



## Manual

# Robin SmartView Door Phone

Software version 2 or higher

Versie: 3.0.2 Eng  
Datum: 13-11-2012



## About this manual

This manual describes mounting, installation and programming of the Robin SmartView Door Intercom unit in combination with application software version 2.x.x. The manual is up to date with software version 2.0.0-3141.

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

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# 1 Introduction

## 1.1 Robin SmartView Door Intercom

### *Integrated functions*

The Robin SmartView door intercom (Robin SV) is the first “end-to-end” Internet Protocol (IP) entrance door intercom unit to offer 5 fully integrated functions in one single device:

- Telephone device with a piezo push-button
- SIP support for audio and video
- High-resolution, full-colour camera with 180° fish-eye lens
- Door opener
- Security camera with movement detector

The Robin SV is easy to install.

A single module is all that has to be mounted; there are no individual loose boxes.

### *Simple operation*

The Robin SV is equipped with one, two, four or six piezo push-buttons for dialling device numbers. The door opener relay is activated via the device to which the call is directed.

The Robin SV is robustly constructed and vandal-proof.

### *SIP communication*

The Robin SV uses the Session Initiation Protocol (SIP). This means that the entrance door unit can be connected to any business telephone exchange (PBX) that supports the SIP protocol.

### *Door opener*

The relay in the Robin SV is activated by typing in a key combination at the dialled device.

The device number and key combination can be specified in the software application for the Robin SV.

The relay can be used to open a door, a gate or a barrier.

### *Built-in camera*

A real-time video image of the person using the Robin SV at the entrance door is displayed on the screen of the programmed device as soon as a call is answered, assuming the dialled device is suitable for this.

### *High-quality sound reproduction*

The integrated concept means that there are no 'converters' which distort sound quality. Consequently, the Robin SV offers exceptionally good sound quality, without echo or interference.

### *Security camera function*

The built-in security camera is a unique feature of the Robin SV. The built-in camera in the Robin SV operates as a simple camera, allowing you to see who is at the door. However, it can also function as a security camera. When the Robin SV detects movement, it starts to record the video image and sound from that moment on. In the event of a break-in (or attempted break-in), this feature provides perfect video registration of the perpetrators.

### *No separate power supply*

The Robin SV is powered via 'Power-over-Ethernet' (PoE). 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 SV is configured on a PC or Mac via a web browser (e.g. Firefox). A software application in the web browser allows modification of all the settings for the Robin SV. This feature makes configuring the entrance door unit extremely simple, regardless of the physical location of the Robin SV.

In addition to configuring and programming the Robin SV via the web browser, this application also offers the option of viewing any activity in the vicinity of the Robin SV in real time with the built-in camera.

Because the application is based on a web browser, configuration, viewing activity via the camera, running diagnostics and testing can be performed from a remote location. You can even access the Robin SV from the other side of the world via internet (assuming 'firewalls' and 'security settings' allow this).

### *Activation*

The Robin SV will indicate that it isn't activated yet. This procedure will activate future functions of the Robin SV and registers the device on your name. The procedure takes approximately 5 minutes time.

### *Compatible with WEBRelay*

The Robin SV is compatible with an external IP relays, the 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 SV can control the 4 relays (pag. 42).

### *Robin Telecom Development*

The installed base for the Robin Compact entrance door unit exceeds 10,000 systems. The new Robin SV is one of the first entrance door units to feature SIP protocol integration for both audio and video in a single unit.

Consequently, this entrance door unit is not only robust and proven, the use of the 'end-to-end' protocol means that it also offers all the advantages of an IP environment, such as integration and management.

Robin Telecom Development is aware that the latest IP technology offers many possibilities.

As a result, we continually strive to modernise our IP products based on feedback we receive from our customers.

The Robin SV is a logical development of the company's first SIP door intercom , the Robin Compact SIP.

## **1.2 Recording4all Cloud Service**

### *New functionality in software version 2*

Starting from software version 2 the Robin SV is able to record video. It can be used to record all movement in front of the Robin SV. When enabled, the Robin SV will send the recorded video to our centralized video storage service, named 'Recording4all'.

### *What is Recording4all?*

We've established a full featured video storage service in a datacenter in Amsterdam, The Netherlands.

In this datacenter, all the recorded videos produced with Robin products are stored; Central, safe and secure.

The result?

- Secure, only you can access your stored video
- 24 hours per day, 7 days a week accessible
- Find and replay events from PC, Mac, iPhone / iPad and Android
- Available worldwide, you only need an Internet connection

### *How does it work?*

For more information, see page 54 of this manual.



## 2 Operation

### 2.1 Operating the door phone

To ring the door phone, press on the bell-sign on the Robin SV.  
The unit will play a ringing sound and the predefined telephone set will be called.

### 2.2 Answering

Answer the Robin SV by picking up the phone that is called by the Robin SV.  
In case you use a compatible videophone, the video picture of the built-in camera is displayed on the screen of the phone.

### 2.3 Controlling the camera

When the connection between the Robin SV and the videophone is established you can control the camera with the numeric buttons on the phone.

Use the following keys on the keypad:

- 2 - Moves the image up
- 8 - Moves the image down
- 4 - Moves the image to the left
- 6 - moves the image to the right

Keys 1 and 3 will zoom the image out and in without loss of image quality.

### 2.4 Controlling the built-in door opener

The built-in door opener is controlled with pre-defined keys on the telephone set. When you activate the door opener the attached door, fence or barrier will open.

You can change the default keys, a double # (##) in the interface of the Robin SV.

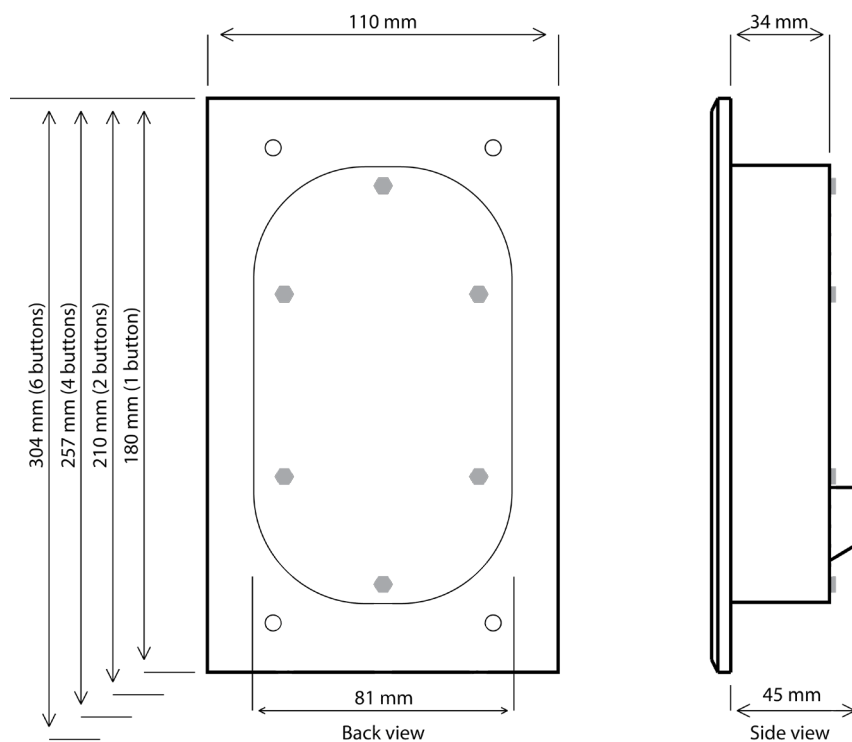
## 3 Installation

### 3.1 Package contents

- The Robin SV
- USB stick with the 'Robin Discovery Utility' software
- anti-theft Allen key
- 4 anti-theft screws
- 4 wall plugs (6mm)
- drilling template
- tie-wrap
- This manual (PDF format, located on the USB stick)

### 3.2 Installation dimensions

The installation dimensions of the Robin SV are:



### 3.3 Tools and materials required for mounting

The following are required when mounting the **Robin SV**:

- core drill, 90 mm in diameter
- masonry drill, 6 mm in diameter
- stone chisel
- general set of tools
- anti-theft Allen key (supplied)
- anti-theft screws (supplied)
- 6mm wall plugs (supplied)
- drilling template (supplied)
- tie wrap (supplied)

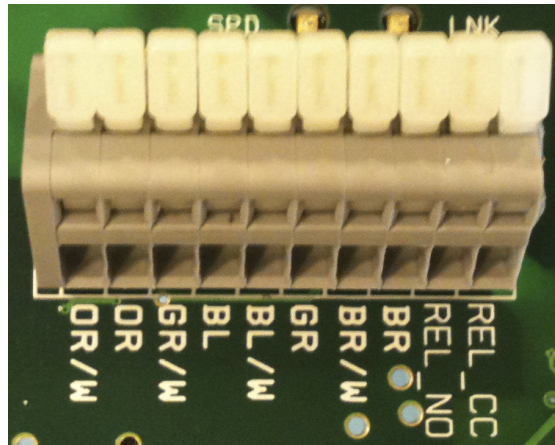
### 3.4. Mounting instructions

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

Step-by-step plan:

1. Drill holes of 90 mm in diameter and 60 mm in depth.  
Use the drilling template supplied in the package for this.
2. Remove the cores from the drillings using the stone chisel.  
Shape the hole so that the plastic housing of the Robin SV fits with room to spare.
3. Feed the cable into the hole, leave enough excess length for a loop in the hole.
4. Drill the four fixing holes for the front panel using the drilling template and insert the wall plugs supplied with the set into the holes.
5. Connect the ethernet cable to the clamb connector. (page 10)
6. Optional - connect the cable for operating the door switch to the clamb connector.
7. Secure the cable to the plastic housing using a tie-wrap.
8. Position the Robin SV in the hole in such a way that the looped cable fits neatly behind the device.
9. Fix the device securely in place using the anti-theft screws supplied in the package.

