

MyDoorView VUE-7 Series Intercom

User Manual

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CONTENTS

SAFETY INSTRUCTIONS 1
PRODUCT OVERVIEW 3
Product Specifications 4
Features 6
Input/Output Ports 7
Dimensions 9
Label Locations ..... **Error! Bookmark not defined.**
INSTALLATION AND SETUP 10
Mounting Options 10
Unpacking the Box 11
Out of the Box Failure 11
Performing Pre-Installation Tasks 12
Mounting the Device to the Wall 12
REGULATORY INFORMATION 16
Electrical Safety Information 16
Emissions and Immunity Information 16
Warranty Information 16
CONTACT US ..... **Error! Bookmark not defined.**

SAFETY INSTRUCTIONS

Read this user manual

All safety and operating instructions in this user manual should be read before operating the product.

Attachments

To avoid danger, please do not use attachments not recommended by the product manufacturer.

Mounting

Do not place the product on any unstable cart, stand, tripod or table to avoid injury. Please only use attachments indicated by product manufacturer.

Temperature

Please use this product within operating temperature -40°F to 140°F, relative humidity 20%-80%. The product should be situated away from any heat source such as radiators, heat registers, or other products (including amplifier) to product heat.

Avoid over heat

Do not place heavy objects on top of the unit and at sealed areas to avoid heat ventilation problems.

Product Protection

Please do not place any attachment or parts inside the product to avoid contact with voltage points that could result in electric shock or fire.

Heat Ventilation

There is no heat ventilation on the upper and lower parts of the product, therefore to avoid overheating, please do not block any ventilation openings with objects. Please allow the opening to have 10 cm distance for ventilation.

Grounding or Polarization

The product could be equipped with an alternate plug.

Power – Cord Protection

Power supply cords should be routed so that they are unlikely to be walked on or pitched by items placed upon them.

Power Sources

The product should be operated only from the type of power source indicated on the rear panel.

Overloading

Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electric shock.

Damage Handling

Unplug the product from the outlet of the wall and request qualified service personnel under the following conditions:

- When the power supply cord or plug is damaged
- When the picture display gets dimmer
- When liquid has been spilled or objects have fallen on to the product
- When the product has been exposed to rain or water.
- Adjust only those controls that are in the instruction manual. Improper adjustments may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.
- When the product exhibits a distinct change in performance – this indicates a need for repair service.

Replacement parts

When replacement parts are required, be sure that the technician uses replacement parts specified by the manufacturer or parts with same features. Unauthorized substitution may result in fire, electric shock, or other hazards.

Safety Check

Upon completion of any service or repair to this product, ensure technician performs safety checks for proper operating condition.

Storage

Keep the product at dim areas, room temperature, and low humidity to maintain original condition and avoid danger.

Transportation

Since the product consists of glass and delicate electronic components, excessive shock or drop will result in damages. Please handle the product carefully to minimize shock during transportation.

Recycling

The product utilizes tin-lead solder, and has a fluorescent lamp containing a small amount of mercury. For environmental considerations, disposal of these materials may be regulated in your community. For disposal or recycling information, please contact your local authorities, or Electronics Industries Alliance: http://www.eiae.org/

Cleaning

Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.

PRODUCT OVERVIEW



VUE-7R Intercom System secures premises and only allows approved personnel to access private areas of the building. Users and authorized personnel can access the building using PIN codes, RFID keycards, or facial recognition. Areas or assets that need limited accessibility or require monitoring will benefit from installing a smart intercom system.

Using the VUE-7R Intercom System, one can seamlessly gain access to doors with convenience. The intercom system can operate any time of the day as a plug and play solution.

