



INDOOR MONITOR ADMIN GUIDE

Applicable Models: TC-5000MH-18F

Version: 1.0 | Date: September.2021

About This Manual

Thank you for choosing Taichuan TC-5000MH-18F indoor monitor. This manual is intended for the administrators who need to properly configure the indoor monitor. This manual provides all the configurations for the functions and features of the TC-5000MH-18F indoor monitor. Please visit the Taichuan website or consult technical support for any new information or the latest firmware.

Related Documentation

You are advised to refer to the related documents for more technical information via the link below: <http://Support-Zhuhai Taichuan Cloud Technology Co., LTD.>

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1. Product Overview



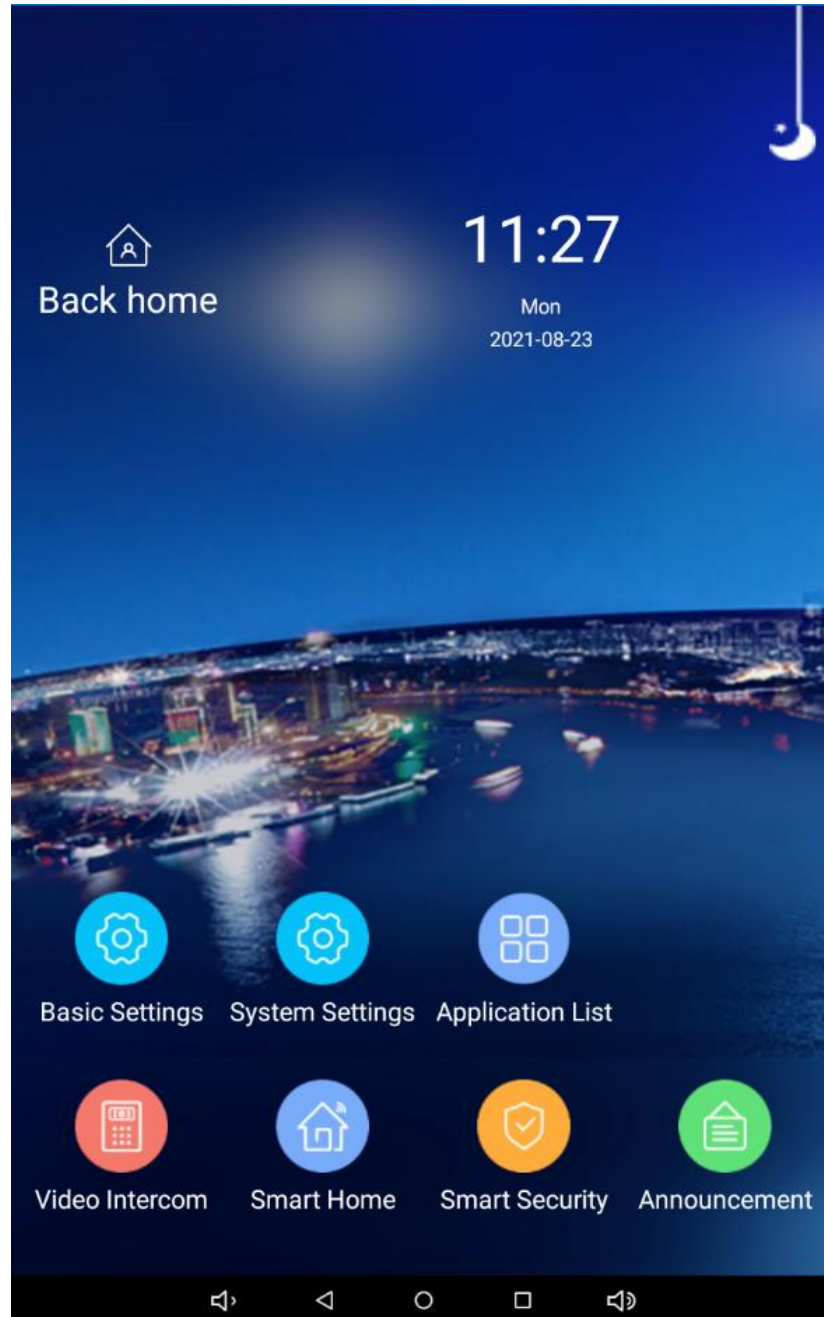
TC-5000MH-18F is an Android based with a smooth touch-screen indoor monitor. It can be connected with Taichuan outdoor unit for audio/video communication, unlocking, and monitoring. Residents can communicate with visitors via audio/video call, and it supports unlocking the door remotely. It is more convenient and safer for residents to check the visitor's identity through its video preview function. TC-5000MH-18F is often applied to scenarios such as villas, apartments, and buildings.

2. Model Difference

Model	TC-5000MH-20H	TC-5000MH-18B	TC-5000MH-20G	TC-5000MH-20I
Image				
Housing Material	Alu.+ABS	ABS	Alu.+ABS	Alu.+ABS
OS	Android 6.0	Android 6.0	Android 6.0	Android 6.0
Display	7 Inch IPS LCD	10 Inch IPS LCD	10 Inch IPS LCD	10 Inch IPS LCD
Resolution	1280*800	1280*800	1280*800	1280*800
Wi-Fi	IEEE802.11 b/g/n	IEEE802.11 b/g/n	IEEE802.11 b/g/n	IEEE802.11 b/g/n
Ethernet	1xRJ45, 10/100Mbps adaptive	1xRJ45, 10/100Mbps adaptive	1xRJ45, 10/100Mbps adaptive	1xRJ45, 10/100Mbps adaptive
Power Supply	12V DC connector	12V DC connector	12V DC connector	12V DC connector
POE	/	802.3af/at Power-over Ethernet	/	/
Alarm Input	8CH	8CH	8CH	8CH
Relay Output	1	1	1	1
RS485	1	1	1	1
Installation	Wall mounting	Wall mounting	Wall mounting	Wall mounting
Operation Temperature	-10°C~ +55°C	-10°C~ +55°C	-10°C~ +55°C	-10°C~ +55°C
Operation Humidity	10~90%	10~90%	10~90%	10~90%
Dimensions (W x H x D)	181x130x15 MM	259x167x15 MM	248x177x15 MM	247x155x12 MM

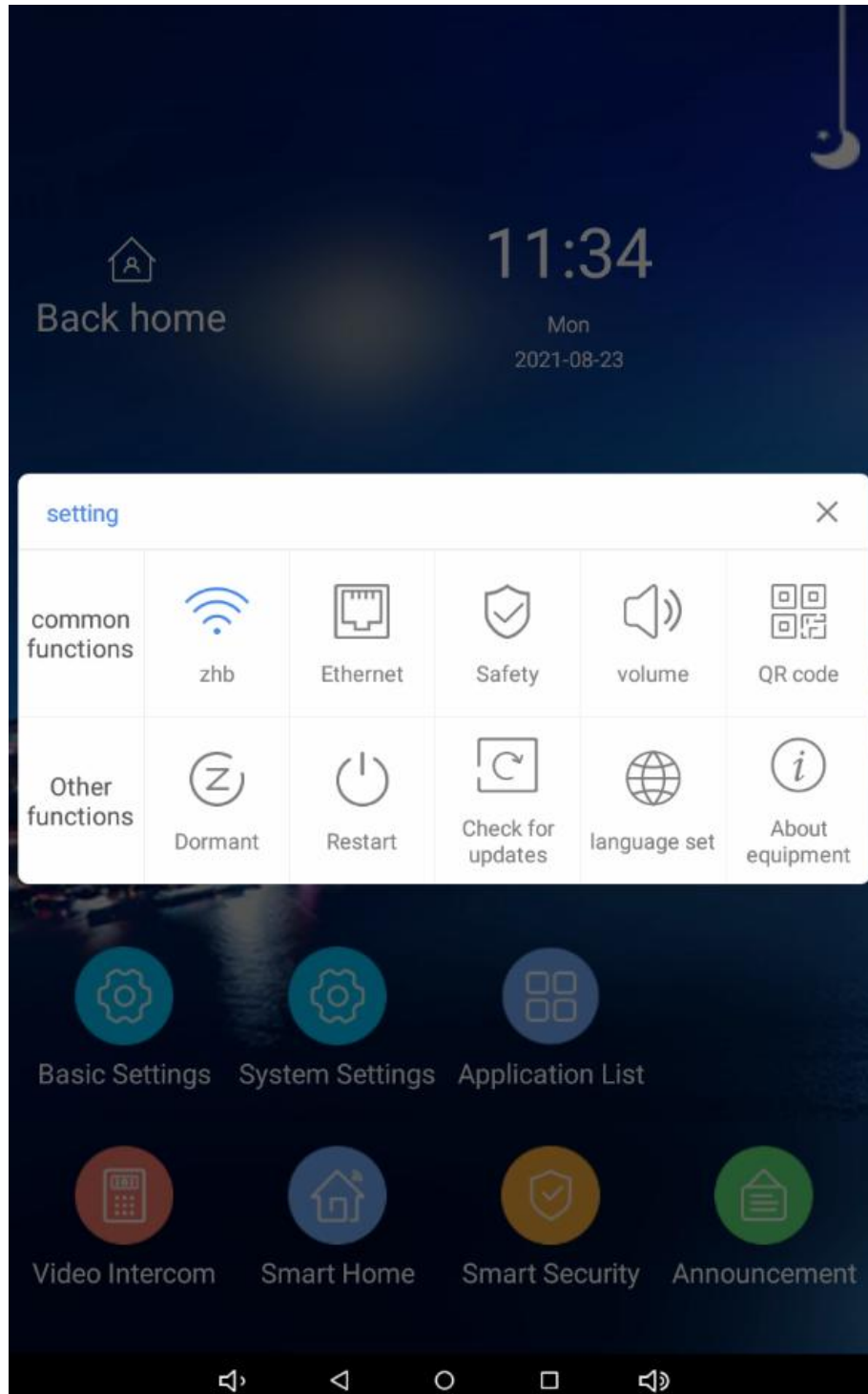
3. Access the Device

When you plug on power the device will boot up automatically .