### 3.5 Connecting the Robin SV



#### Connecting the Robin SV

To connect the Robin SV, use an Ethernet cable, type CAT5(e) or CAT6. The colors of the individual wires match the color codes below the connector.

To connect to the built-in relay switch, use a second cable.

#### Color codes

- OR / W                      Orange / white
- OR                            Orange
- GR /W                      Green / white
- BL                            Blue
- BL / W                      Blue / white
- GR                            Green
- BR / W                      Brown / white
- BR                            Brown
- REL\_NO                    Relays connection, 'Normally open'
- REL\_CC                    Relays connection, 'Common'

## 4 System installation

### 4.1 Requirements prior to installation

- Network connection with PoE (Power over Ethernet is used to power the door intercom; the power supply must be 802.3af compatible).
- PC with web browser.
- The following web browsers are supported:
  - FireFox
  - Safari
  - Google Chrome
- USB stick with the 'Robin Discovery Utility' software (supplied)
- Network with or without DHCP support (DHCP support is recommended)
- Network cable, the cable may not be longer than 100 metres
- Optional - Two-core cable for door switch operation

### 4.2 Connecting the Robin SV to a network

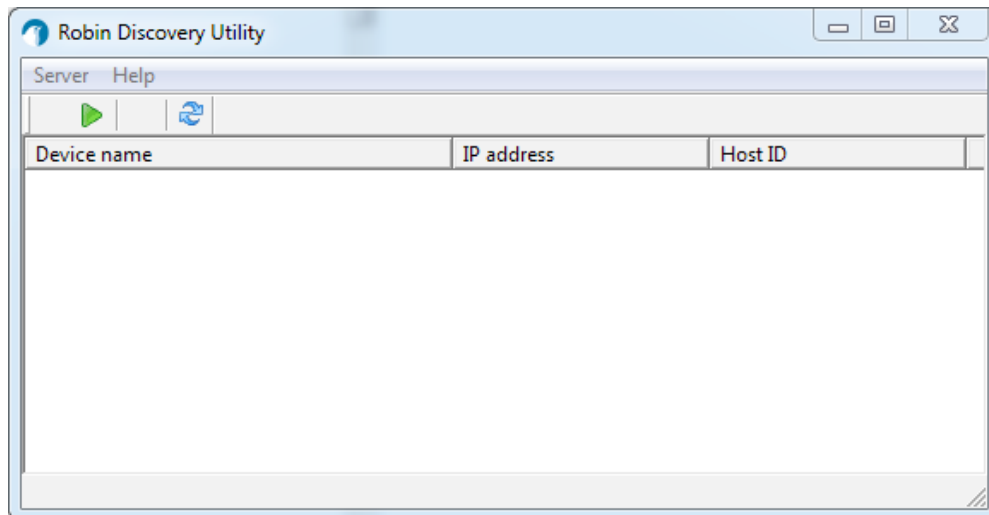
- Connect the Robin SV to the network via the network connection socket on the rear.
- The Robin SV will now boot. This can take up to 60 seconds.

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

***! Note: Internet Explorer can be used for the base configuration of the Robin SV, but can't be used for the video related settings. This is because Internet Explorer doesn't support 'Motion JPEG'. !***

*Windows users:*

- Copy the **Robin Discovery Utility** software to a PC that is connected to the network.
- Start the **Robin Discovery Utility** software (double-click the icon below). Click the “Scan” button at the bottom left. The software will scan for Robin devices in the network. When the Robin SV is detected, it is displayed in the list. Double-click on the Robin SV you want to configure; the ‘Web-GUI’ for the selected Robin SV is displayed now.

*Apple Macintosh users:*

To detect and access the Robin SV on a Mac, you simply use the machine’s standard internet browser, ‘Safari’.

In the ‘bookmark overview’ of Safari (option-command-B), you will see the ‘Bonjour’ section in the left-hand column.

Click here to display all the devices detected in your LAN network on the right-hand side of your window, including the Robin SV. Double-click on the Robin SV you want to configure; the ‘Web-GUI’ for the selected Robin SV is displayed now.

*Linux users:*

Enter the IP address for the Robin SV in the address bar in the web browser that is installed on your PC in order to activate the ‘Web GUI’.

- The Robin SV can now be configured further via the ‘Web GUI’ (see Chapter 4, Configuration).

## 5 Configuration

### 5.1 Logging in to the Robin SV

The Robin SV can be used in an 'Administrator' mode and a 'User' mode.

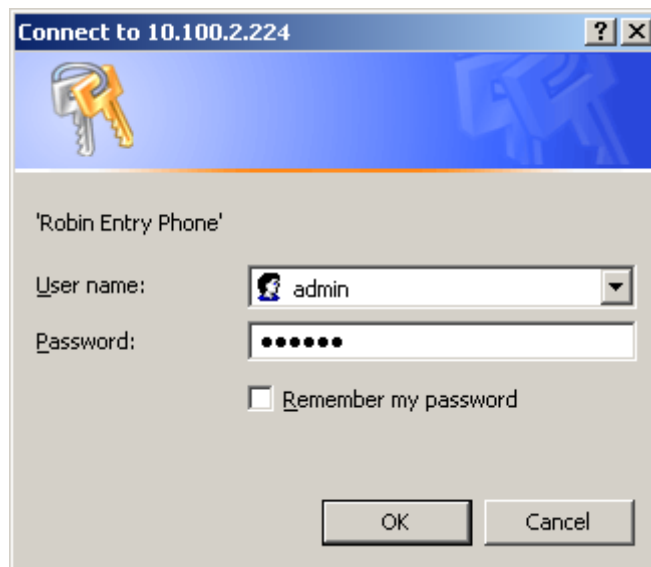
- The Administrator can configure all the settings in the Robin SV. To initially configure the Robin you will need to login as an Administrator.
- The User can watch 'live' video through the camera of the Robin SV and has limited control over the camera settings.

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

- Administrator, Login: admin, Password: 123qwe
- User, Login: user, Password: <no password necessary>

We recommend changing the default passwords after initial installation and set-up.

You can log in using the Robin Discovery Utility software.  
Or, if the IP address is known, you can log in without using this software via the address bar in the web browser.



We assume here that the network supports DHCP ('Dynamic Host Configuration Protocol'); if so, all settings such as the IP addresses, netmask, gateway and DNS are automatically populated.

DHCP is a standard setting in the Robin SV. This option will suffice in 99% of all cases. However, on occasions the network may not support DHCP. If so, the network details must be set manually.

If the Robin SV isn't activated yet during login, you will receive a notification to activate the Robin SV.

Follow the activation instructions or click -Continue- to continue the configuration.

### Not activated

This Robin Device has not been activated. Please activate the device as soon as possible. Press the button to start the activation.  
If you choose not to perform the activation procedure at this time, you can start this later from the System / Device menu

In the future, do not show this warning





## 5.2 Configuration of the Robin SV

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

- *'Telephony'*

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

- *'Audio'*

In the 'Audio' section, you can make various modifications to the sound and sound processing features of the Robin SV, such as loudspeaker volume, microphone sensitivity and echo suppression.

- *'Video'*

In the 'Video' section, you can modify the image quality, view the live video image and set the areas of the image to which the camera must react.

- *'Network'*

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

- *'System'*

In the 'System' section, you can view and change the settings that influence standard operation of the Robin SV.

This is also where you can find the 'log files' that make problem-solving easier.

***! Note: In the Robin SV software you'll note 'APPLY SETTINGS' buttons. With these buttons you confirm and activate all the changed settings. !***

## 5.2.1 Telephony

### 5.2.1.1 Telephony / SIP

This is where you enter the data required for registering on a PBX or with a SIP Provider. If the Robin is used for a direct connection to the telephone handset (i.e. not routed via a PBX or SIP Provider), registration is not required.

The screenshot shows the web interface for Robin Compact SV. At the top, there is a navigation menu with options: Telephony, Audio, Video, Network, System, SIP, Phonebook, Call settings, Call log, and Control. The main content area is divided into two sections: 'SIP settings' and 'SIP advanced'. The 'SIP settings' section includes fields for SIP protocol (set to 'Udp'), SIP proxy / Registrar (ip or hostname), SIP proxy port number (5060), Username, Password, Register (checkbox), Expires (3600), and Registration status. The 'SIP advanced' section includes Outbound proxy (checkbox), RTP port start (4000), RTP port end (5000), use NAT (checkbox), and Enable REFER (checked). Both sections have an 'Apply settings' button. The footer of the interface reads '© Copyright 2009-2012 Robin Telecom'.