Product Specifications

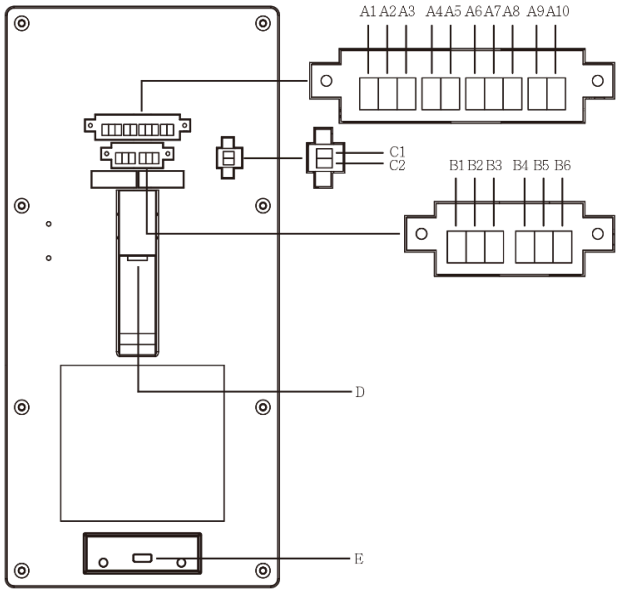
	Model	VUE-7R
Screen	Size	7″
Panel Info	Resolution	1280 x 800
	Brightness	400 cdm2
	Contrast	800:1
	Aspect Ratio	16:10
	Active Display Area	149.76 x 93.60mm
	Viewing Angle	88°/88°/88°/88°
	Touch Tech	10 point cap touch
Hardware & OS	CPU	Quad Core Cortex A55 up to 2.0GHz 1TOPSNPU
	RAM	4GB DDR4
	ROM	32GB eMMC Flash
	OS	Android 12
Video/Image	Video Format	MOV、FLV、MP4、MKV、MPG、VOB、AVI、WMV、etc.
	Audio Format	WMA, WAV,AAC, FLAC, MID, APE, MP2, LRC, M4A, MP1, MP3, etc.
	Image Format	JPG、BMP、PNG、GIF、etc.
Audio	Speaker	1 x 2W
	Camera	200W HDR Camera
	Microphone	Echo Canceling
Communication	Bluetooth	BT 5.0
	Wi-Fi	802.11 a/b/g/n/ac 2.4GHz + 5GHz
	Ethernet	10/100/1000 LAN
General	Color	Black
	Chassis	Plastic
	RFID Module	Stock RFID
	I/O	INPUT x 2, Wiegand x 1, RS485 x 1, Relay x 2
	POE	IEEE802.3af standard
	Included in Box	Tablet

	Sensors	Proximity Sensor, Ambient Sensor
	Lighting	White
	Consumption	13W
	Power Input	Either 12V DC or POE
	Operating Environment	Operating Temperature: -40° to 140°F (-40° to 60°C) Working Humidity: 20% -80% Storage Humidity: 10% - 95%
Mounting	VESA	N/A
Dimensions	Dimensions	262.51 mm x 126.51 mm x 31.9 mm (without mount)
		324.19 mm x 153.3 mm x 44.35 mm (with surface mount)
		324.19 mm x 153.3 mm x 82.06 mm (with surface mount with hood)
		354.19 mm x 183.3 mm x 44.35 mm (with flush mount)
	Weight	0.9 kg (without mount), 2.4 kg (machine and mount)

Features

	**Stable video calling**	Allows you to see who is at the door and to unlock the door from the inside using a Vega console.
	**Micro USB updates**	Updates firmware using Micro USB.
	**Tempered touch glass**	Reduces glare, decreases fingerprint marks, provides matte finish, and requires little cleaning because of non-adhesive backing with zero sticky residue. The capacitive touch screen allows you to touch the screen while wearing gloves.
	**Functional gate control**	Helps you monitor the traffic and keep a track of all people entering and exiting the property, providing entry records. Increases your property value and elevates your convenience level.
	**No phone wiring required**	Eliminates the need for additional wiring with no phone wiring required, reducing installation costs.
	**API third party integration**	Allows third-party software integrations for customizations. VUE-7R runs in Android operating system with an open platform.
	**SIP/IP calling via POE**	Supports SIP/IP calls. A single POE cable provides both data connection and power to devices such as wireless access points, IP cameras, and VoIP phones.
	**Identify and track via RFID**	Supports use of RFID keycards.

