. It extends the time an event is active by adding the initial time an event is active with the min duration. Eg. the Button event takes approx. 0,5 sec. Modify the min duration to 2 sec. makes 0,5 + 2 = 2,5 sec.

Actions:

Define the actions:

- **Beep** - Starts playing a beep through the intercom - (Choice: frequency of the beep)
- **Call** - Start a phone call to the default phone number(s) - (Choice: *Allow hangup* (on/off): When on, a repeated source input also disconnect the call)
- **Http** - Emits a http command. - (*two URLs*: one if the source becomes active and one if the source becomes inactive)
- **Picture2email** - Send an e-mail containing a photo of the person using the intercom to a predefined e-mail address
- **Switch1** - Switch the internal relay switch in the Robin
- **Webrelay** - Switch a relay switch on an external relay unit from ContolByWeb; WEBRelay (*Address*: the IP adres of the WEBRelay - *Relay (1-4)*: the relay to switch - *Action (on/off/pulse)*: on, off or pulse the relay switch (user selectable pulse time) - *Use authentication*: when a password is demanded to switch the WEBRelay)*



The green '+' creates a new 'Action' .
The '>>' behind a line opens the details for this 'Action'.
The red X behind a line deletes the 'Action' from the list.

▪ Name	The name that is associated with this event action
▪ Enable	Enable the event action
▪ LED	Not used
▪ Source type	Selects the event source for which this event action is the response
▪ Edge	Start the event action at the beginning of the event source, the ending of the event source or on both (rising / falling / both)
▪ Action type	Selects the type of Action.
▪ Schedule	Select a defined schedule

**** : For more information about the Robin / WEBRelay, see Tech-Note: "How-To_Robin_and_ WEBRelay" PDF on the support website: support.robintele.com !***

5.2.5.4 System / Security



Authentication:

▪ Require Authentication	Disable secure access to the web interface ***! Note: Disabling Authentication is not recommended. !***
▪ Admin username	The Administrator username (admin)
▪ Admin password	Change the default password of the Administrator (default: 123qwe)
▪ User enabled	Activate the User (disabled by default)
▪ User username	The User username (user)
▪ User password	Change the password of the User
▪ User account locked	When enabled, the User can only login during a period of one hour after a call is made by the intercom.
▪ User can control door opener	Displays three buttons below the Live video frame (menu -Video-Live-) to control the built-in relay switch
▪ Allow HTTP access only from LAN	Increases the security of the Robin. Access to the WEB interface is only allowed from the same network as the Robin. ***! Note: Disabling this feature is not recommended. !***

Authentication Tokens:

Authentication Tokens can be used instead of the username and password when controlling the Robin via its API. See manual: 'How-To_The_Robin_API_3.x.x.pdf' for more information.



The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.

▪ Description	The name of the token
▪ Enabled	Enable the use of this token
▪ Token	Shows the generated token

Certificates:

The green '+' creates a new line.
The '>>' behind a line opens the details for this line.
The red X behind a line deletes the line from the list.

▪ Common name	The name of the certificate
▪ Certificate	Upload a certificate to the Robin
▪ Certificate info	Shows detailed information about the certificate

Access control:

The Robin can be controlled via an API. Leave this setting disabled when the API is not used.

▪ Enable API interface	Enable access through the API interface

5.2.5.5 System / Schedules

The Robin has multiple functions that can be made time bound. Use this schedule menu to create timeslots: e.g. office hours, lunch break, etc. Consequently, during the lunch break for example, the Robin can be set to dial a different telephone number from that configured for normal working hours.

The timeslots are not prioritised so they must be set consecutively, e.g.:

8:30-12:29 morning -> call reception
12:30-13:00 lunch -> call a mobile phone
13:01-17:00 afternoon -> call reception



▪ Description	The name that is associated with this Schedule
▪ Day	Select the day / days for this schedule
▪ From	Start time
▪ To	End time

5.2.5.6 System / Software

New software versions for the Robin are released regularly. These versions include always include improvements and often introduce new functions.

Updating the Robin requires a downloaded firmware file. You can download the firmware files on the Robin support website: ***support.robintele.com***.

After the upgrade, the Robin has to be rebooted.