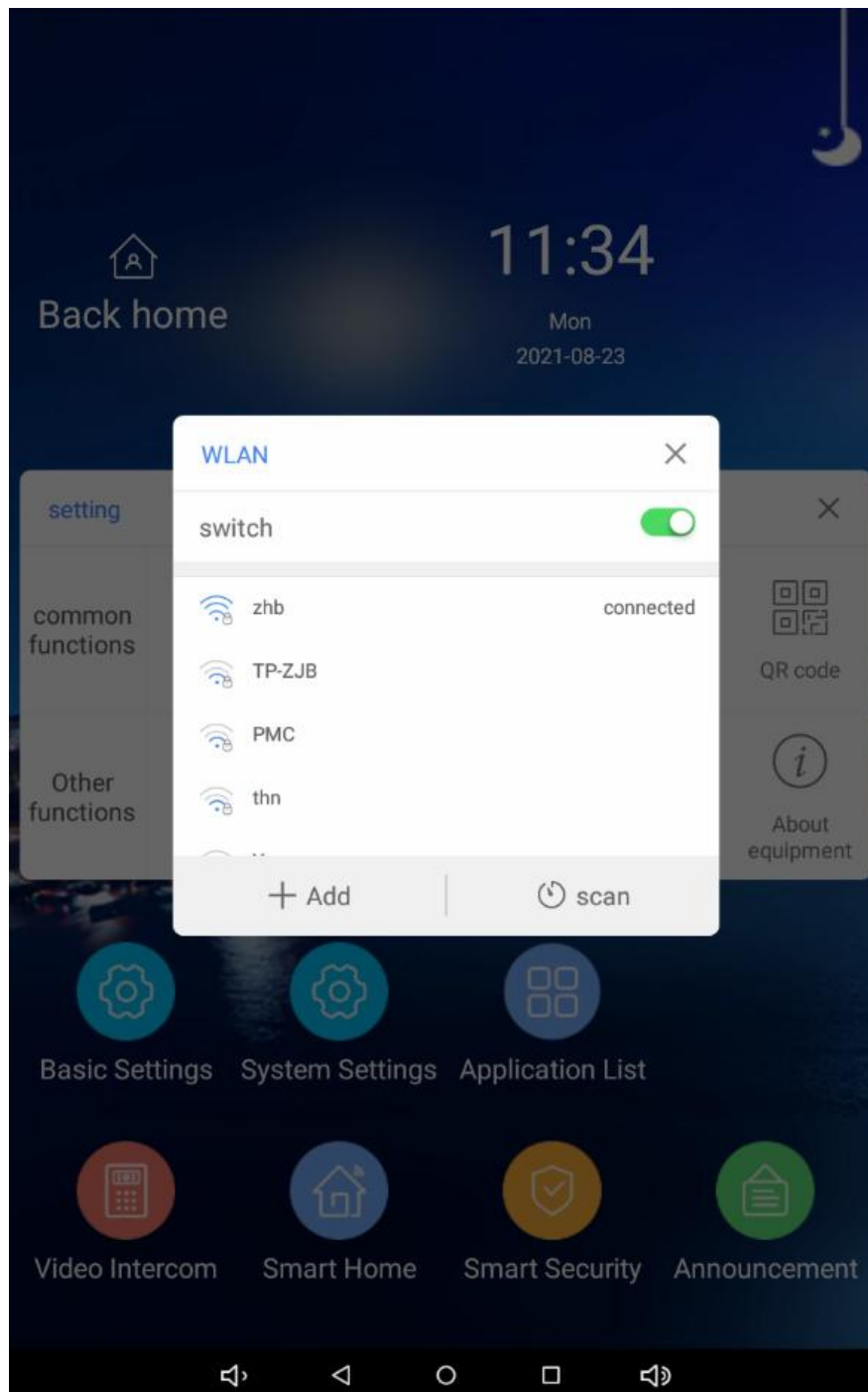
4. Basic Settings

You can access the device's basic setting where you can configure different types of functions as needed. To access the device basic setting by pressing **Basic Settings**.



4.1. WiFi Network Setting

Taichuan indoor monitor can connect to WiFi network for mobile app remote control, cloud talk and home automation. To access WiFi connection, open WLAN switch, choose available WiFi network, enter password and access.

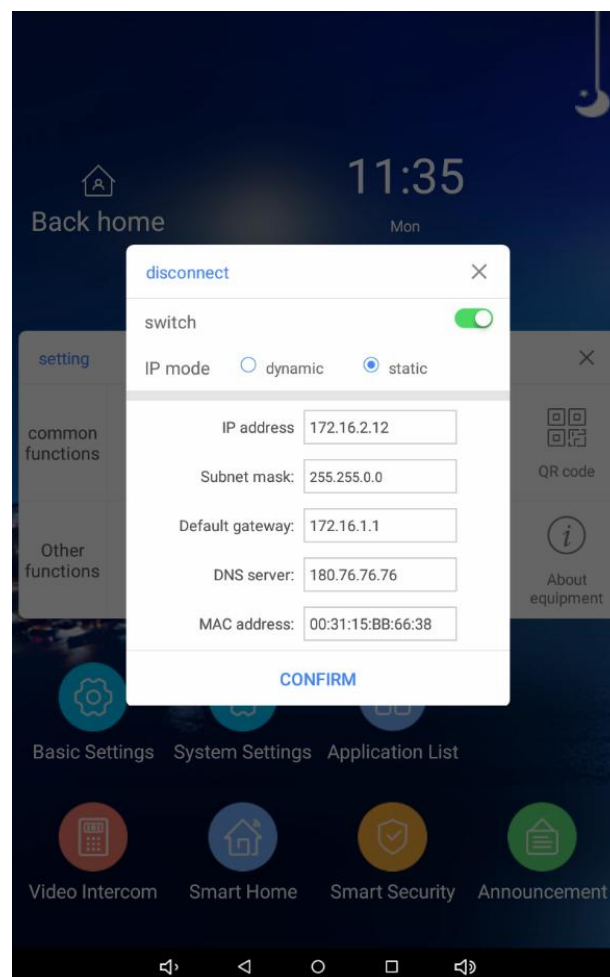


4.2. Ethernet Setting

Ethernet is for intercom network only. When you access to Ethernet, the IP data will show here.