Input/Output Ports



Label	Port
A1	+12V
A2	GND
A3	I/O (INPUT)
A4	I/O (INPUT)
A5	+5V
A6	WIEGAND_D0
A7	WIEGAND_D1
A8	GND
A9	RS485_A
A10	RS485_B
C1	+12V
C2	GND
D	Ethernet with POE
E	Micro USB
B1	OUT1
B2	COM1
B3	NC
B4	OUT2
B5	COM2
B6	NC

Power Supply and Wiring

POE is not recommended for wire runs over 40 linear feet with cat5
POE is not recommended for wire runs over 200 linear feet with cat6

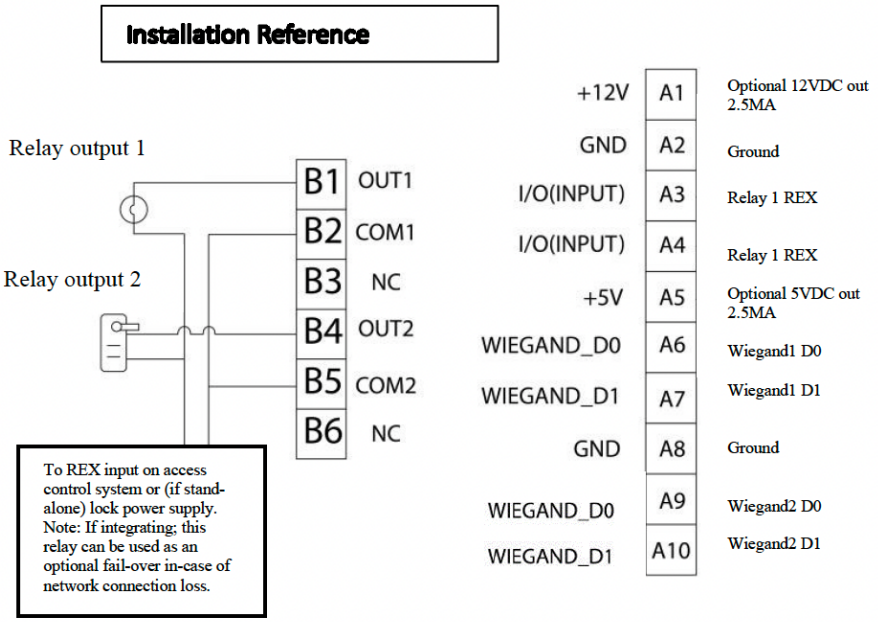
Must use POE+ type power supply.

12VDC input is also located on back of panel, this is recommended for runs over distances noted above.

- Minimum 3-amp power supply.
- Minimum 16 AWG wire
- IF using 12VDC out to power a lock: a minimum 5-amp power supply is required. Lock power shall not be used when using POE.

Network

At least 5 Mbps of dedicated upload speed per VUE-7/VUE-7R Smart Video Intercom



Device set-up

B1,B2,B3 = Normally Open/Closed – Also programmable (in portal) from 1-99 seconds

B4,B5,B6 = Normally Open/Closed – Also programmable (in portal) from 1-99 seconds

API integrations in most cases will trigger a third-party relay. Please contact your MDV for more information.