#### *SIP registration*

- **SIP protocol**                      Select the SIP protocol, UDP or TCP, UDP is default
- **Register**                              Activates or deactivates registration
- **Registration status**                Indicates registration status
- **Remote hostname**                 Enter the IP address or hostname for the PBX or SIP Provider
- **Remote port number**                Enter the IP port number for the PBX or SIP Provider
- **Username**                              Enter the 'username' for registration here
- **Password**                              Enter the 'password' for registration here
- **Expires**                                Period of time during which the SIP door intercom can register.

*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
- **RTP port start**            Enter the lowest IP port that may be used for the 'RTP stream'.
- **RTP port end**            Enter the highest IP port that may be used for the 'RTP stream'.
- **Use NAT**                    Select this option when an NAT firewall is set up between the Robin SV and the SIP PBX or SIP provider. (You can change the NAT settings in -Network-NAT-)
- **Enable REFER**            Select this option if 'REFER' packages also have to be accepted.

### 5.2.1.2 Telephony / Phonebook

Multiple telephone numbers can be entered in the phonebook. These 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 an individual settings profile for each telephone number.

The screenshot shows the Robin Compact SV web interface. At the top left is the ROBIN TELECOM DEVELOPMENT logo. To its right is the text 'Robin Compact SV'. Further right, it says 'version 1.0.0-2413' and 'Logged in as 'admin' (logout)'. Below the logo is a navigation menu with links: 'Telephony', 'Audio', 'Video', 'Network', 'System', 'SIP', 'Phonebook', 'Call settings', 'Voicemail', 'Call log', 'Control'. The 'Phonebook' link is highlighted. The main content area shows a 'Delete Entry' form with the following fields: 'Description' (text input), 'Number' (text input), 'Profile' (dropdown menu), and 'Allow register' (checkbox). There is an 'Apply settings' button at the bottom left of the form. At the bottom center of the page, there is a small copyright notice: '© Copyright 2009-2011 Robin Telecom'.

*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 (see comment)**              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 if the Robin SV has to support a 'Peer to Peer' connection with a telephone set (\*)

***! Note: The number can be entered in various ways.***

1. ***Just the number (e.g. 104, 1002, 6032 etc.). The handset is located on a connected PBX in the same network.***
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 SV are connected to each other directly, i.e. the call is not routed via a PBX. The Robin SV dials the handset directly.***
3. ***The number, followed by the IP address of a 'Proxy server'. The handset is connected to a PBX that uses a separate 'Proxy server' (e.g. 1003@192.168.0.50, 703@172.16.2.5 etc.) The Robin SV places the call to the configured PBX via this 'Proxy server'. !***

***\* Peer to Peer connection: If a direct connection between the Robin SV and a telephone set is required - without the use of a SIP-PBX - please check our whitepaper: 'Peer to Peer connection' on our support website: <http://support.robin.nl>***

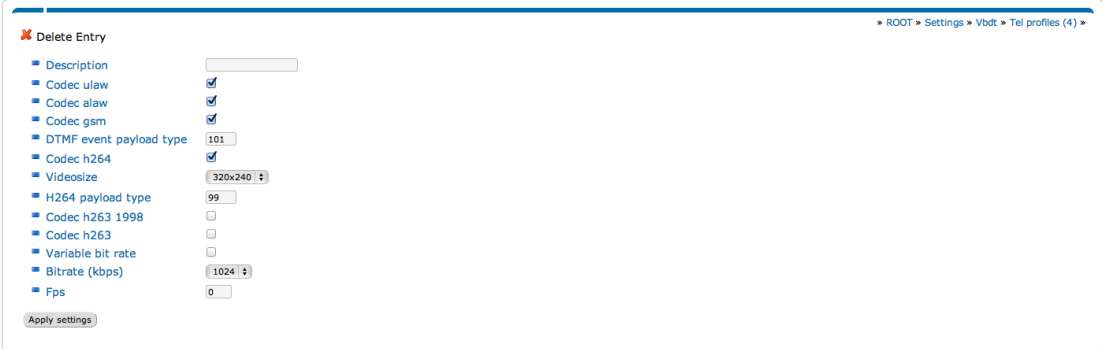
## Profiles:

Various parameters need to be set when creating a 'Profile'.

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.



ROBIN TELECOM DEVELOPMENT version 1.0.0-3365

Telephony | Audio | Video | Network | System | SIP | Phonebook | Call settings | Call log | Control

» ROOT » Settings » Vbdt » Tel profiles (4) »

**Delete Entry**

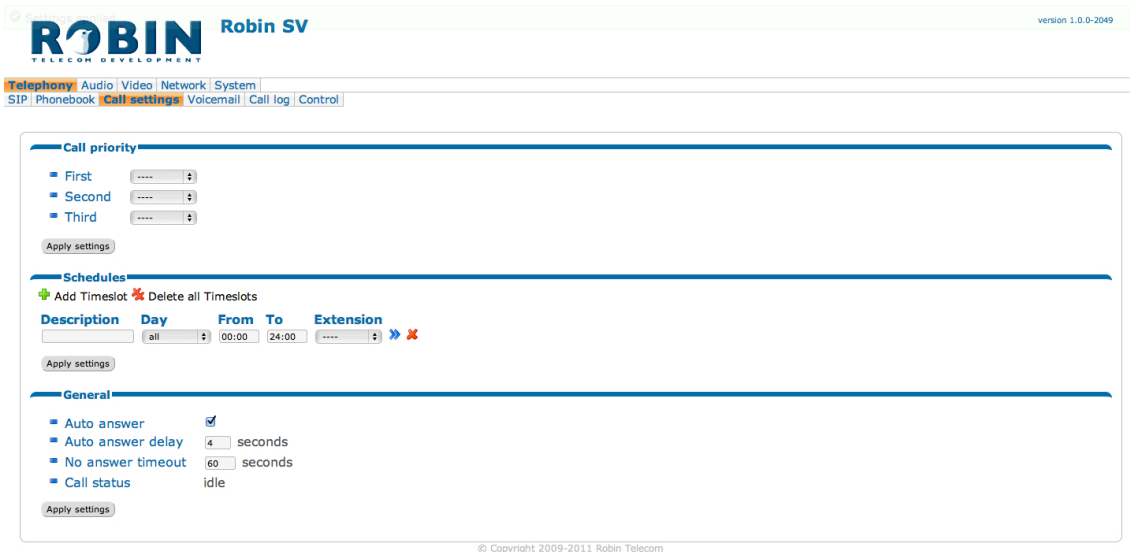
- Description
- Codec ulaw
- Codec alaw
- Codec gsm
- DTMF event payload type
- Codec h264
- Videosize
- H264 payload type
- Codec h263 1998
- Codec h263
- Variable bit rate
- Bitrate (kbps)
- Fps

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- **Description**                      The name that is associated with this line.
- **Codec ulaw**                        Support for the G.711 ulaw audio codec.
- **Codec alaw**                        Support for the G.711 alaw audio codec.
- **Codec gsm**                         Support for the GSM audio codec.
- **DTMF event payload type**        Change the 'payload type' for DTMF signal transmission. As standard, we recommend 101.
- **Codec h264**                        Support for the H.264 video codec.
- **Videosize**                         Select the resolution for video
- **H264 payload type**                Change the 'payload type' for H.264 video codec. As standard, we recommend 99.
- **Codec H263 1998**                Support for the H.263 1998 video codec
- **Codec H263**                        Support for the H.263 video codec
- **Variable bitrate**                 Support for variable bitrate
- **Bitrate (kbps)**                    Select the maximum video bit rate. A high bit rate = higher video quality but more bandwidth usage.
- **Fps**                                 Lock the video frames per second. 0=Automatic

***! Note: The selected video resolution has to be supported by the device. If the resolution is not compatible, video distortion can occur or a black screen is displayed. !***

### 5.2.1.3 Telephony / Call settings



**ROBIN** Robin SV version 1.0.0-2049

Telephony Audio Video Network System  
SIP Phonebook **Call settings** Voicemail Call log Control

---

**Call priority**

- ▣ First
- ▣ Second
- ▣ Third

---

**Schedules**

Description	Day	From	To	Extension
	all	00:00	24:00	----

---

**General**

- ▣ Auto answer
- ▣ Auto answer delay  seconds
- ▣ No answer timeout  seconds
- ▣ Call status

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#### Call priority:

The Robin SV can dial up to three numbers in a set sequence. If the first number dialled is not answered within the set period of time\*, the second number is dialled, followed by the third number.

***! Note: You can change this period of time in -Telephony-Call settings-General- using the 'No answer timeout' option!***

- ▣ **First**                                 Select the first number to dial.
- ▣ **Second**                                Select the second number to dial.
- ▣ **Third**                                 Select the third number to dial.

***! Note: For the Robin SV with 2, 4 or 6 buttons, these settings can be specified per button. !***

## Schedules:

The Robin SV features a 'Schedule' function.

This function allows you to set multiple time periods ('Timeslots'): e.g. office hours, the lunch break, etc.

Consequently, during the lunch break for example, the Robin SV 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 the canteen

13:01-17:00 afternoon -> call reception

***! Note: When the 'Schedule' function is in use and 'Timeslots' are created, the latter take priority over the 'First, Second and Third' settings in -Telephony-Call settings-Call priority-. So the Robin SV checks first 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.