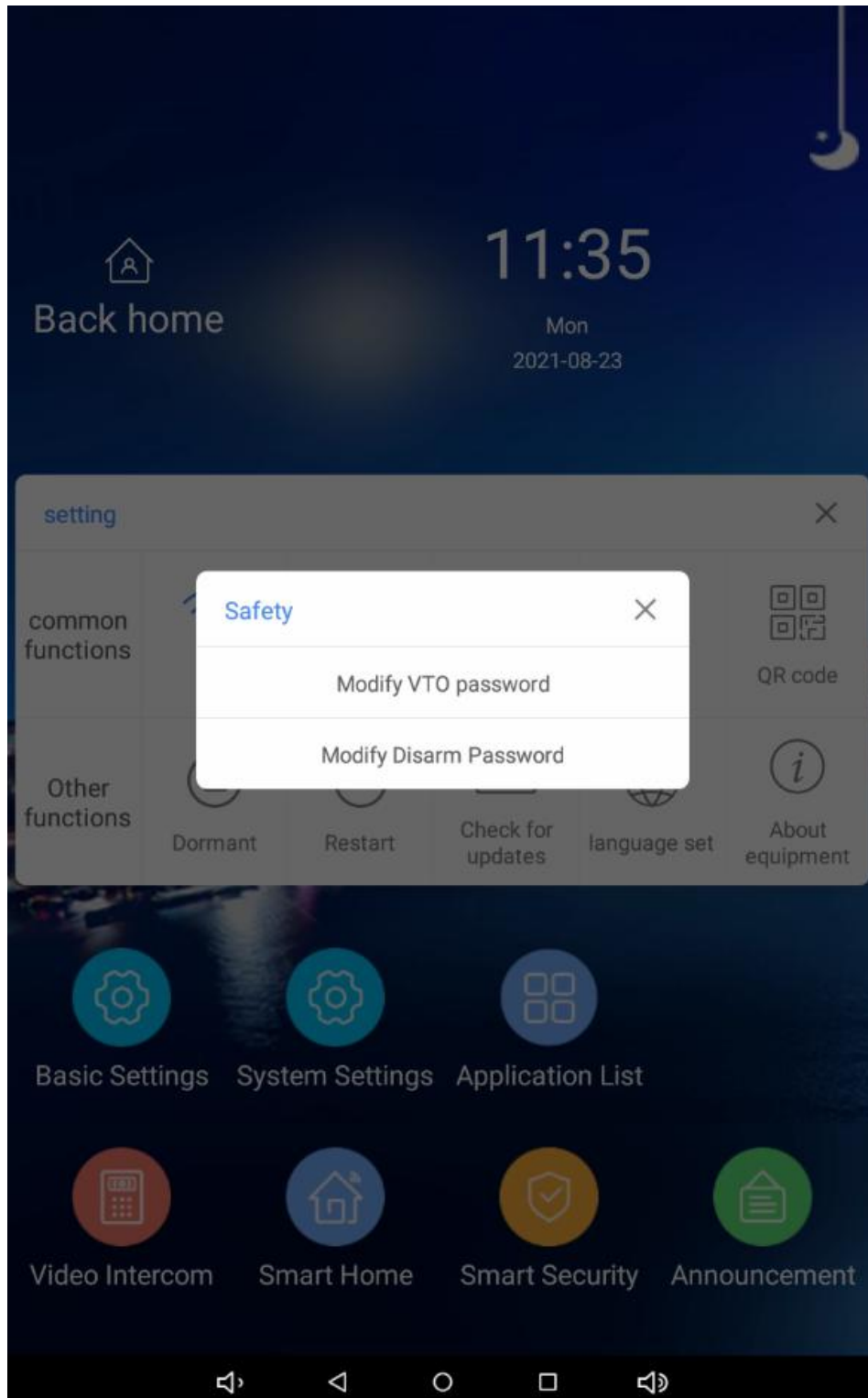
Parameter Set-up:

- **Static IP:** select the static IP mode by ticking the static check box. When static IP mode is selected, then the IP address, subnet mask, default gateway, and DNS servers address have to be manually configured according to your actual network environment.
- **IP Address:** set up the IP Address if the static IP mode is selected.
- **Subnet Mask:** set up the subnet Mask according to your actual network environment.
- **Default Gateway:** set up the correct gateway default gateway according to the IP address of the default gateway.
- **DNS server:** set up preferred or alternate DNS Server (Domain Name Server) according to your actual network environment. Preferred DNS server is the primary DNS server address while the alternate DNS server is the secondary server address and the door phone will connects to the alternate server when the primary DNS server is unavailable .



4.3. Safety Password Setting.

You can modify outdoor panel unlock password and disarm password on safety setting.

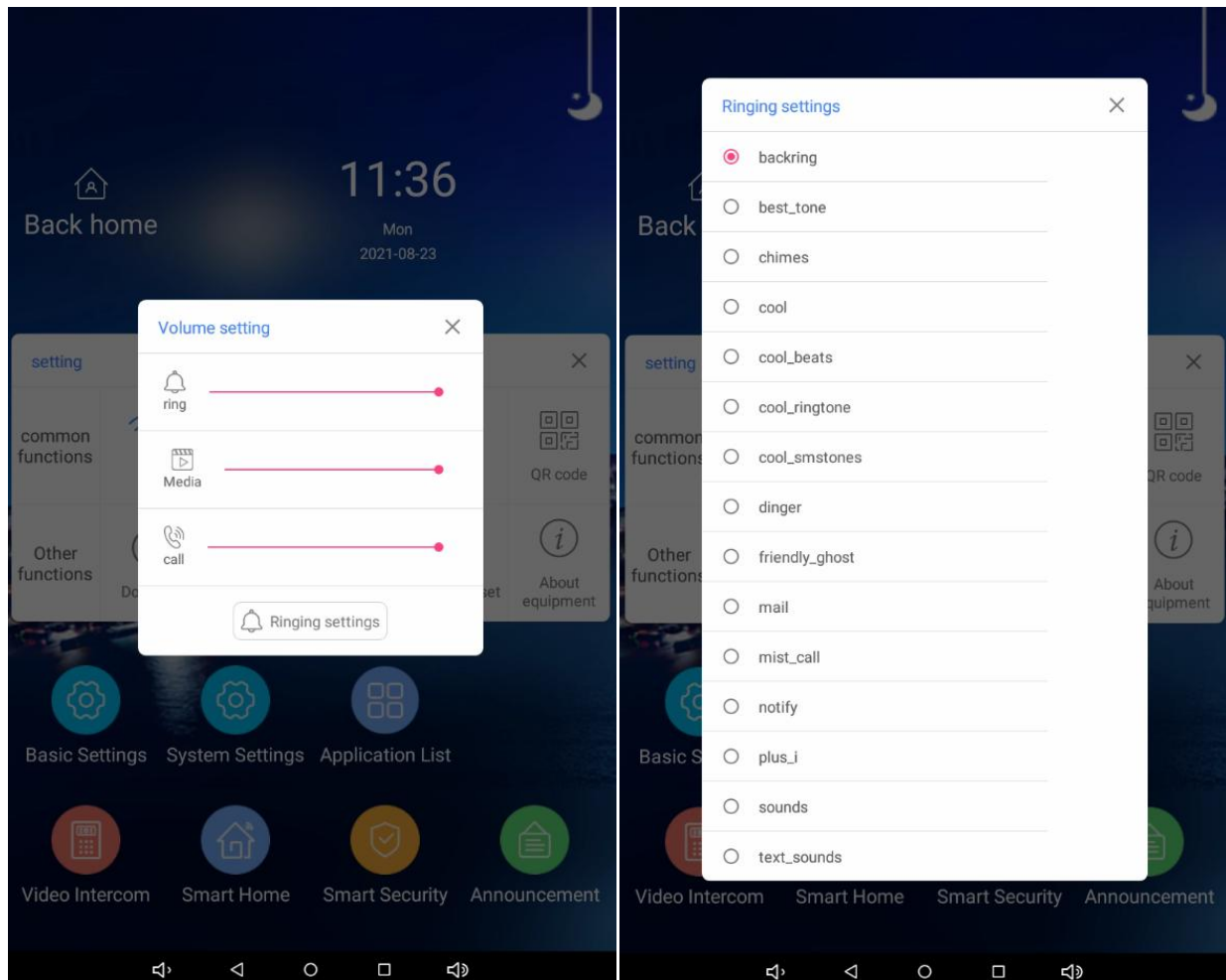


4.4. Volume and Ringtone Setting

Taichuan indoor monitors provide you with various types of ringtone and volume configuration ranging from ring volume, media volume and call volume.

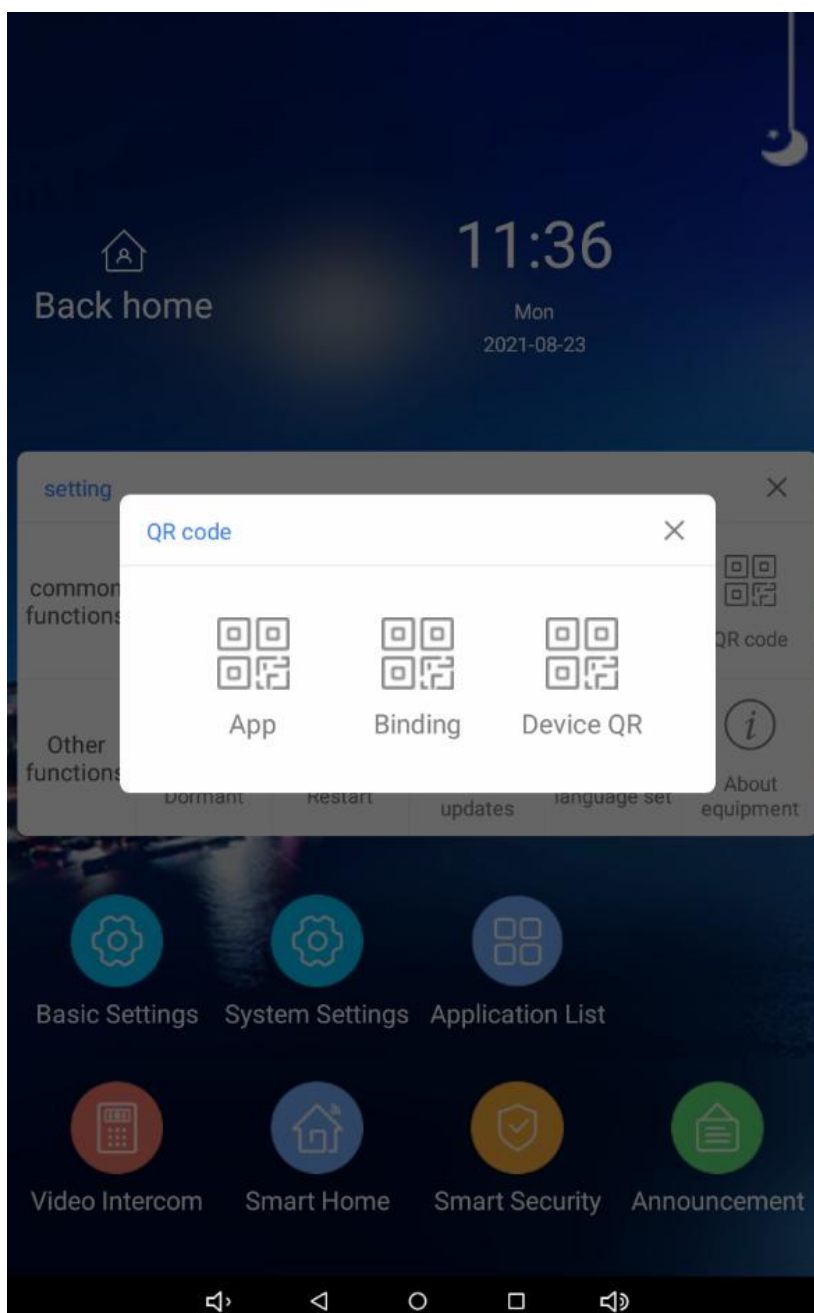
Parameter Set-up:

