Frequently Asked Questions

Tele Communications & Office Automation

Video intercom:

Q1: Does Panasonic intercom system VL-SF70BX is compatible to connect with cisa electric door lock (11771-60-2)?

A1: Panasonic model VL-SF70 has 12v DC electric lock connection terminal (L+/L-).

If the Cisa door lock (11771-60-2) meets the below VL-SF70 specification, then it is compatible, else it's not compatible.

• VL-SF70 Specification

→ 12v DC for Electric door lock

→ 1.5A Current or below

Q2: Is Panasonic intercom system support live viewing from CCTV cameras connected to the network?

A2: CCTV cannot be connecting or view using intercom since it has separate cameras, you can only view live from CCTV using Panasonic apps on android and apple phones.

Q3: What is the difference between the model VL-MW250 and VL-SW251BX?

A3: The model VL-MW250 is only monitor for VL-SW250BX (monitor + door station)

The models VL-SW251BX (monitor + door station) is successor of VL-SW250.

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Q5: What is the difference between the Panasonic video intercoms model VL-SW250BX and VL-SW251?

A5: VL-SW250

- 2.4 GHz frequency# connecting main monitor and wireless monitor
- Easy-to-carry handy wireless monitor with 1.8" color LCD

- 5.2" color IPS LCD for easy viewing at wide angles

VL-SW251

- 2.4 GHz frequency# connecting main monitor and wireless monitor
- Easy-to-carry handy wireless monitor (model: VL-W605) with 1.8" color LCD
- Door Station (model: VL-V522L): Night Vision (LED Light) enables the color display of visitors at night
- 5.0" color monitor for crisp clear images.

Q6: What's the compatible units for Panasonic smart screen model VL-SVN511?

A6: Below are compatible units for the smart screen model VL-SVN511.

VL-V555 (Surface mount)

VL-V554 (surface mount)

VL-V554U (Flush mount)

VL-V566 (surface mount)

VL-V522L (surface mount)

VL-V590 (for apartment complexes).

Q7: If I want to watch the monitor outside the system for example using my 4G connection does my Panasonic VL-SVN511CX system have this feature?

A7: You can download Panasonic Video Intercom apps that allows user to use their mobile devices

as an extension of the main monitor.

Q8: Can Panasonic VL-DM200 monitoring camera be connected to iPhone through wireless connection, or can I connect any apple device to monitor?

A8: No, this model is not supported with Wi-Fi connectivity or any mobile devices.

Q9: Does Panasonic VL-MVN511 model support IPhone mobiles?

A9: Yes, iOS is also supported.

Compatible mobile devices

– iPhone 5 or later, iPad (iOS 7.0 or later)

– Android smartphones and tablets (Android 4.0 or later).

Q10: How to register mobile device to the main monitor on VL-MVN511?

A10: For more information about registering mobile devices, refer to the operating instructions for the [Video Intercom] app.

Mobile device operations

1. Start the [Video Intercom] app.

2. Read the displayed license agreement and tap [Agree].

Main monitor operations

1. Top menu →settings →OK.

2. Select "Register/Cancel" →Ok.

3. Select "Register" →OK.

4. Select the mobile device registration number →OK.

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Mobile device operations

Complete these operations within 2 minutes.

1. Read the displayed message and tap [Register].

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Main monitor operations

1. Confirm that registration was completed from the displayed message →[OFF].

Q11: Do Panasonic Video Door Phone model VL-SW251CX supporting EM Lock?

A11: Door phone VL-SW251CX has door opener control function (S1, S2 & S3, S4) for door 1 & door 2 respectively. EM (Electromagnetic) lock can also be used but please consult professional installer for proper & correct connection configuration.