- **Description**                    The name that is associated with this line.
- **Day**                                Select the day on which this line applies.
- **From**                                Enter the start time.
- **To**                                    Enter the end time.
- **Extension**                         Select the number to dial.

***! Note: For the Robin SV with 2, 4 or 6 buttons, these settings can be specified per button. !***



### 5.2.1.4 Telephony / Call log

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

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:*

ROBIN Robin SV  
TELECOM DEVELOPMENT version 1.0.0-2049

Telephony Audio Video Network System  
SIP Phonebook Call settings Voicemail **Call log** Control

**Call log**  
✘ Delete all Call list

Time	State	Endtime	Call ID	Direction	Driver
2011-10-19 11:22:48 +0200	hangup	2011-10-19 11:22:52 +0200	fe8f54c9	Incoming	hostphone ✘

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### 5.2.1.5 Telephony / Control

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

ROBIN Robin SV  
TELECOM DEVELOPMENT version 1.0.0-2049

Telephony Audio Video Network System  
SIP Phonebook Call settings Voicemail Call log **Control**

**Call**

- Call
- Hangup
- Registration status not registered
- Call status idle

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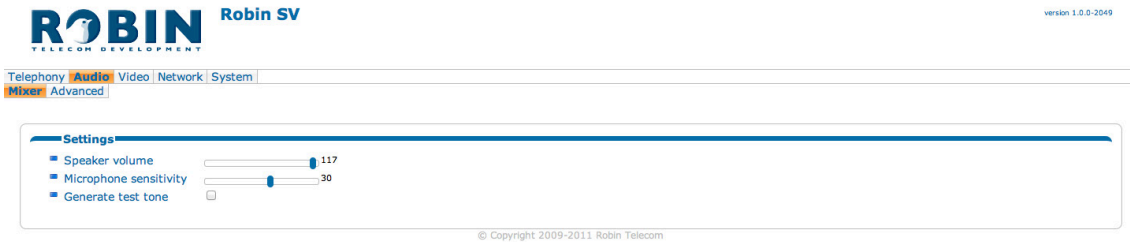
*Call:*

- **Call:** You can initiate a call using the 'Call' button.
- **Hangup** You can end a call using the 'Hangup' button
- **Registration status** Indicates the PBX or SIP Provider registration status.
- **Call status** Indicates the Robin SV's call status.

## 5.2.2 Audio

### 5.2.2.1 Audio / Mixer

You can set the speaker volume and the microphone sensitivity here.

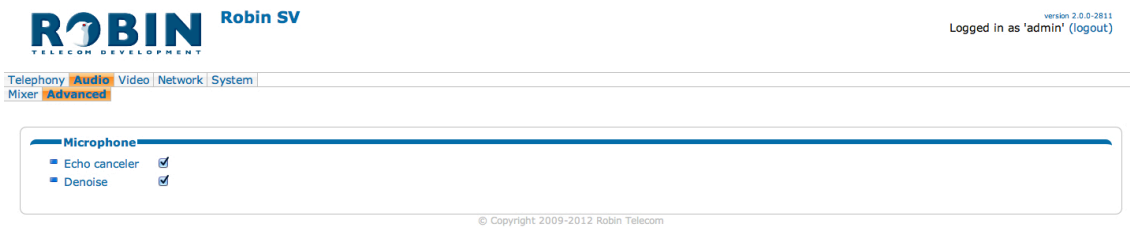


*Settings:*

- **Speaker volume** Change the speaker volume.
- **Microphone sensitivity** Change the microphone sensitivity.
- **Generate test tone** Play a test tone via the Robin SV.

### 5.2.2.2 Audio / Advanced

Advanced offers advanced audio settings.



*Microphone:*

- **Echo canceller**      Activates or deactivates echo suppression.
- **Denoise**              Activates or deactivates background noise suppression.

## 5.2.3 Video

### 5.2.3.1 Video / Live

Real-time display of the camera image. Double-click on the image to toggle between full screen video or default size video.

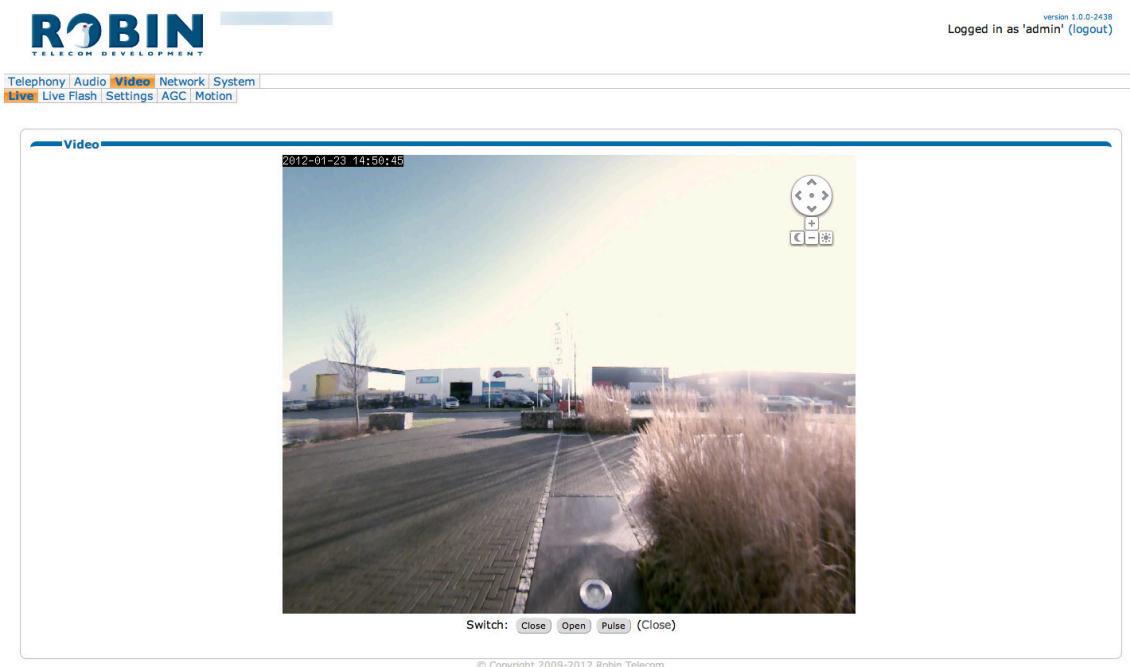
With the on-screen controls you can control the following features:

- Zoon in- and out, using the '-' and '+' buttons
- Brightness control, using the 'moon' and 'sun' buttons
- Pan / Tilt the image, using the circular placed arrows
- Centre the image, using the dot between the arrows

\* The three buttons under 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 / Live Flash

Real-time video display of the camera, using the Adobe Flash-format.

### 5.2.3.3 Video / Settings

You can change all the camera-related settings here.

- Image: settings that are associated with the image quality.
- PTZ: settings that are associated with the image frame (Pan, Tilt, Zoom).
- Encoder: settings that are associated with the degree of image compression.

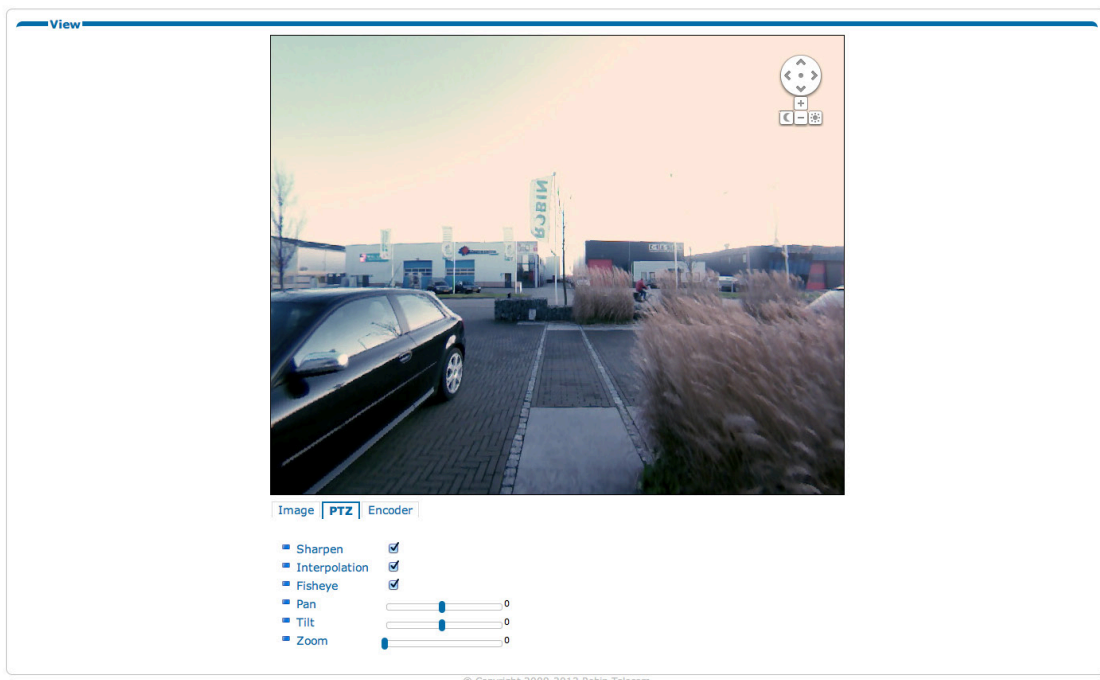
The screenshot displays the Robin camera web interface. At the top left is the 'ROBIN TELECOM DEVELOPMENT' logo. To the right, it says 'version 1.0.0-2365'. Below the logo is a navigation menu with 'Telephony', 'Audio', 'Video' (highlighted), 'Network', and 'System'. Under 'Video', there are sub-menus for 'Live', 'Live Flash', 'Settings' (highlighted), 'Focus', and 'Motion'. The main content area is titled 'View' and contains a live video feed of a parking lot with a car and a 'ROBIN' sign. To the right of the video are PTZ controls (directional arrows, zoom in/out, and a reset icon). Below the video are three tabs: 'Image' (selected), 'PTZ', and 'Encoder'. The 'Image' settings panel includes:

- Brightness: slider set to 48
- Contrast: slider set to 45
- Saturation: slider set to 51
- Auto gain control (AGC):
- Fluorescent light:
- Enable advanced AGC settings:
- Auto white balance (AWB):

At the bottom center, there is a copyright notice: '© Copyright 2009-2011 Robin Telecom'.