- **Ring Volume:** adjust the incoming call ringtone volume.
- **Media Volume:** adjust the media volume.
- **Call Volume:** adjust the speaker volume during the call.
- **Ringtone:** select ringtone for incoming calls.



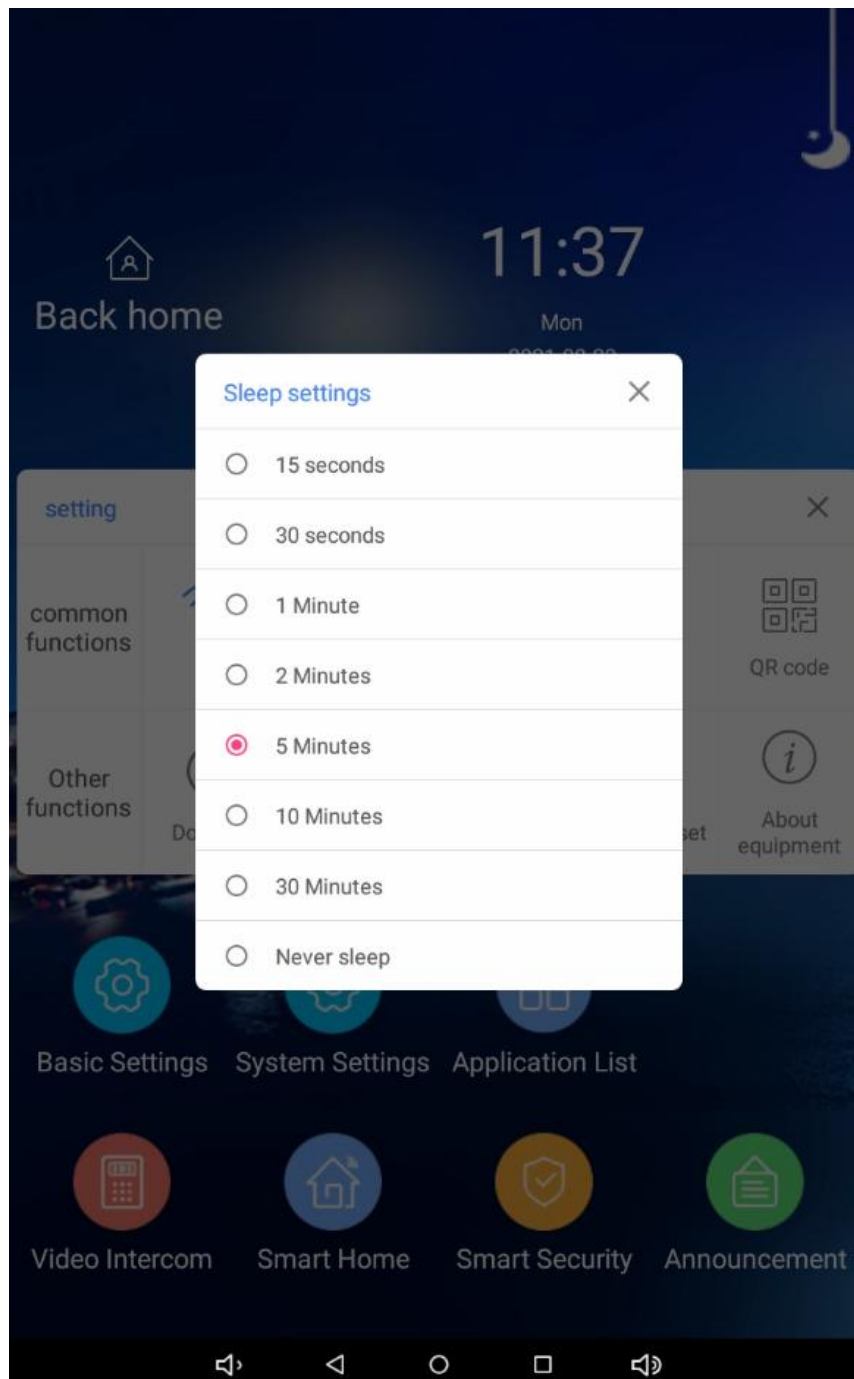
4.5. QR Code

- **App:** scan to download Tuya Smart Life App.
- **Binding:** to bind the device to Tuya app for cloud talk and remote control.
- **Device:** is the code for the device.



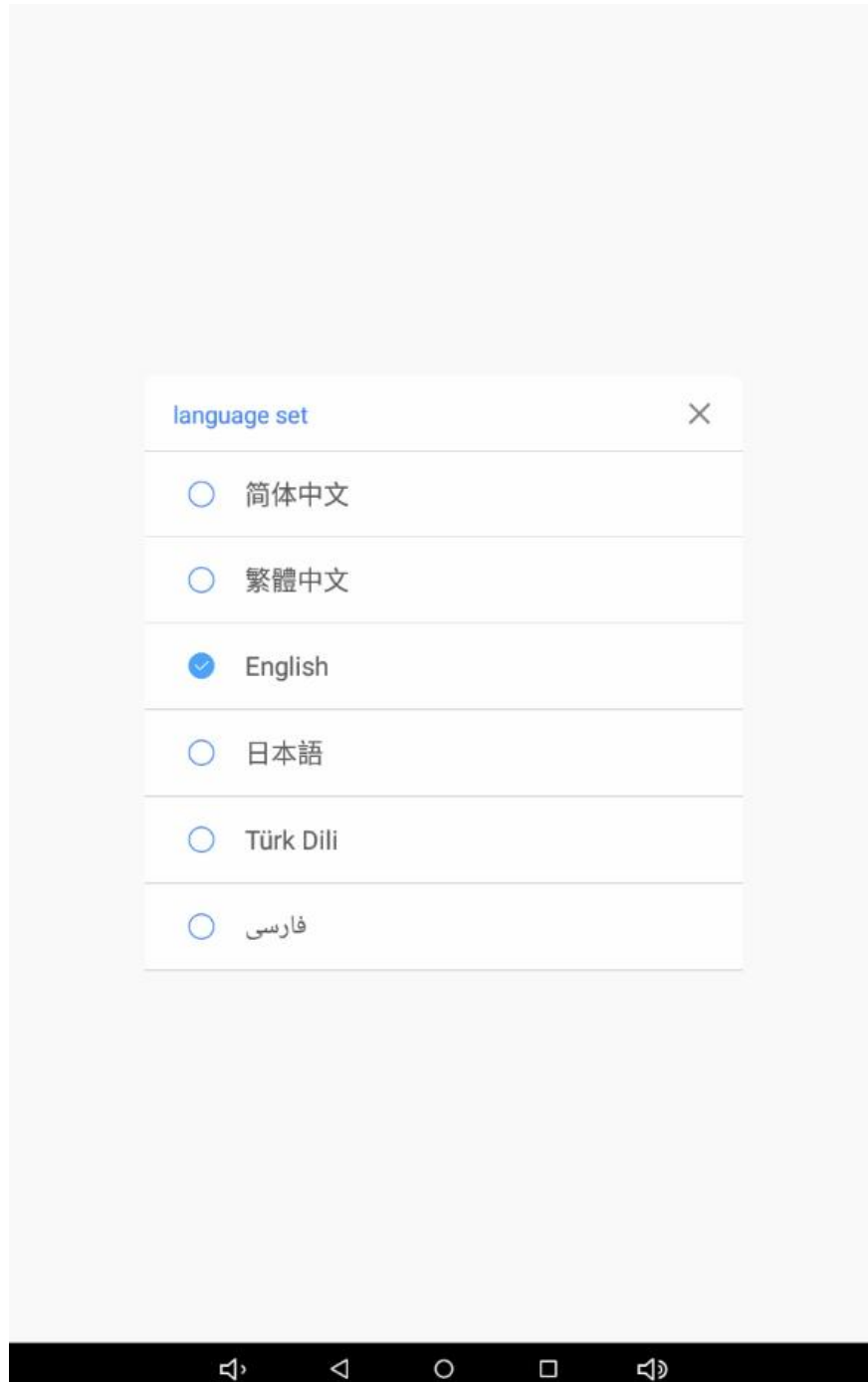
4.6. Dormant Setting

You can set the sleep time from 15 seconds to 30 minutes or never sleep .



