## VTSS5000 FAQ

1. Q： There is red cross sign in the right-top interface of VTH

A： Connection failed, check whether the room no is the same as the room No in VTO web, check whether the IP address is in the same segment.

1. Q： Why the VTO and VTH connect successfully, no video and audio when calls?

A： 1. Check the VTO video format isWVGA 2.check the firmware version

1. Q： Why VTO can call the VTH, VTH can’t monitor VTO video channel?

A： 。IP repeats, please check the device IP.

1. Q： The voice is too light, how to optimize?

A： Adjust the volume of VTH and VTO devices

1. Q: Why SIP phone and VTH can’t be online?

A: The VTH need bind the VTO in the device interface, SIP phone needs bind the VTH in the Web of SIP phone, the add the VTO in the DSS web. Details as reference document shows.

1. Q： Why IC card or fingerprint can’t open the door?

A：1. Upload the user headshot pic may make the fingerprint invalid, please input the fingerprint again, 2. Check the authority

1. Q： Why failed to authorize the fingerprint and card sometimes

A： If authorize the fingerprint and card for the VTO which can support card only, it will fail. If has multiple types VTO, must set two room(the same room and name), one is for card, the other is for fingerprint.

1. Q: Why show authorize failed in the DSS web?

A： Try to refresh the website, then check the status, if is abnormal , please authorize again later or check the device connetion

1. Q: Show repeat login when login the DSS web

A： One use can login in one computer at the same time

1. Q： The deleted fingerprint can still open the door after deleting the fingerprint ?

A： Please delete the user and add again

1. Q： Why the call interface is lost when the client call the group number?

A: The users enable the transfer function, this version don’t support to transfer when client call the group

1. Q： VTH removed the bind with VTO, the monitor interface and the channel in mobile client show the same as before

A： Need quit and login the mobile client again

1. Q: Why call transfer to the mobile failed?

A： 1.Check the network mapping 2. After register successful, check the VTH transfer function, need fill the right No and enable.

1. Q： Any other questions

A： Ask help for technical support.