*Image:*

- **Brightness** Changes the brightness of the video image.
- **Contrast** Changes the contrast of the video image.
- **Saturation** Changes the colour saturation of the video image.
- **Auto gain control (AGC)** 'Automatic Gain Control' automatically matches video image exposure to the light circumstances.
- **Fluorescent light** Activate this function if artificial light sources in a room cause interference, e.g. TL strip lighting.
- **Enable advance AGC settings** Enable advanced 'Automatic Gain Control' settings
- **Auto white balance (AWB)** 'Auto White Balance' automatically matches the colour temperature of the video image to the circumstances.



### PTZ:

- **Sharpen**                      Sharpening filter
- **Interpolation**              Improve the image quality
- **Fisheye**                        Correction of the 'Fisheye' lens distortion.
- **Pan**                              Moves the image horizontally.
- **Tilt**                              Moves the image vertically.
- **Zoom**                          Allows you to zoom in/out.



### Encoder:

- **Jpeg quality** Allows you to change the quality of the 'Live' video images in the web browser (higher quality but more bandwidth usage).



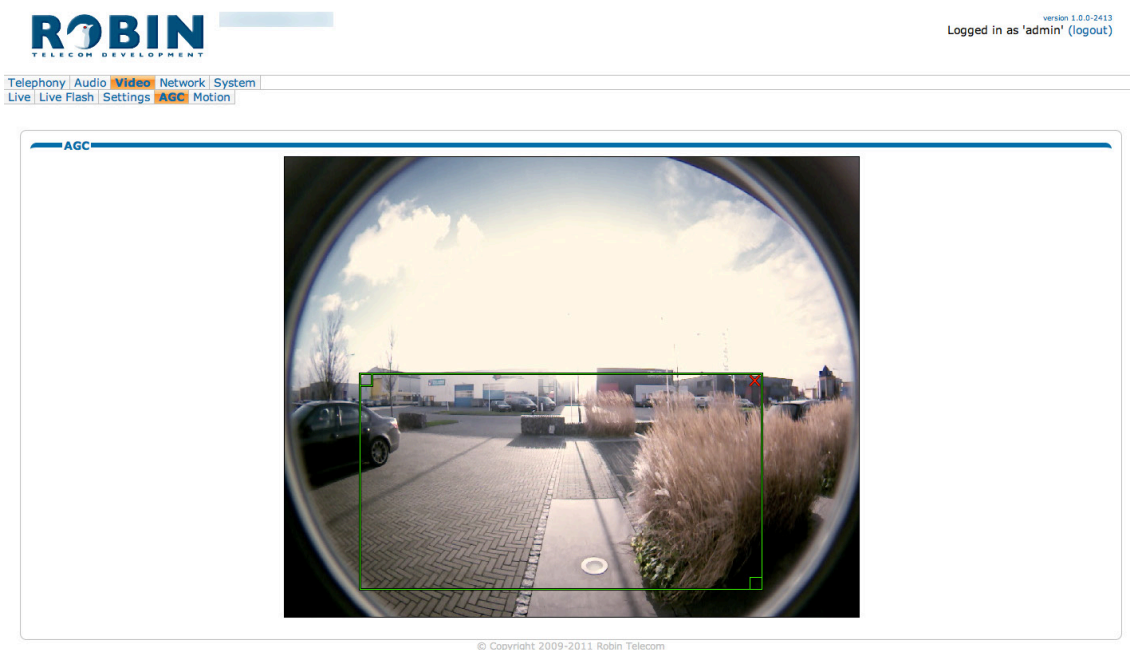
### 5.2.3.4 Video / AGC

Define a zone in the image where the AGC will measure.

AGC (Automatic Gain Control) automatically matches video image exposure to the light circumstances. This option can be switched on or off at -Video-Settings-.

You use the mouse to define a selection 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.

Make sure that you select the most important area in your image for the AGC-function. This will usually be the location where the people will stand when they use the Robin SV.



### 5.2.3.5 Video / Motion

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

Detection of movement triggers 'Actions' such as acoustic signals, switching a built-in relay or initiating a call to a telephone. The 'Actions' are set in -System-Events-.

You use the mouse to define a selection 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.

The screenshot displays the Robin SV web interface. At the top left is the 'ROBIN TELECOM DEVELOPMENT' logo. A navigation menu includes 'Telephony', 'Audio', 'Video', 'Network', and 'System'. Below this, a secondary menu shows 'Live', 'Live Flash', 'Settings', 'Focus', and 'Motion'. The main content area is titled 'Motion detection' and features a circular fisheye video feed of a parking lot with a black car. A green rectangular selection box is drawn around the car, with red 'X' marks at its corners. Below the video feed, there are three settings: 'Enabled' (checked), 'Sensitivity' (slider at 56), and 'Object size' (slider at 30). A red horizontal line is visible below the video feed. At the bottom, a copyright notice reads '© Copyright 2009-2011 Robin Telecom'.

*Motion detection:*

- **Enabled**                      Activates Motion detection.
- **Sensitivity**                 Increases/reduces detection sensitivity.
- **Object size**                Changes the size of the object to which the Robin SV must react.

***! Note: When the -Video-Motion- window for the Robin SV is open, no 'Events' that may have been set can be activated, not even if Motion detection is set to 'enabled'. !***

## 5.2.4 Network

### 5.2.4.1 Network / Status

Network status indicates the current set or assigned network information.

*Network status:*

**ROBIN** Robin SV  
TELECOM DEVELOPMENT

version 1.0.0-2049

Telephony | Audio | Video | **Network** | System

**Status** | Settings | HTTP | Mail | NAT

**Network status**

These are the actual addresses currently assigned to the LAN interface

- Interface                      eth0
- MAC address                 00:30:b4:de:ad:09
- IP Address                    10.0.0.107
- Netmask                      255.255.255.0
- Default gateway             10.0.0.1
- Primary nameserver        10.0.0.2
- Secondary nameserver     10.0.0.1

© Copyright 2009-2011 Robin Telecom

- **Interface**                    Shows the network interface that is used.
- **MAC address**               Indicates the Robin SV's MAC address.
- **IP address**                 Indicates the Robin SV's IP address.
- **IP netmask**                 Shows the standard IP netmask.
- **Default gateway**         Indicates the IP address for the standard gateway.
- **Primary nameserver**      Indicates the IP address for the primary DNS.
- **Secondary nameserver**   Indicates the IP address for the secondary DNS.

## 5.2.4.2 Network / Settings

Allows you to change the Robin SV's network settings.

*Configuration:*

The screenshot shows the Robin SV web interface. At the top, there is a navigation menu with options: Telephone, Audio, Video, Network (selected), and System. Below the menu, there is a status bar with options: Status, Settings (selected), HTTP, Mail, and NAT. The main content area is titled 'Configuration' and contains the following fields:

- Configuration method: Manual (dropdown menu)
- IP address: 10.0.0.131 (text input)
- Netmask: 255.255.255.0 (text input)
- Default gateway: 10.0.0.1 (text input)
- Primary name server: 8.8.8.8 (text input)
- Secondary name server: 8.8.4.4 (text input)
- Status: (text input)

Below the configuration fields, there is an 'Apply settings' button. Underneath, there is a 'Settings' section with the following values:

- IP Address: 10.0.0.107
- Netmask: 255.255.255.0
- Default gateway: 10.0.0.1

At the bottom of the page, there is a copyright notice: © Copyright 2009-2011 Robin Telecom.

- **Configuration method**      Select automatic (DHCP) or manual.
- **IP address**                      Enter the IP address for the Robin SV here.
- **Netmask**                              Enter the IP netmask here.
- **Default gateway**                  Enter the gateway or router address here.
- **Primary name server**              Enter the IP address for the primary DNS (Domain Name Server) here.
- **Secondary name server**          Enter the IP address for a possible secondary DNS (Domain Name Server) here.

*Settings:*

- **IP address**                              Indicates the Robin SV's IP address.
- **IP netmask**                            Shows the standard IP netmask.
- **Default gateway**                    Indicates the IP address for the standard gateway.