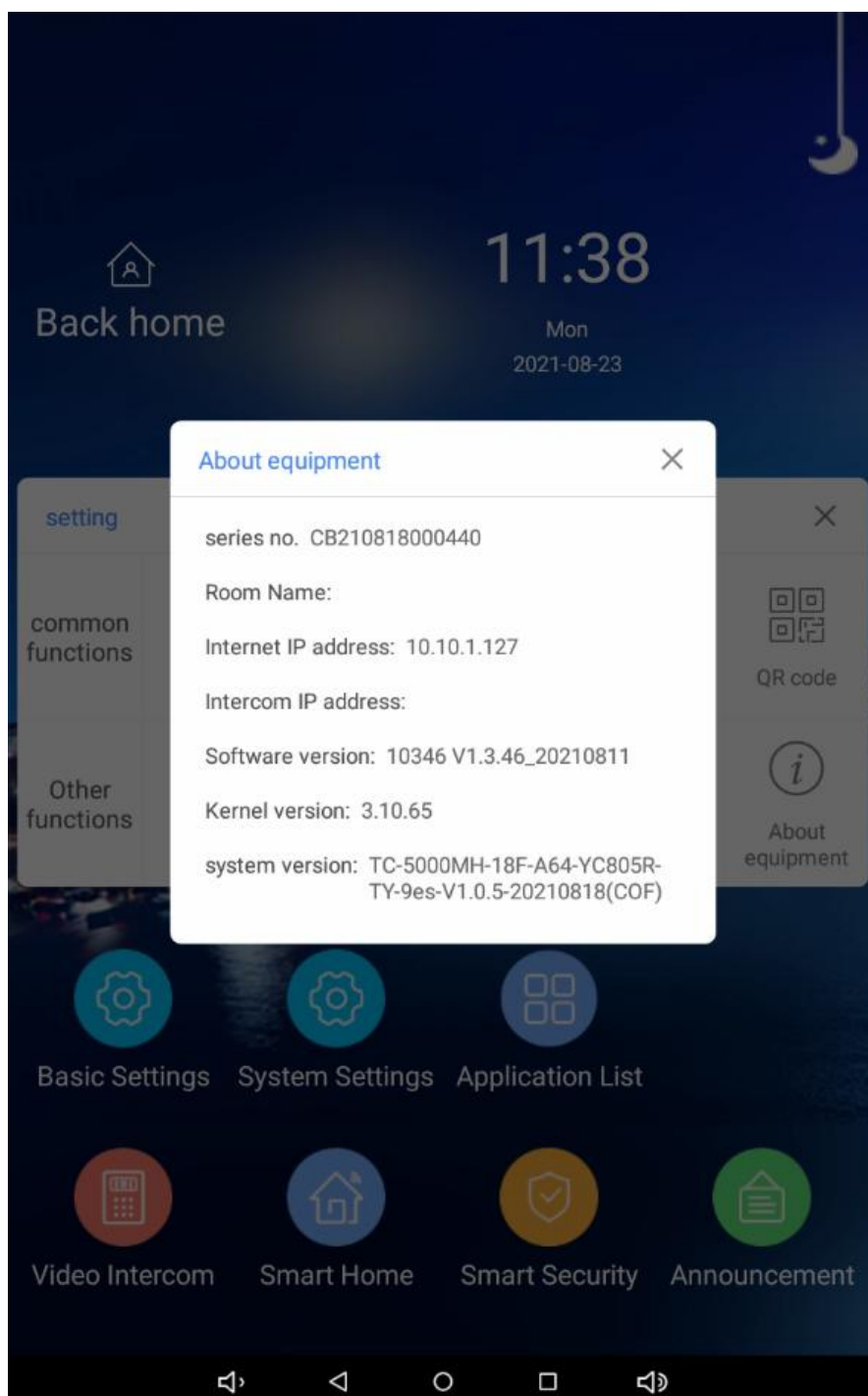
4.7. Language Setting

You can set or change the language for screen display from **Basic Settings > Language set**.



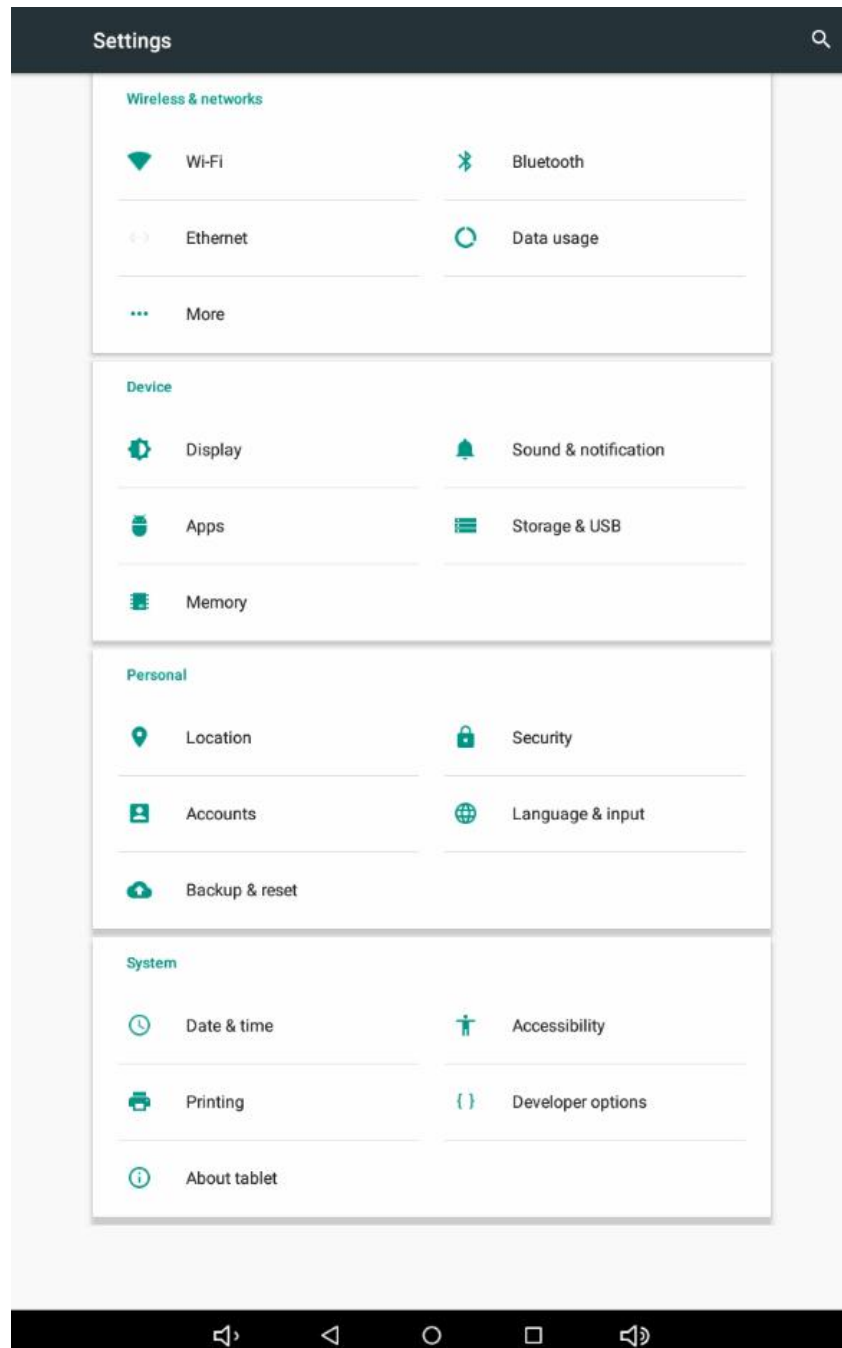
4.8. Equipment Information

Find out more equipment information on **About equipment**.