D = Ethernet/POE

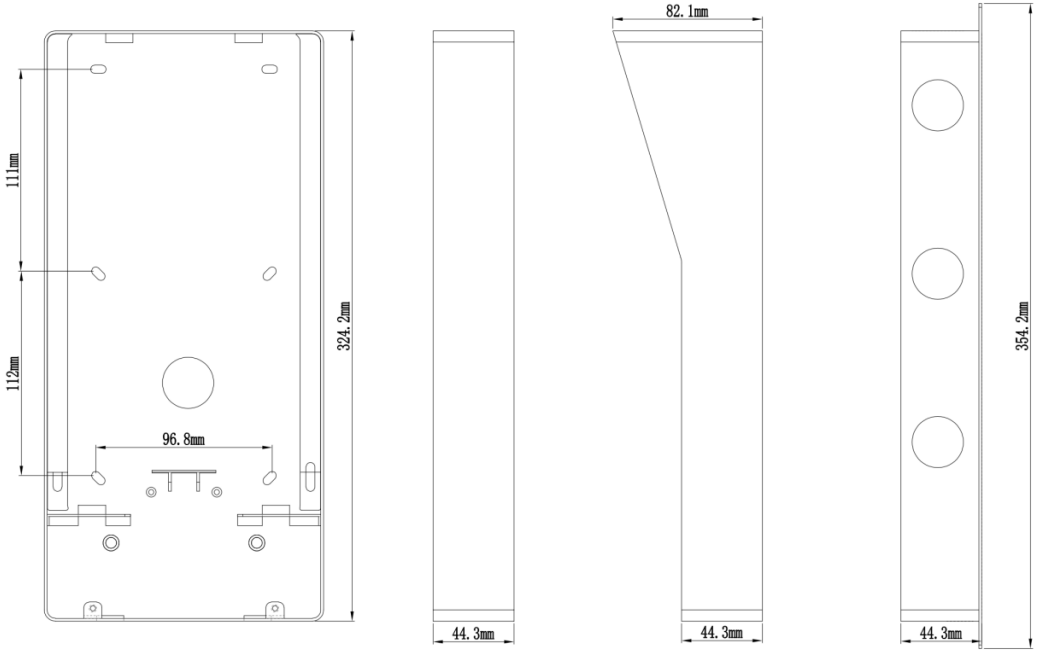
- No port forward is necessary, plug and play connectivity.
- After initial power up, enter license key.

Note: License keys can only be used once and are associated to the serial number on panel. In the event of panel replacement: MDV Admin will reset license key and all data will automatically reload.

E = Not used

For questions or technical support call 888-575-68915, Option 2
Or, email at technicalsupport@mydoorview.com

Dimensions

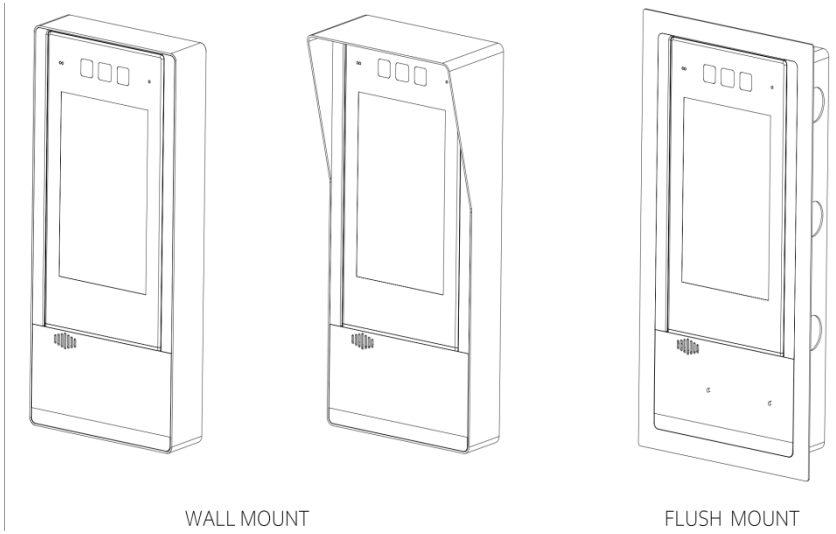


INSTALLATION AND SETUP

Select a preferred configuration for the device before installing the product and setting it up for use.

⚠CAUTION Follow the installation instructions properly to avoid dropping and damaging the device.