### 5.2.4.3 Network / HTTP

ROBIN Robin SV  
TELECOM DEVELOPMENT version 1.0.0-2049

Telephony | Audio | Video | **Network** | System  
Status | Settings | **HTTP** | Mail | NAT

**Proxy**

- Enable HTTP proxy
- Proxy server address
- Proxy server port

Apply settings

**Settings**

- HTTP port
- HTTPS port
- Certificate

Apply settings

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Proxy:

**! Note: This is the Proxy server for HTTP traffic, so not the Proxy server for the SIP connection to the PBX !**

- **Enable HTTP proxy** Activates the uses of an HTTP proxy server.
- **Proxy server address** Enter the address or hostname for the proxy server here.
- **Proxy server port** The IP port used by the proxy server for communication.

Settings:

- **HTTP port** Set the IP port for HTTP communication. As standard, port 80 is used for this.
- **HTTPS port** Set the IP port for HTTPS communication. As standard, port 443 is used for this.
- **Certificate** **! Optional !** Select a certificate for the HTTPS connection.

### 5.2.4.4 Network / Mail

Configure the mail settings for the Robin SV.

The screenshot shows the Robin SV web interface for configuring mail settings. The interface includes a navigation menu with 'Telephony', 'Audio', 'Video', 'Network', and 'System'. Below this, there are tabs for 'Status', 'Settings', 'HTTP', 'Mail', and 'NAT'. The main content area is divided into three sections: 'Address book', 'Mail server test', and 'Servers'. The 'Address book' section has a table with columns 'Name' and 'Address', and buttons for 'Add Recipient', 'Delete all Address book', and 'Apply settings'. The 'Mail server test' section has a dropdown for 'Mail server', input fields for 'From' and 'To', a 'Test SMTP server' button, and an 'SMTP test result' field. The 'Servers' section has a table with columns 'Description', 'Prio', 'Mail server', 'Encryption', 'Auth', and 'Submission', and buttons for 'Add Mail server', 'Delete all Mail servers', and 'Apply settings'.

#### 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 email address.
- **Address**                                    Enter the e-mail address.

#### Mail server test:

Tests the connection with the configured mail server.

- **Mail server**                                    Select the mail server you want to test here.
- **From**    Enter a sender address for the test email message.
- **To**    Enter a recipient address for the test email message.
- **Test SMTP server**                            Initiates the test email message.
- **SMTP test result**                            Indicates the test result.

## Servers:

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 mail server.
- **Prio**                                      In the case of multiple servers, 'Prio' determines the sequence in which the servers are addressed (value between 1 and 10, 1 = high priority, 10 = low priority)
- **Mail server**                              Name or IP address of the mail server for outgoing messages.
- **Encryption**                              If you use a secure connection with the mail server, the type of encryption must be selected here.
- **Auth**                                      Select this option if mail server authentication is required.
- **Submission**                              Select this option if the mail server uses the 'Submission' protocol.
- **Username**                                User name
- **Password**                                Password

### 5.2.4.5 Network / NAT

Depending on the network configuration, you may need to set NAT data in the Robin SV.

ROBIN Telecom Development Robin Compact SV

version 1.0.0-2419  
Logged in as 'admin' (logout)

Telephony | Audio | Video | **Network** | System  
Status | Settings | HTTP | Mail | **NAT**

**Settings**

- NAT hostname
- NAT port
- Use STUN for NAT address discovery
- Stun server
- Stun port
- Stun status

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#### Settings:

- **NAT hostname** Enter the NAT address or the hostname.
- **NAT port** Enter the IP port for NAT.
- **Use STUN for NAT address discovery** Activate this option if a STUN server is used.
- **Stun server** Enter the IP address or hostname for the STUN server here.
- **Stun port** The IP port used by the STUN server for communication.
- **Stun status** Indicates the status of the STUN server.



## 5.2.5 System

### 5.2.5.1 System / Device

Robin SV version 1.0.0-2365

Telephony | Audio | Video | Network | **System** | Device | Clock | Door opener | Events | Security | Software | Info | Debug | Logs

**Info**

- Product: Robin SV
- Serial number: 11120005
- Version: 1.0.0
- Revision number: 2365

**Identity**

- Device name:
- Location:
- Contact:

Apply settings

**Language**

- Language:

**Device activation**

This device is successfully activated.

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#### Info:

- Product: Product type
- Serial number: Serial number
- Version: Software version
- Revision number: Software revision number

#### Identity:

- Device name**: The name entered here is passed in 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 SV here, e.g. the main entrance, loading door, barrier, etc.
- Contact**: Enter the details of the person responsible for managing the Robin SV here.

#### Language:

- Language**: Select the language of the web interface

*Device activation:*

The Robin SV must be activated initially by Robin Telecom Development (one-off procedure). You start activation using the 'Activate device' button.

A new web page opens when activation starts. You are asked to enter a number of items of data, after which the Robin SV is automatically activated and registered and you return to this page. You will notice that the 'Activate device' button has disappeared and the current activation status is displayed.

This activation procedure will take about 5 minutes.

***! Note: The Robin SV will stop functioning if it is not activated within 30 days of being put into operation. The activation option obviously remains accessible. !***

- **Activate**                      Activate the Robin SV. If the Robin SV is already activated the activation status will be displayed

### 5.2.5.2 System / Clock

You can change all the date and time settings for the Robin SV here.



*Date and time:*

- **Timezone**                      Select the right time zone here.
- **Current time**                 Displays 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**                     Indicates the status of the selected time server.
- **Set time**                        Enter the date and time here (manual setting).





## 5.2.5.4 System / Security

ROBIN Telecom Development Robin Compact SV

version 1.0.0-2432  
Logged in as 'admin' (logout)

Telephony | Audio | Video | Network | **System** | Device | Clock | Events | Security | Software | Switch | Info | Debug | Logs

**Authentication**

- Require authentication
- Admin username: admin
- Admin password: 123qwe
- User username: user
- User password:
- User can control door opener

Apply settings

**Certificates**

The SSL certificates is currently empty

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### Authentication:

- **Require Authentication** Un-tick the check box if you want to disable secure access to the web interface with a login name and password.
- **Admin username** Change the default Administrator login name. (admin)
- **Admin password** Change the default Administrator password. (123qwe)
- **User username** Change the default User login name. (user)
- **User password** Change the default User password. (no password)
- **User can control door opener** Displays three buttons below the Live video frame (-Video-Live-) to control the built-in relay switch

***! Note: As soon as you activate the 'Require Authentication' check box, enter a user name and password and click the 'Apply settings' button, the web interface will demand a log-in name and password !***

### 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**            This is the name of the certificate.
- **Certificate**                Upload a certificate from the PC to the Robin SV.
- **Certificate info**           Detailed information about the certificate.

### 5.2.5.5 System / Recording

The Robin SV is capable of recording video. You can:

- Switch the recording on or off
- Modify the bitrate of the video stream
- Set the maximum upload speed that the Robin SV will use to send the video to the storage service
- Define an upload time slot. During this time slot the Robin SV will use a different upload speed (0=no upload)

Recording can only be enabled when the Robin SV is successfully activated.

Activate the unit in the -Recording4all- menu or see page. 54 of this manual (5.2.6 Recording4All).

The screenshot shows the Robin SV web interface. At the top left is the logo for ROBIN TELECOM DEVELOPMENT. To its right is the text 'Robin SV Alkmaar'. In the top right corner, it says 'Version 2.0.0-3057' and 'Logged in as 'admin' (logout)'. Below the header is a navigation menu with items: 'Telephony', 'Audio', 'Video', 'Network', 'System', 'Recording4All', 'Device', 'Clock', 'Events', 'Security', 'Recording', 'Software', 'Streams', 'Switch', 'Info', 'Debug', 'Logs'. The 'Recording' item is highlighted. The main content area is titled 'Settings' and contains the following configuration options:

- Enable
- Video bitrate
- Recording upload limit
- Max upload speed (kbps)
- Upload timeslot
- From
- To
- Allow upload during timeslot
- Max upload speed during timeslot (kbps)

At the bottom of the settings area is an 'Apply settings' button. At the very bottom of the page, there is a copyright notice: '© Copyright 2009-2012 Robin Telecom'.

### 5.2.5.6 System / Software

New software versions for the Robin SV are released regularly. These versions include improvements and occasionally also introduce new functions.

Updating is a two-stage process; the first step is to check whether new software is available. If so, you can initiate the upgrade to the latest version.

After the upgrade, the Robin SV has to be rebooted.

The screenshot displays the web interface for Robin Compact SV. At the top left is the ROBIN TELECOM DEVELOPMENT logo. To its right is the text "Robin Compact SV". In the top right corner, it says "version 1.0.0-2432" and "Logged in as 'admin' (logout)". Below the header is a navigation menu with items: Telephony, Audio, Video, Network, System, Device, Clock, Events, Security, Software (highlighted), Switch, Info, Debug, and Logs. The main content area is divided into several sections:

- Backup:** Includes "Backup configuration" with "upload" and "download (4.2 kb)" options, and an "Apply settings" button.
- Tools:** Includes "Restart application" (with "Restart application" button), "Reboot device" (with "Reboot device" button), and "Restore application defaults" (with "Restore application defaults" button). It also has an "Apply settings" button.
- Updates:** Includes "Check for new software versions" (with "Check for new software versions" button), "Currently running version" (1.0.0+2432), "Currently installed version" (1.0.0+2432), and "Upgrade to latest version" (with "Upgrade to latest version" button). It also shows "Modules (0)" and an "Apply settings" button.
- Upload:** Includes "Upload status" (Idle) and "Firmware upload" (upload), with an "Apply settings" button.