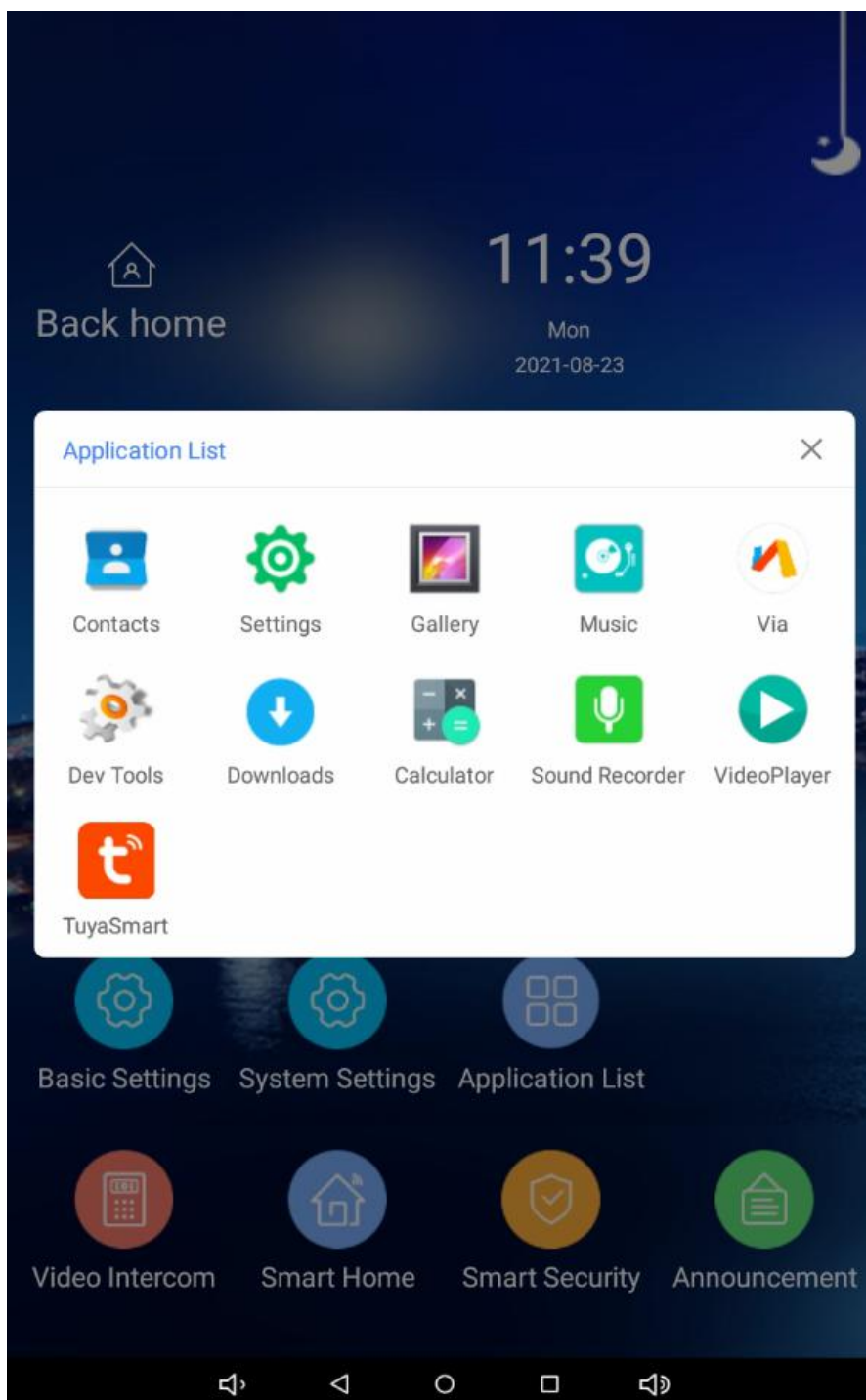
5. System Setting

Here is the settings of Android Operation System, it's the universal settings of Android tablet, not means all the functions can work on the device. For the setting of intercom, please go to **Basic Settings**.



6. Application List

The apps you installed will show on the **Application List**.

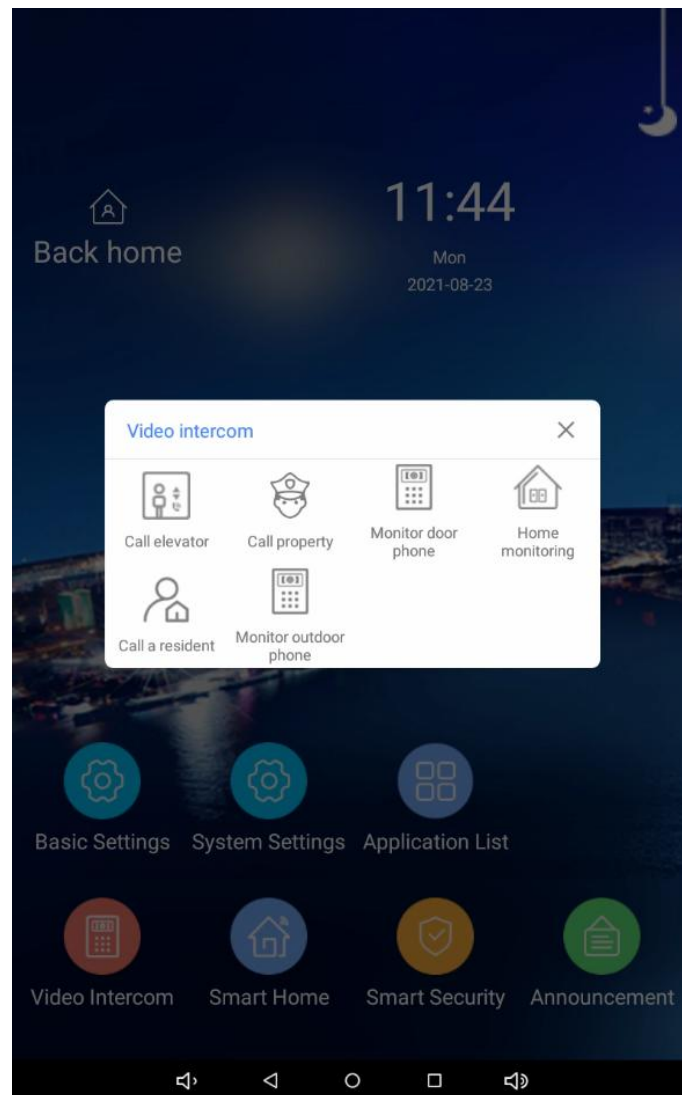


7. Video Intercom

You can access to intercom functions from **Video intercom**.

Parameter :

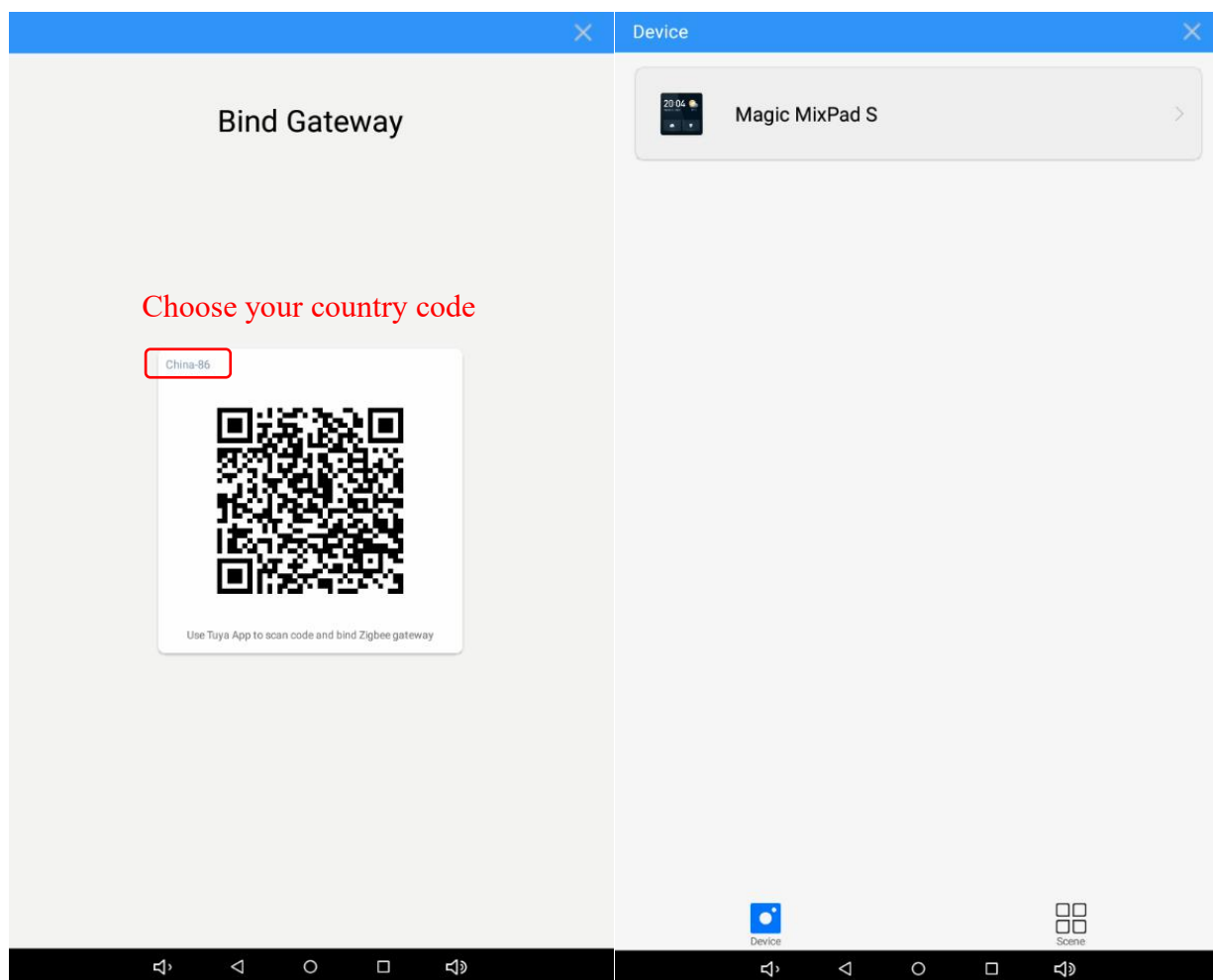
- **Call elevator:** you can summon lift at home via call elevator.
- **Call property:** call lobby man or management center.
- **Monitor door phone:** monitor building outdoor panel.
- **Home monitoring:** monitor home camera.
- **Call a resident:** call sub monitors or neighbors from the same intercom system.
- **Monitor outdoor phone:** monitor main entrance outdoor station.