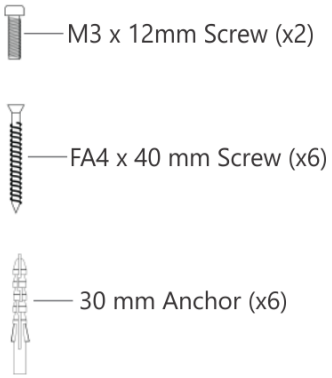
Mounting Options

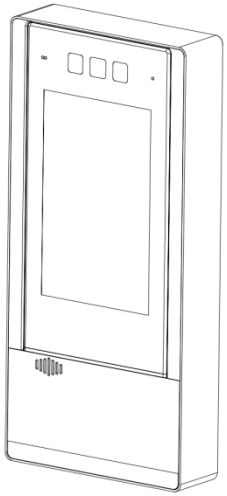


WALL MOUNT

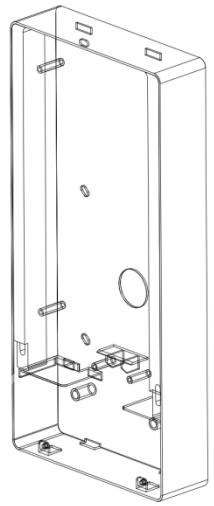
FLUSH MOUNT

Unpacking the Box





Vega X Unit



Bracket(Optional)

Out of the Box Failure

If you experience an out-of-box failure (OBF) during installation in relation to missing, incorrect, or defective unit or item, send an email to support@mydoorview.com and provide a description of the issue. MyDoorView will first troubleshoot the problem over phone or video to help resolve the issue. If MyDoorView determines that a product has to be returned, it will instruct the customer on the return process.

Performing Pre-Installation Tasks

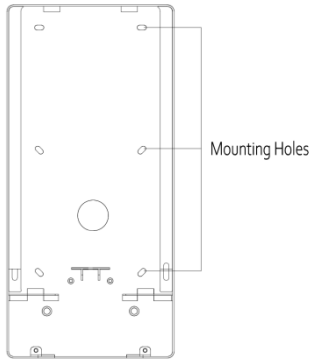
Before installing the device to the wall mount, perform the following tasks first:

1. Copy the serial number from back of the device.
2. Prepare a connected POE or 12V input cable.
3. Connect the panel's relay to the building's door strike or access control system.
4. Load the software and compatible firmware first to the device. The device software or firmware is updated using the micro USB port located at the back of the device. Once installed, you need to uninstall the device from the wall mount before you can update the software or firmware.

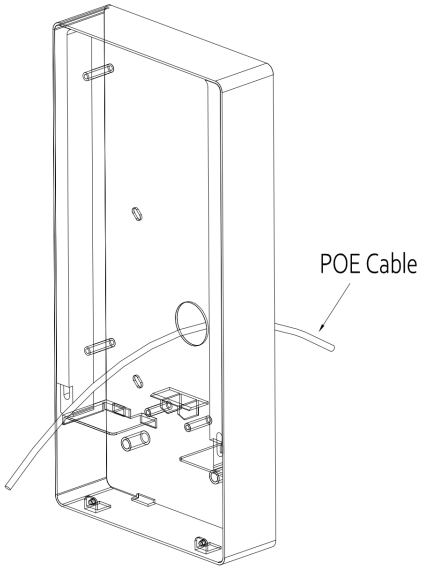
Mounting the Device to the Wall

To mount the device to the wall, follow these steps:

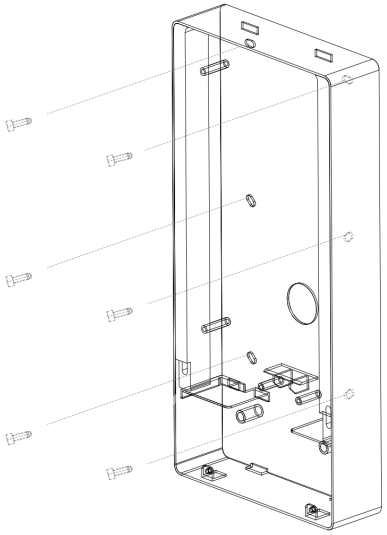
1. Place the wall mount on the wall and mark the six mounting holes.