At the bottom of the interface, there is a copyright notice: "© Copyright 2009-2012 Robin Telecom".



*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 SV using the 'Upload' button. First, you select a backup file that was created earlier. After restoring the backup, the Robin SV must be rebooted.

*Tools:*

- **Restart Robin application** Starts the Robin software up again. This is faster than rebooting the device.
- **Reboot device** Reboots the complete device. It may take 30 seconds before the Robin SV is active again.
- **Restore application defaults** Restores the default settings for the Robin SV.

*Updates:*

- **Check for new software versions** Checks whether new software is available.
- **Currently running version** Indicates the current software version.
- **Currently installed version** Indicates the software version that has already been installed.
- **Upgrade to latest version** Downloads the latest version of the software and installs it on the Robin SV.

*Upload:*


Use this function only if the Robin SV is not connected to the internet.

The recommended way to update the Robin SV software is done over the internet as described above.

***! Note: Internet access for the Robin SV is recommended. The update files necessary for the 'Upload' function are available on request only at Robin Telecom Development and can not be downloaded. !***

### 5.2.5.7 System / Streams

The 'Streams' menu shows all active video streams.



ROBIN Robin SV  
TELECOM DEVELOPMENT

version 2.0.0-3008  
Logged in as 'admin' (logout)

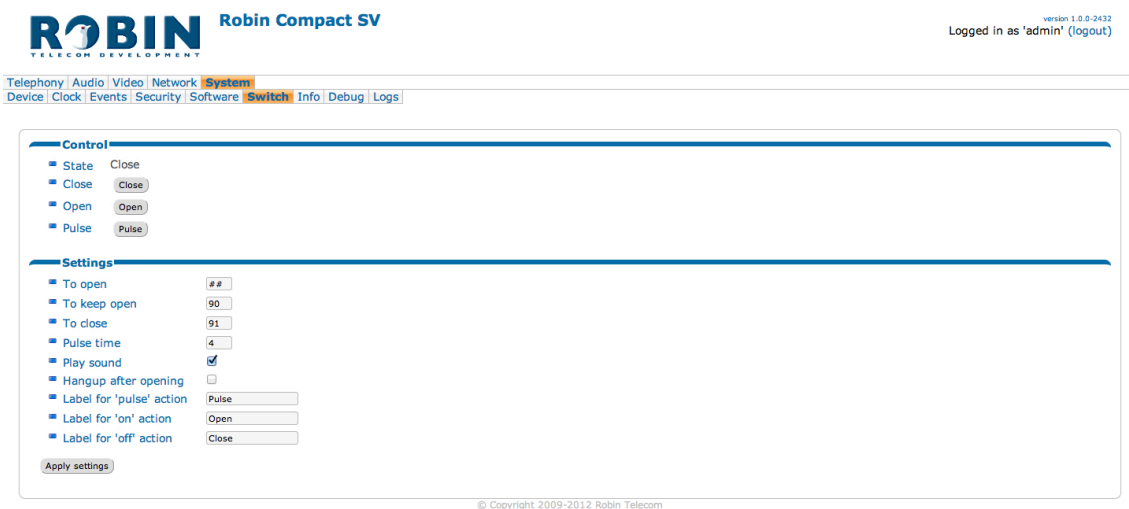
Telephony | Audio | Video | Network | **System**  
Device | Clock | Events | Security | Recording | Software | **Streams** | Switch | Info | Debug | Logs

Start	Stream type	Remote	Width	Height	Codec	Quality
2012-09-27 14:00:46 +0200	recording		720	576	h264	2048000 bps
2012-09-27 14:25:50 +0200	mjpeg	85.223.53.184:60203	720	576	mjpeg	78%

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### 5.2.5.8 System / Switch

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



ROBIN Robin Compact SV  
TELECOM DEVELOPMENT

version 1.0.0-2432  
Logged in as 'admin' (logout)

Telephony | Audio | Video | Network | **System**  
Device | Clock | Events | Security | Software | **Switch** | Info | Debug | Logs

**Control**

- State
- Close
- Open
- Pulse

**Settings**

- To open
- To keep open
- To close
- Pulse time
- Play sound
- Hangup after opening
- Label for 'pulse' action
- Label for 'on' action
- Label for 'off' action

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*Control:*

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

**! Note: For the actions below, the user can enter his/her choice of telephone key combinations (0...9, \* and #). !**

- **To open**                      The door contact opens and closes again after a set time (Pulse time). *The default key combination for this is '##'.*
- **To keep open**                The door contact stays open, independently of the set time.
- **To close**                      The door contact closes.
- **Pulse time**                    You can set the time that the door contact stays open here. *(Time period of a minimum of 1 second and maximum of 30 seconds.)*
- **Play sound**                    Generates a tone when the door contact is active.
- **Hangup after opening**        Breaks the connection after activating the door contact.
- **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'

### 5.2.5.9 System / Info

Info displays detailed information about the Robin SV.

ROBIN TELECOM DEVELOPMENT Robin SV version 1.0.0-2049

Telephony | Audio | Video | Network | **System**  
 Device | Clock | Door opener | Events | Security | Settings | Software | **Info** | Debug | Logs

**Advanced**

- Product
- Device id
- Serial number 0
- Version 1.0.0
- Revision number 2049
- Build date Oct 17 2011 16:59:58
- Build loc ico@robinsv
- GCC version 4.4.3
- Uptime 0 days, 00:28:00
- Load average 0.49
- Temperature 44 °C
- CPU Speed 600 MHz
- System clock time 2011-10-20 11:44:14 +0200
- Disk >
- Tiny version -
- Memory usage >

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*Advanced:*

- **Product** Product type
- **Serial number** Serial number
- **Version** Software version
- **Revision number** Software revision number
- **Build date** Software production date
- **Uptime** Time that the Robin SV is switched on.
- **Load average** Average processor load (UNIX style).
- **Temperature** Temperature in the Robin SV.
- **CPU speed** Current processor speed.
- **System clock time** System time.
- **Disk** Information about hard disk usage.
- **Tiny version** Version information about the 'Tiny' IC.
- **Memory usage** Information about the memory usage of the Robin SV.

### 5.2.5.10 System / Debug

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

*Trace:*

- **Status** Indicates the status of the 'Trace'.
- **Interface name** The interface for which the 'Trace' is created.
- **Default sniffer duration** Sets the standard 'Trace' duration time. It stops automatically after the time has elapsed.
- **PCAP filter line** The 'Trace' is filtered as standard to ensure that only the important network data is stored.
- **Mail result** Send the 'Trace' automatically as an email message.
- **Mail server** Select the mail server that is to be used to send the email.
- **From-address** Select the email address from which the email message will be sent.
- **To-address** Select the email address to which the email message will be sent.
- **Comment** Add a standard text block to the 'Trace' email message.
- **Starting** Starts creating the 'Trace'.
- **Stop** Stops 'Trace' creation.

### 5.2.5.11 System / Logs

The Robin SV registers all events that occur. These are logged in a log file.

ROBIN Robin SV TELECOM DEVELOPMENT version 1.0.0-2049

Telephony | Audio | Video | Network | **System** | Device | Clock | Door opener | Events | Security | Settings | Software | Info | Debug | **Logs**

**Log settings**

- Max lines to keep in log  lines
- Download [Download](#)

[Apply settings](#)

**Application log**

Timestamp	Log level	Class	Message
2011-10-20 11:44:52 +0200	Error	registration	Error retrieving registration status: 404 Not Found

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*Log settings:*

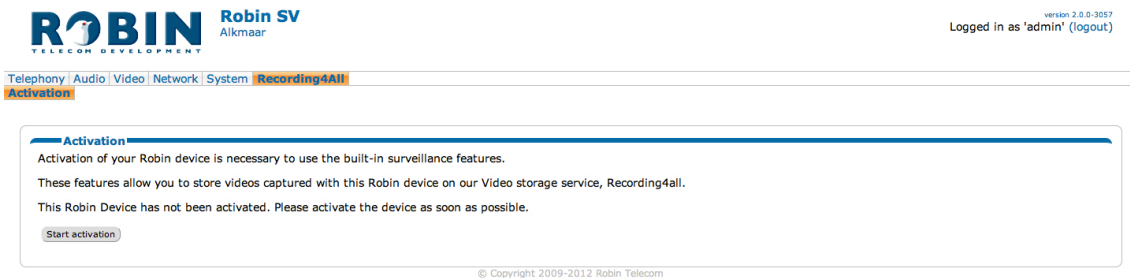
- **Max lines to keep in log** The number of log file lines that are stored.
- **Download** Download the log file to the PC.

*Application log:*

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

## 5.2.6 Recording4All

### 5.2.6.1 Activation



**ROBIN** Robin SV  
TELECOM DEVELOPMENT Alkmaar

version 3.0.0-3057  
Logged in as 'admin' (logout)

Telephony | Audio | Video | Network | System | **Recording4All**

**Activation**

Activation of your Robin device is necessary to use the built-in surveillance features.  
These features allow you to store videos captured with this Robin device on our Video storage service, Recording4all.  
This Robin Device has not been activated. Please activate the device as soon as possible.