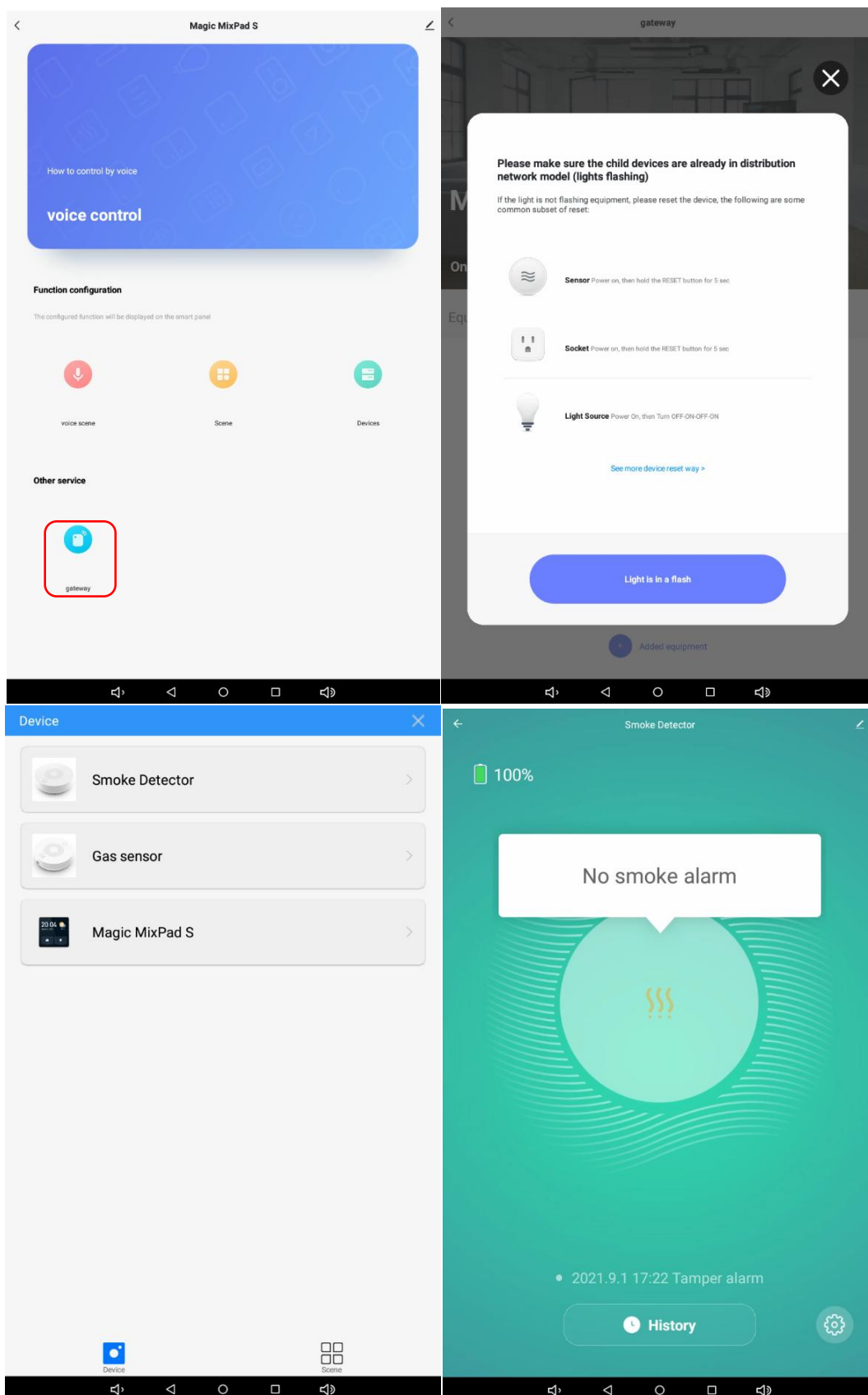
8. Smart Home - Zigbee

Taichuan monitors inbuilt **Tuya** Zigbee 3.0 chip for smart home, the monitor itself is the Zigbee gateway.

To manage your smart home, please go to **Smart Home**, choose the right country code, use Tuya app from your mobile phone to scan the QR code, **Magic Mixpad S** is the name of the monitor(gateway).



To add Zigbee devices, click **Magic MixPad S** to enter gateway management interface, find **Other device**, click **gateway** to add Zigbee devices according to each kind of devices connection methods.

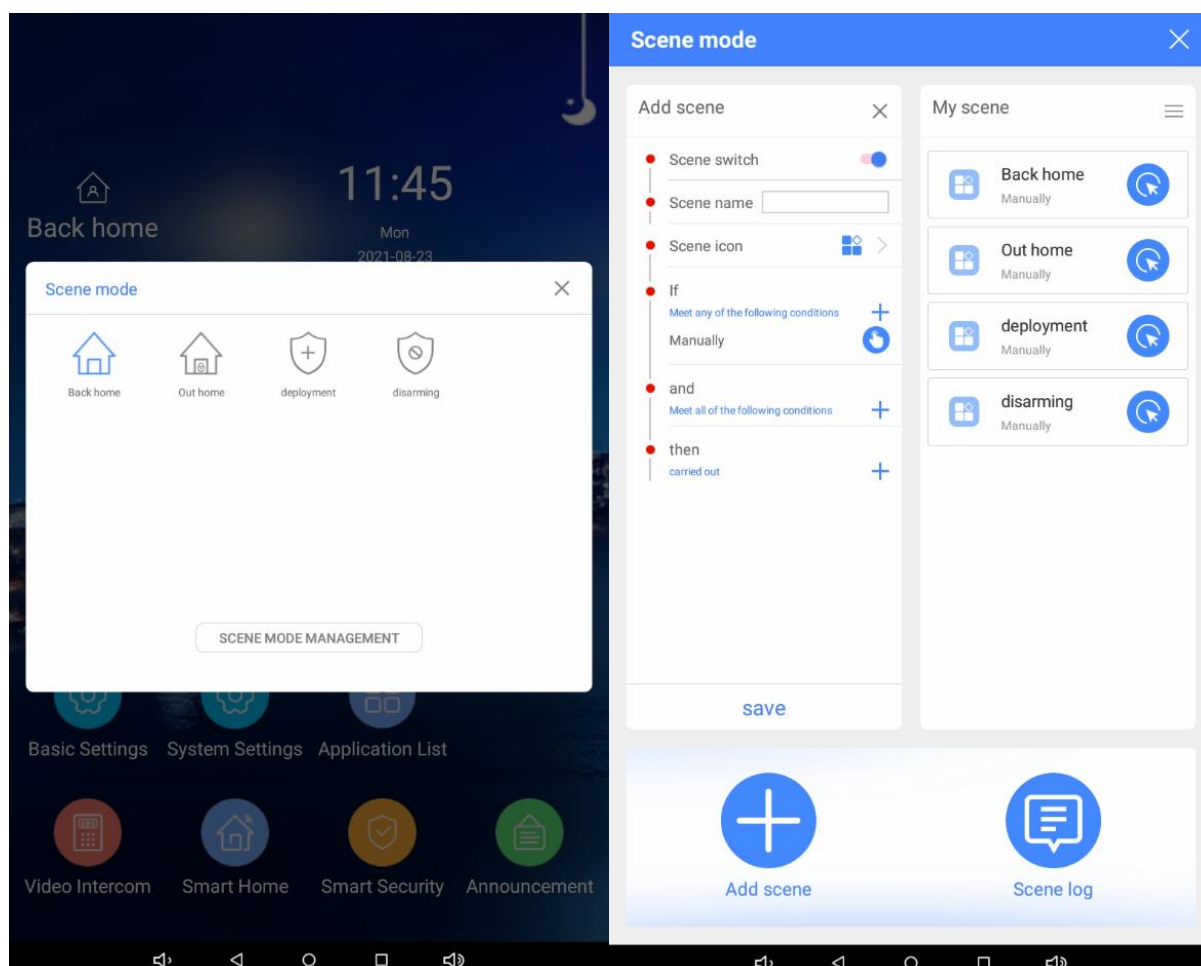


9. Smart Security

Taichuan monitors support smart home leakage, you can set different scenarios per your need.