Backup:

▪ Backup configuration	You can make a backup of the settings using the 'Download' button. A file called 'Backupsettings.txt' is downloaded to the PC You can restore a backup to the Robin using the 'Upload' button. Select a backup file that was created earlier. After restoring the backup, the Robin must be rebooted

Firmware_download:

You can host the firmware files on your own webserver. The Robin can download it from this server.

▪ URL	Define the URL where the firmware file resides
▪ Status	Shows the upgrade status
▪ Upgrade	Start the upgrade procedure

Firmware_upload:

Select the firmware file from your local PC.

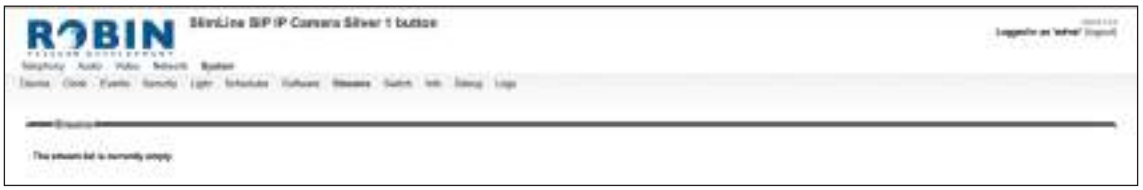
▪ Choose file	Select the firmware file
▪ Update firmware	Start the firmware update

Tools:

▪ Reboot device	Reboots the complete device. It may take 30 seconds before the Robin is active again
▪ Restore application defaults	Restores the default settings for the Robin

5.2.5.7 System / Streams

The ‘Streams’ menu shows all active video streams.



! Note: Not more then 3 simultaneous video streams are recommended. If more streams are active, functioning of the intercom might become disturbed. !

5.2.5.8 System / Switch

The Robin has a built-in voltage free relay contact. It can be used to open a door or a gate. When a connection has been established between the Robin and a telephone handset, the relay switch can be operated via key combinations on the telephone.

For examples on how to connect the Robin to an electronic door lock, see: ***'Appendix A, Electronic lock'.***



Control:

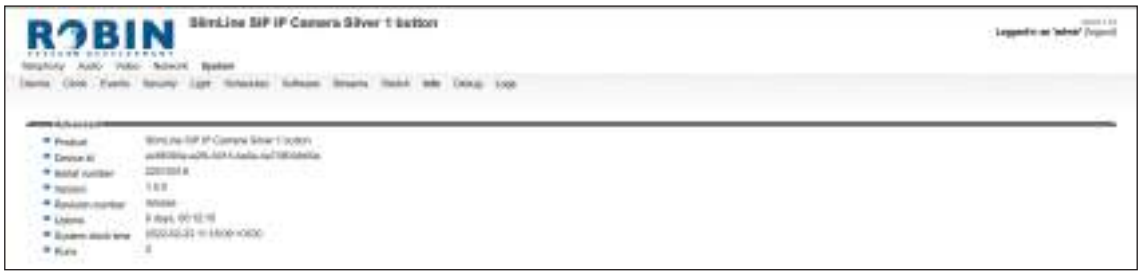
▪ State	Displays the status of the relay switch (open / close)
▪ Close	Deactivate the switch
▪ Open	Activate the switch
▪ Pulse	Activate and automatically deactivate the switch after a predefined time

	For the actions: to open, to keep open and to close the keys 0.....9, * and # can be used
----------	----------
▪ To open	The relay switch opens and closes again after a set time (Pulse time). The default key combination for this is ' ##'
▪ To keep open	The relay switch stays open, independently of the set time
▪ To close	The relay switch closes
----------	----------
▪ Pulse time	Set the time that the relay switch stays open (duration min. 1 second and max. 30 seconds)
▪ Play sound	Plays a tune when the relay switch is active
▪ Hangup after opening	Breaks the connection after activating the relay switch
▪ Close door after hanging up	Close the relay switch after the phone is disconnected
▪ Label for 'pulse' action	Change the display name for 'Pulse'
▪ Label for 'on' action	Change the display name for 'On'
▪ Label for 'off' action	Change the display name for 'Off'

! Note: The labels 'Pulse', 'On' en 'Off' will be visible under the live video image (-Video-Live-). The option 'User can control door opener' needs to be enabled (-System-Security-). !