[Start activation](#)

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***! Note: This menu will only be visible when the Robin SV is not activated. !***

The Robin SV needs to be activated at Robin Telecom Development before the Recording function can be used.

Start the activation with the 'Activate device' button.

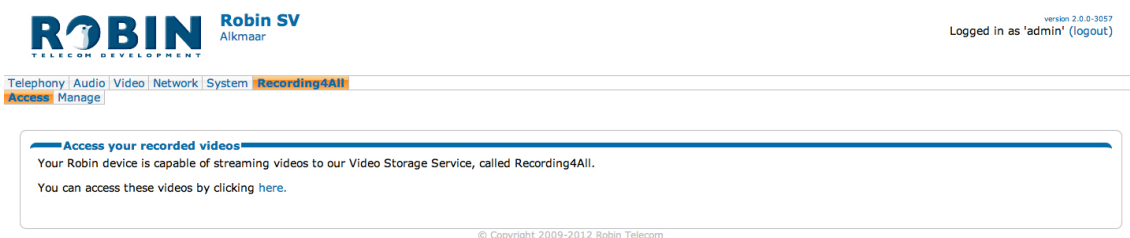
The Robin SV will open a registration webpage, follow the steps on the pages, after that the Robin SV will be activated.

- Activate [Activate the Robin SV.](#)

***! Note: Recording of video is not possible if the Robin SV is not activated. !***

### 5.2.6.2 Access your videos

The Robin SV stores the recorded videos at Recording4All, our video storage service. Recording4All can be reached at: [recording4all.com](http://recording4all.com), or through the link on the webpage.



**ROBIN** Robin SV  
TELECOM DEVELOPMENT Alkmaar

version 3.0.0-3057  
Logged in as 'admin' (logout)

Telephony | Audio | Video | Network | System | **Recording4All**

**Access your recorded videos**

Your Robin device is capable of streaming videos to our Video Storage Service, called Recording4All.  
You can access these videos by clicking [here](#).

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### 5.2.6.3 Manage your devices

During the activation procedure, an account will be created on the administration server of Robin Telecom Development. This account is called a 'Robin-ID' and consists of a login name and a password. The login name is an e-mail address and the password is user defined during the activation.

You can login to our administration server with your Robin-ID to:

- Look-in to your registered devices
- Change your address details
- Upgrade the features of the video storage service Recording4All (coming soon)

Log-in to the administration server with the link on the webpage.

The screenshot shows the Robin SV administration interface. At the top left is the Robin Telecom Development logo. To its right is the text 'Robin SV Alkmaar'. In the top right corner, it says 'version 2.0.0-3057' and 'Logged in as 'admin' (logout)'. Below the logo is a navigation menu with links for 'Telephony', 'Audio', 'Video', 'Network', 'System', and 'Recording4All'. The 'Recording4All' link is highlighted. Below the navigation menu is a section titled 'Manage your Robin devices'. Under this title, it says 'On this website you can:' followed by a bulleted list: 'View all your registered Robin devices', 'Change your Robin-ID account details', and 'Change your current Video storage plan to enable more features (coming soon)'. Below the list, it says 'Click [here](#) to manage your Robin devices.' At the bottom of the page, there is a copyright notice: '© Copyright 2009-2012 Robin Telecom'.



## 6 Support

For details of special settings, requests for support and FAQs, please use our 'online' support page:

<http://support.robin.nl>

The screenshot shows the Robin Support website. At the top is the Robin Telecom Development logo. Below it is a navigation bar with 'Robin Support' and a language dropdown set to 'Nederlands'. A search bar with a 'Zoeken' button is also present. Two main action buttons are visible: 'Verzend een aanvraag' (Send a request) and 'Bekijk aanvraag met kenmerk' (View request with reference). Below these is a 'Vaak gestelde vragen' (Frequently asked questions) section, which lists several FAQ articles with their respective view counts and dates. At the bottom, there is a link to 'Administratie gedeelte' and a footer indicating the site is powered by Help Desk Software HESK™.

**Robin Support** Nederlands

[Robin Support](#) > Robin Support  Zoeken

**Verzend een aanvraag**  
Open een nieuwe aanvraag

**Bekijk aanvraag met kenmerk**  
Bekijk aanvragen die je in het verleden geplaatst hebt

**Vaak gestelde vragen**

» Top FAQ artikelen: Aantal bekeken

<a href="#">Robin Discovery Utility (dutch)</a>	35
<a href="#">Hoe vind ik mijn Robin SIP buitendeuroestel op een Mac? (dutch)</a>	25
<a href="#">Reset the Robin Compact SIP back to factory defaults (eng)</a>	18

» Laatste FAQ artikelen: Datum toegevoegd

<a href="#">How to configure Robin BDT on Cisco Call Manager (eng)</a>	08-04-2010 15:56:47
<a href="#">Het Robin SIP Buitendeuroestel start wel op, maar is niet zichtbaar in het netwerk (dutch)</a>	17-03-2010 11:47:23
<a href="#">VDBT Discover (dutch)</a>	17-03-2010 11:42:09

» [Bekijk gehele FAQ](#)

[Ga naar Administratie gedeelte](#)

Powered by [Help Desk Software](#) HESK™

## 7 List of key words

*Default setting:*

Standard programme setting.

*DHCP:*

'Dynamic Host Configuration Protocol'.

Computer protocol that describes how a computer can obtain its network settings from a DHCP server.

*DNS:*

'Dynamic Name System'.

Protocol for managing domain names and IP addresses on the Internet.

*DNS server:*

This is the system that compares all the domain names and IP addresses in a database with each other and links them with the aid of a DNS server.

*End-to-end:*

The 'end-to-end' principle is one of the core principles of the Internet and is reflected in the design of the underlying methods and protocols of the 'Internet Protocol Suite.'

The principle is based on definition of the communication protocol actions in such a way that they take place at the 'end points' of a communication system, or as close as possible to the source that is to be verified.

*Gateway:*

A 'gateway' is a network point that acts as a "door" to a network other than the local network.

*GUI:*

'Graphical User Interface'.

The graphical user environment is a tool for interacting with a computer that uses graphical images and text.

*HTTP:*

'Hypertext Transfer Protocol'.

http is the protocol for communication between a web client (generally a web browser) and a web server. This protocol is not just commonly used on the World Wide Web, it is also used in local networks (which we call an intranet).

*IP:*

'Internet Protocol'.

This is the part of the system that is used to allow computer networks to communicate with each other via other networks, such as the Internet.

**LAN:**

'Local area network'.

Local area network of two or more computers that are connected with each other, either directly or via a shared medium.

**MAC (address):**

'Media Access Control'.

The MAC address is a unique identification number that is allocated to a device in an ethernet network.

Hardware address is another name for the MAC address. It ensure that the devices in an ethernet network can communicate with each other.

**Midspan (PoE):**

A Midspan (PoE) is a device that injects power over a standard ethernet connection.

**NAT:**

'Network Address Translation'.

Network Address Translation, for which the terms Network masquerading or IP-masquerading are also used, is the translation of IP addresses and often also TCP/UDP port numbers from one separated range to another. Often used to allow multiple users of a home network to access internet via a single IP address.

**Netmask:**

Binary number that is used to create a subnet.

**NTP:**

'Network Time Protocol'.

A protocol that is used by the time server.

**PBX/PABX:**

'Private (Automatic) Branch Exchange'.

Abbreviation used for a business telephone exchange for private use.

**PoE:**

Power over Ethernet.

A system for delivering power and data via an Ethernet network.

**PRACK:**

'Provisional Acknowledgement' – preliminary confirmation.

One of two types of confirmation within the SIP 'request-response' protocol.

'Final Acknowledgement' is the other type of confirmation.

**Proxy server:**

A proxy server is one that is located between a user's computer and the computer where the information the user wants is stored.

**PTZ:**

PTZ stands for Pan / Tilt / Zoom. Pan is the left/right movement. Tilt is the up/down movement. Zoom is used to zoom in and out.

**Recording4All:**

Recording4All is the video storage service of Robin Telecom Development B.V. Robin products with a build-in camera can store videos here. The owner of the Robin device can find his recorded videos, play, export, mark, and delete them. Access the video storage service at: [recording4all.com](http://recording4all.com)

**Robin-ID:**

A Robin-ID is a combination of a name and password that is created during the Activation of a Robin device. The Robin-ID can be administrative purposes at Robin Telecom Development.

**SIP:**

'Session Initiation Protocol'.

A protocol that makes multimedia communication (audio, video and other data communication) possible and used among other things for the Voice over Internet Protocol (VoIP).

**STUN:**

'Session Traversal Utilities for NAT'.

'STUN' is a protocol or tool that is used when applying NAT.

**Time server:**

A 'time server' is a network computer, which reads the time from a clock that has been allocated to it and transfers this information to other computers that use the same network.

**VLAN:**

Virtual Local Area Network.

Self-explanatory (see also LAN).

**VoIP:**

'Voice over Internet Protocol'.

A protocol that uses the Internet or another IP network to transport speech.

**Web GUI:**

A web browser-supported graphical user environment (see also GUI).