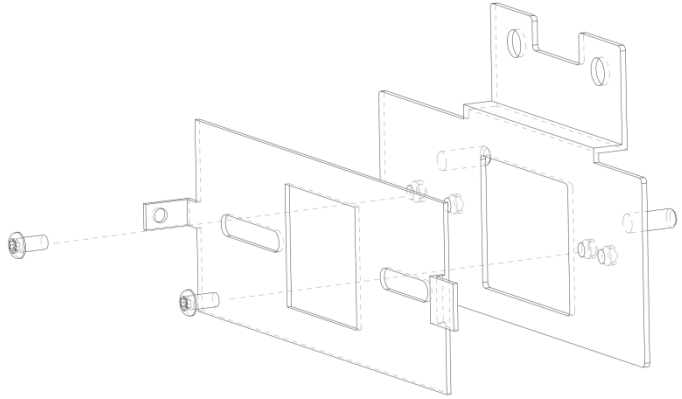
2. Drill six 30 mm holes on the concrete wall, and insert an anchor into each hole.
3. Route the POE cable out of the wall mount.



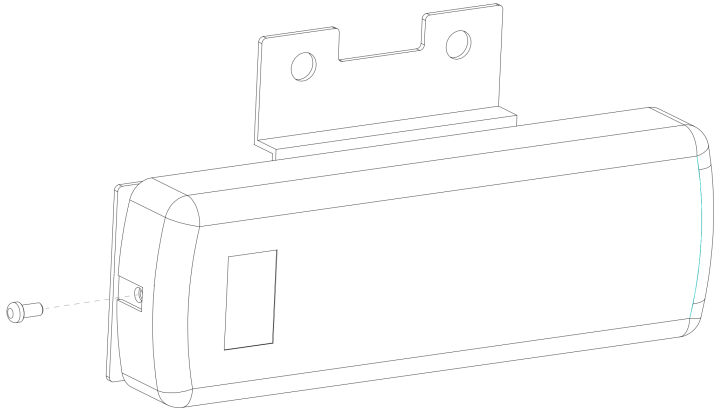
4. Align the wall mount with the mounting holes. Secure the mount to the wall with screws.



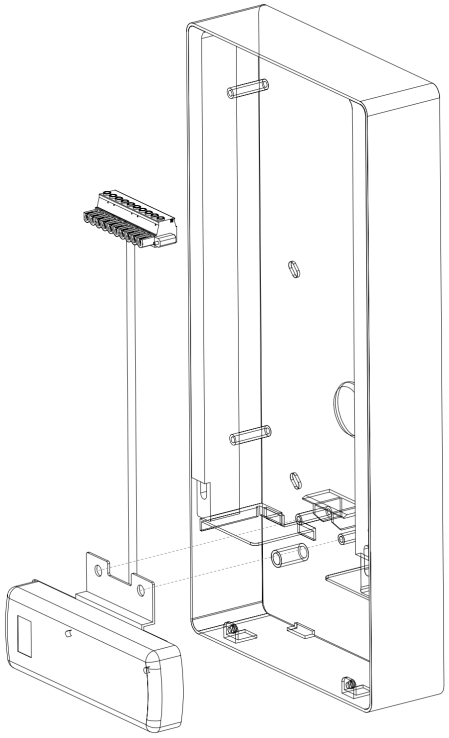
5. Card reader mounting plate connection mounting bracket