5.2.5.9 System / Info

The Info menu displays detailed information about the Robin.



Advanced:

▪ Product	Shows the product type
▪ Device	Shows the device ID
▪ Serial number	Shows the serial number
▪ Version	Shows the software version
▪ Revision number	Shows the revision information
▪ Uptime	Shows the time that the Robin is switched on
▪ System clock time	Shows the system time
▪ Runs	Shows the amount of runs

5.2.5.10 System / Debug

The Robin features a built-in 'Debug' function. This allows you to create a network trace (pcap-file) of all the network traffic to and from the Robin. This tool allows for a fast and effective resolution of problems with the Robin.

The 'Go to Robin' function enables remote support for the unit. It connects the unit to the Robin Telecom Development support server and can be used for remote support.

! Note: Go to Robin will only work after contacting the support department of Robin Telecom Development. !



Trace:

▪ Status	Shows the status of the trace
▪ Interface name	The interface for which the trace is created
▪ Default sniffer duration	Set the standard duration of the trace. The trace will stop automatically
▪ PCAP filter line	The trace is can be filtered to contain only relevant network data
▪ Start	Start the trace
▪ Stop	Stop the trace

Go to Robin:

▪ Connect	Connect to 'Go to Robin'
▪ Status	Display the connection status of 'Go to Robin'
▪ Message	Information regarding the 'Go to Robin' connection

5.2.5.11 System / Logs

The Robin logs all events that occur.



Log settings:

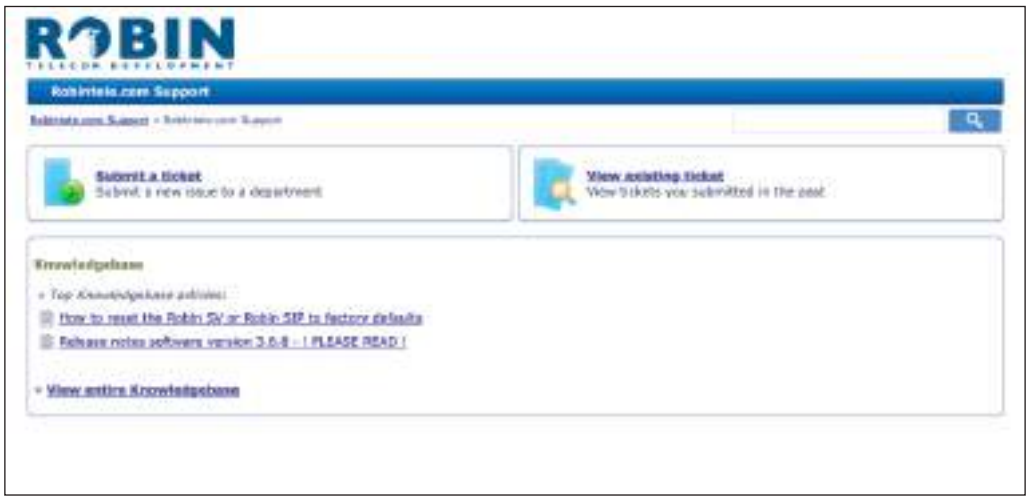
▪ Max lines to keep in log	The number of log file lines that are stored
▪ Download	Download the log file to the PC

Application log:

▪ Timestamp	Time stamp for the log entry
▪ Log level	The log entry classification
▪ Class	The software component in the Robin that led to generation of the entry
▪ Message	The actual log message

6 Support

For details of special settings, requests for support and FAQs, please use our ‘online’ support page: support.robintele.com