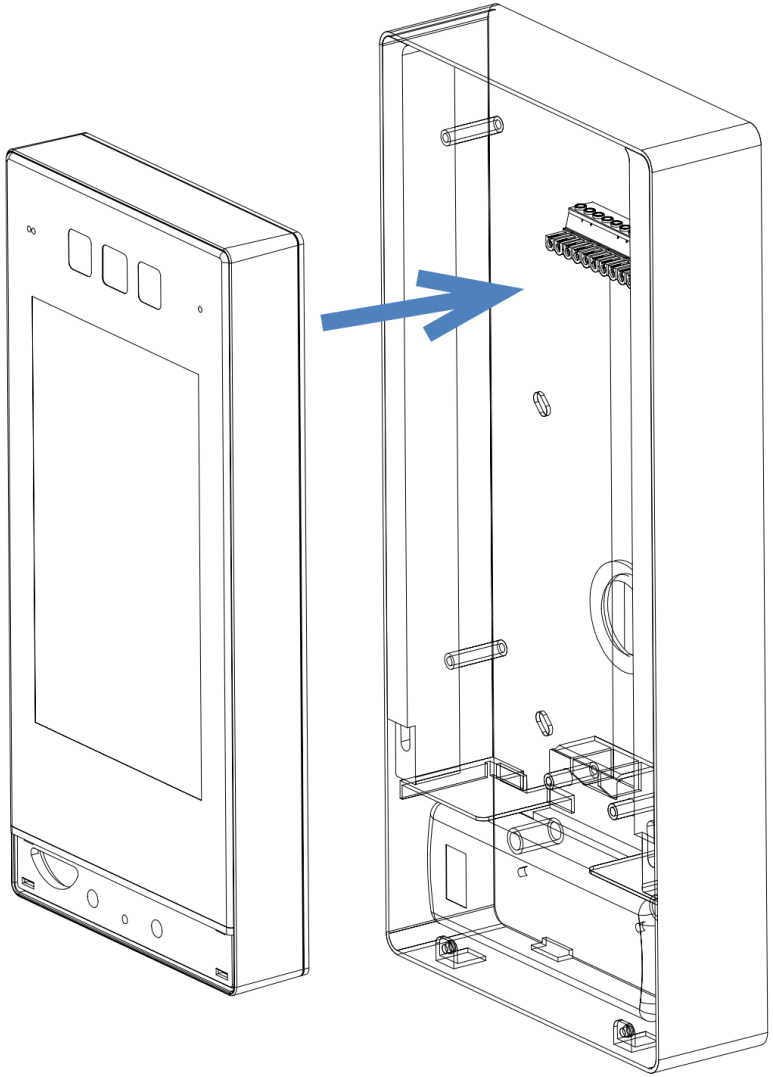
6. Install the card reader on the bracket



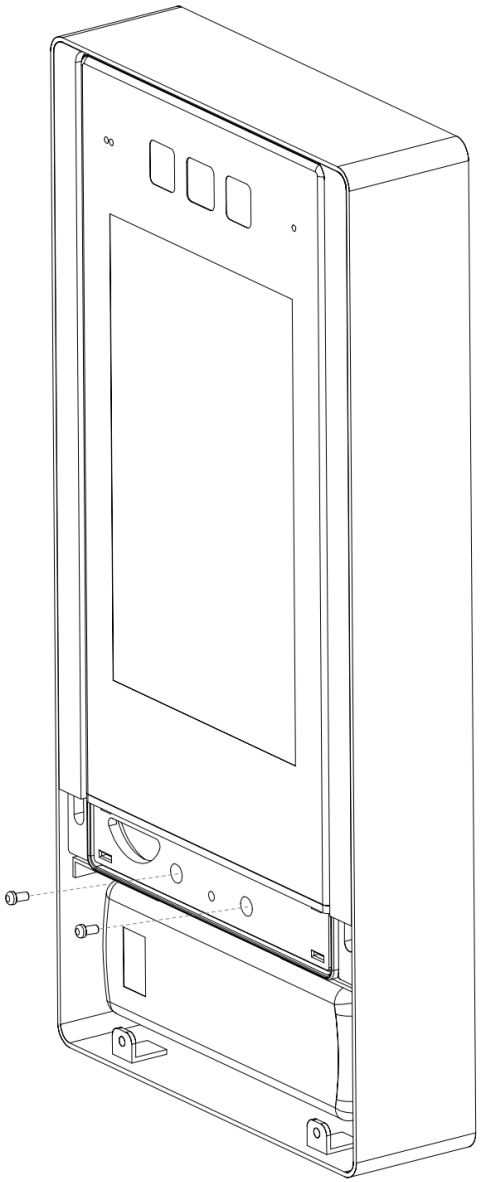
7. Put the card reader into the wall mount



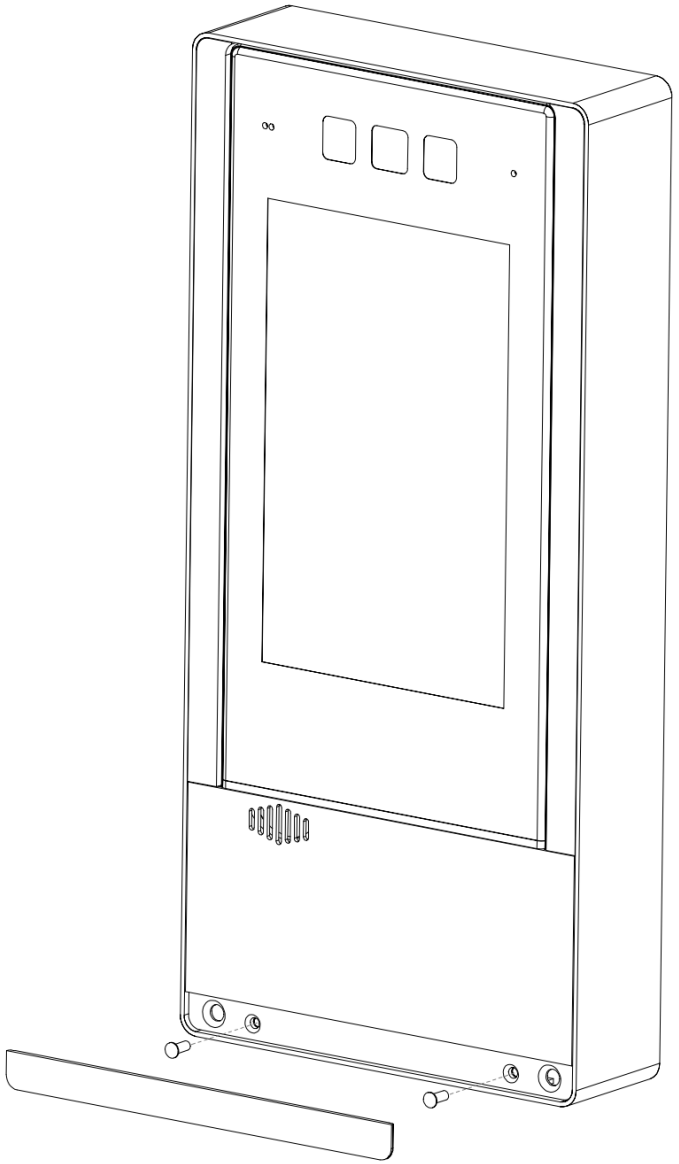
8. Connect the POE cable to the **Ethernet with POE** port of the device.
9. Connect the other cables to the corresponding ports.
10. Place the VUE-7R unit into the wall mount.



11. Fix with screws.



12. Close the front cover, fix the front cover with screws, and finally fix the small cover.



REGULATORY INFORMATION

Electrical Safety Information

Compliance is required with respect to the voltage, frequency, and current requirements indicated on the manufacturer's label. Connection to a different power source than those specified herein will likely result in improper operation, damage to the equipment, or pose a fire hazard if the limitations are not followed. There are no operator serviceable parts inside this equipment. There are hazardous voltages generated by this equipment which constitute a safety hazard. Service should be provided only by a qualified service technician. Contact a qualified electrician or the manufacturer if there are questions about the installation prior to connecting the equipment to mains power. The equipment power supply cord shall be connected to a socket-outlet with earthing connection.

Emissions and Immunity Information

Notice to Users in the United States: This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

— Consult the dealer or an experienced radio/TV technician for help.

Warranty Information

For warranty information, please connect with MyDoorView at sales@mydoorview.com