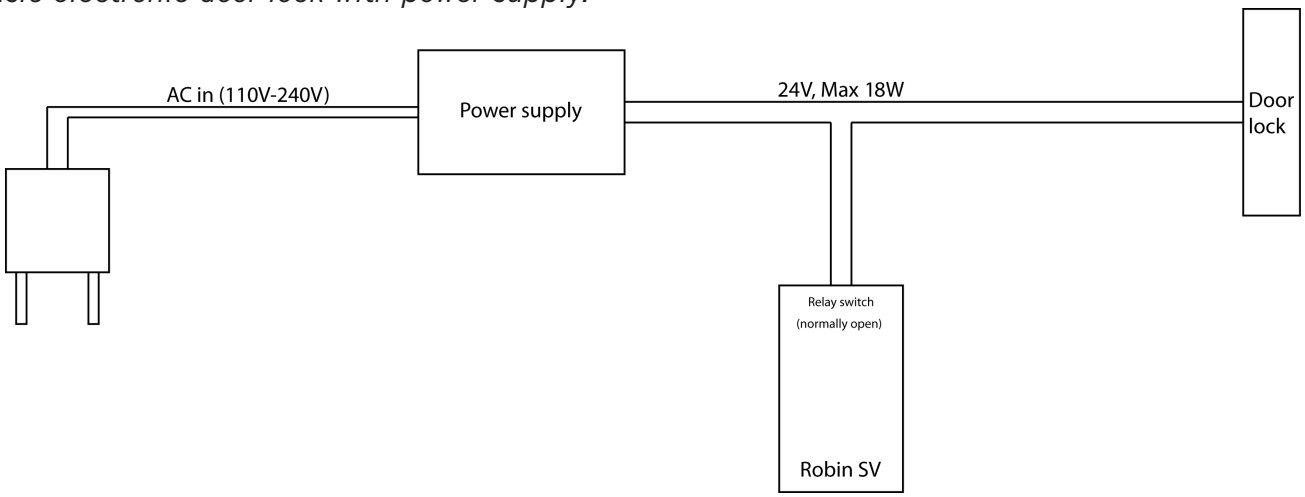


Appendix A, Electronic lock

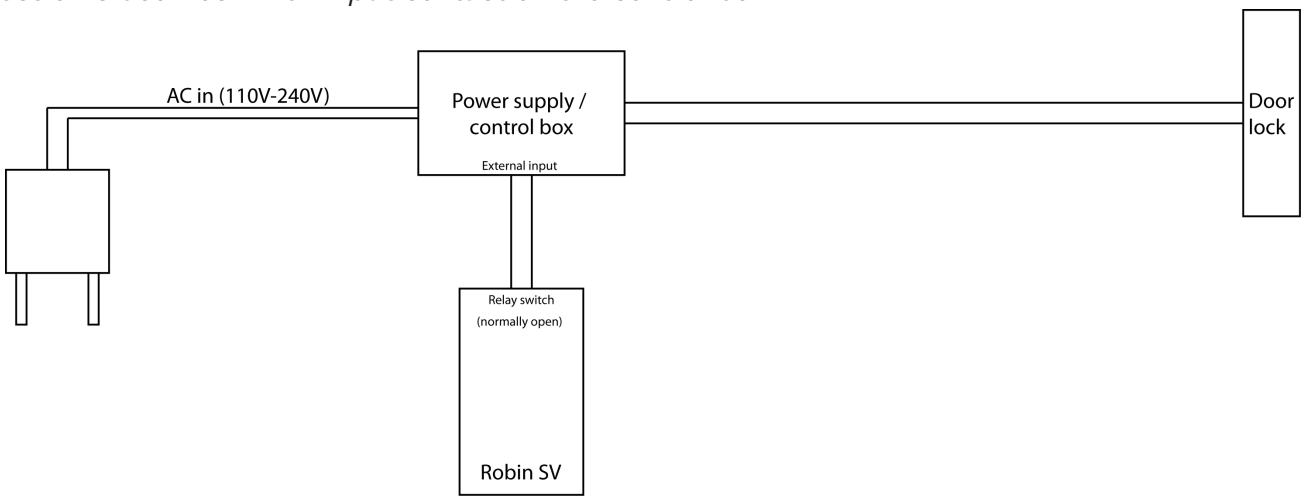
The Robin has a built-in voltage-free relay contact. The Robin is not able to power a electronic lock, a power supply is required.

There are many different electronic locks on the market. We advise to use the prescribed method of the electronic lock manufacturer to connect the Robin.
This Appendix shows two common ways to connect the Robin to the electronic door lock altough other options might also be possible.

Basic electronic door lock with power supply:



Electronic door lock with input contact on the control box:



! Note: The relay switch of the Robin doesn't supply power for the electronic lock! Make sure that the switched voltage does not exceed 24V and the switched power is max. 18W. !

Document History

Document Version	Date	Author	Change
1.0.0	25-03-2022	KR	Initial version
1.0.0	28-03-2022	KR	Fixed typos