Parameter :

- **Back home:** when trigger back home mode, the preset devices will open.
- **Out home:** when trigger out home mode, the preset devices will close.
- **Deployment:** set the scenarios.
- **Disarming:** disarm the triggered alarms or sensors.
- **Scene mode management:** you can add or delete the scene mode.

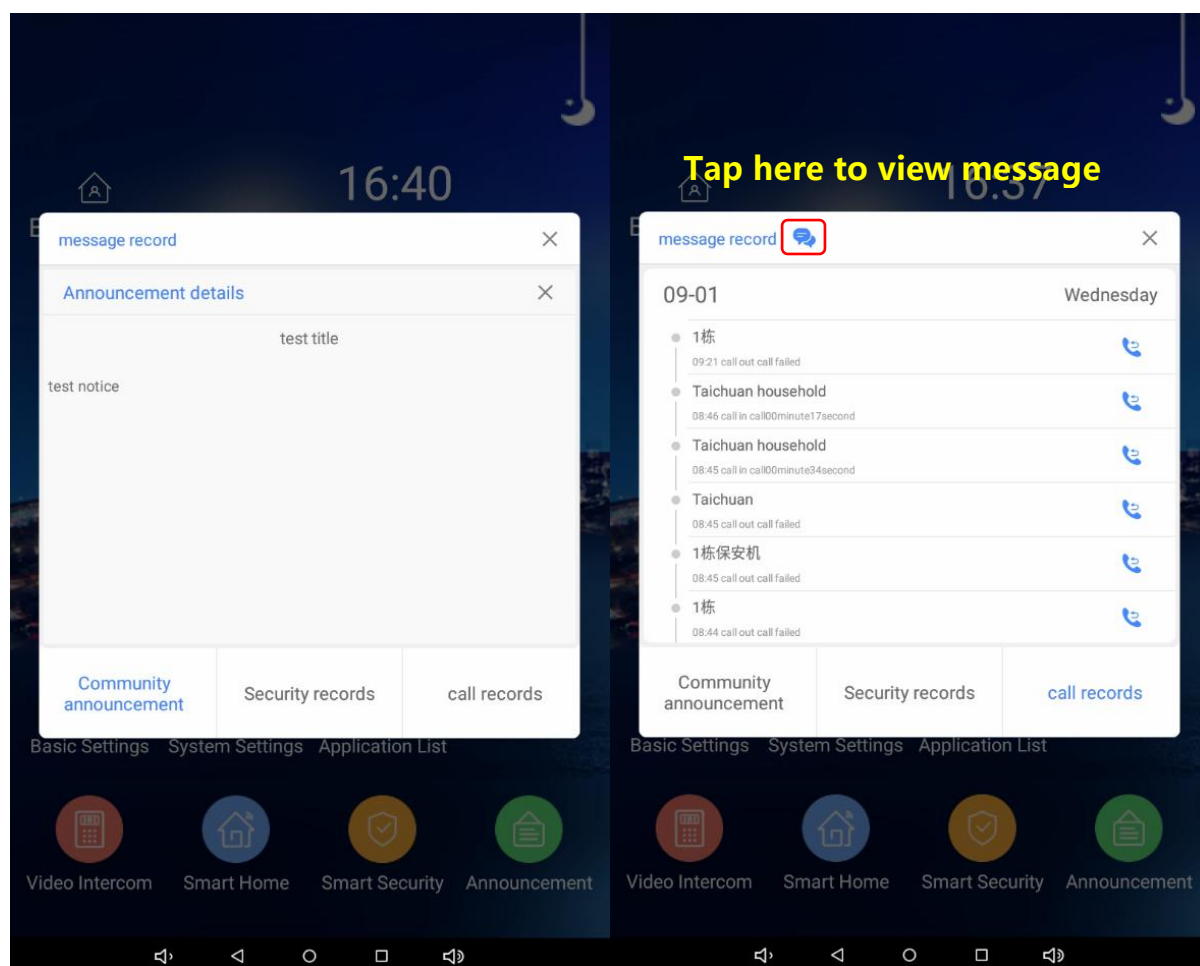


10. Call Records and Messages

To view call record & message ,community announcement and security records, please go to **Announcement**.

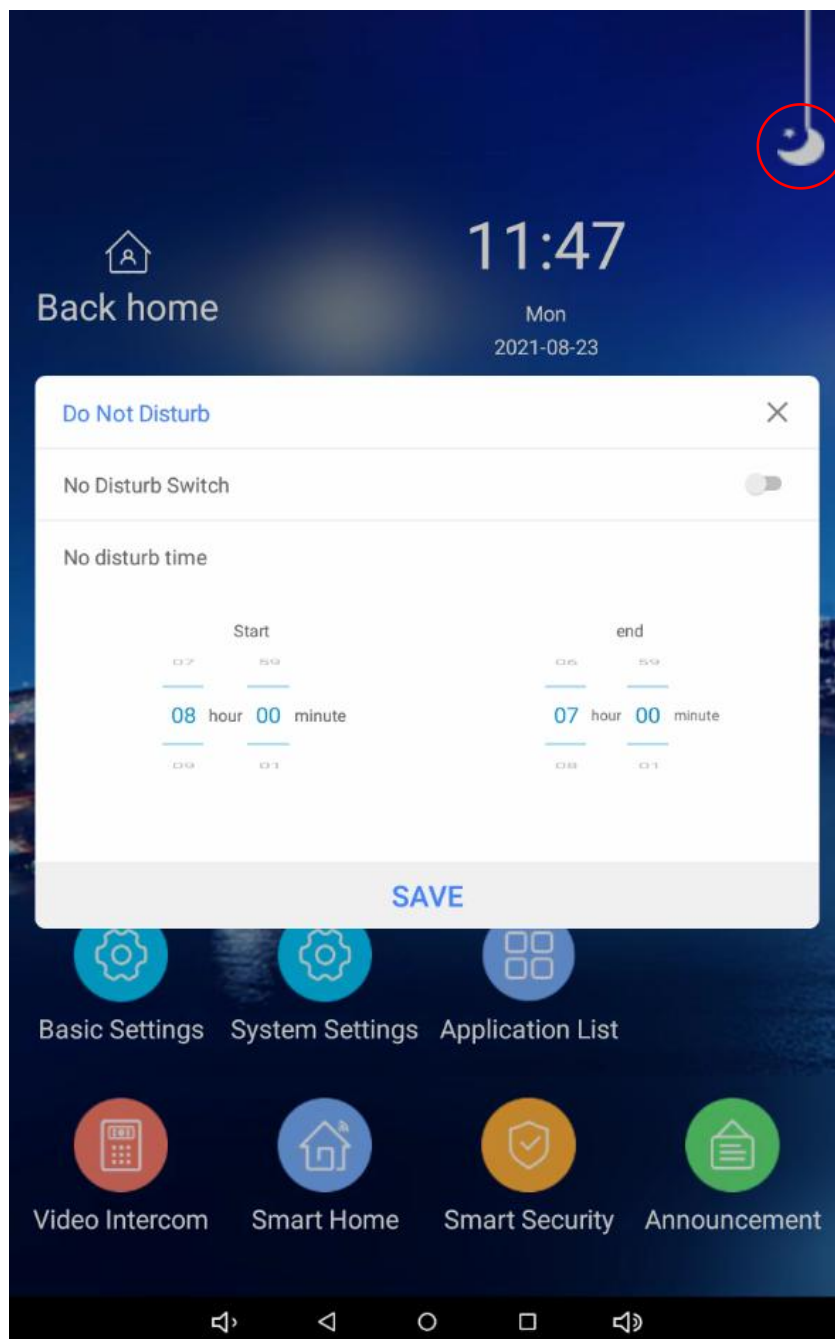
Parameter :

- **Community announcement:** shows the pushed announcement from management center.
- **Security records:** shows the relevant security events.
- **Call records:** shows the call records and messages. For outdoor panel TC-5000D-XL4, when press call, after 12s with no answer can leave a 10s video message, the message will show on here. Please tap the message icon to view the message.



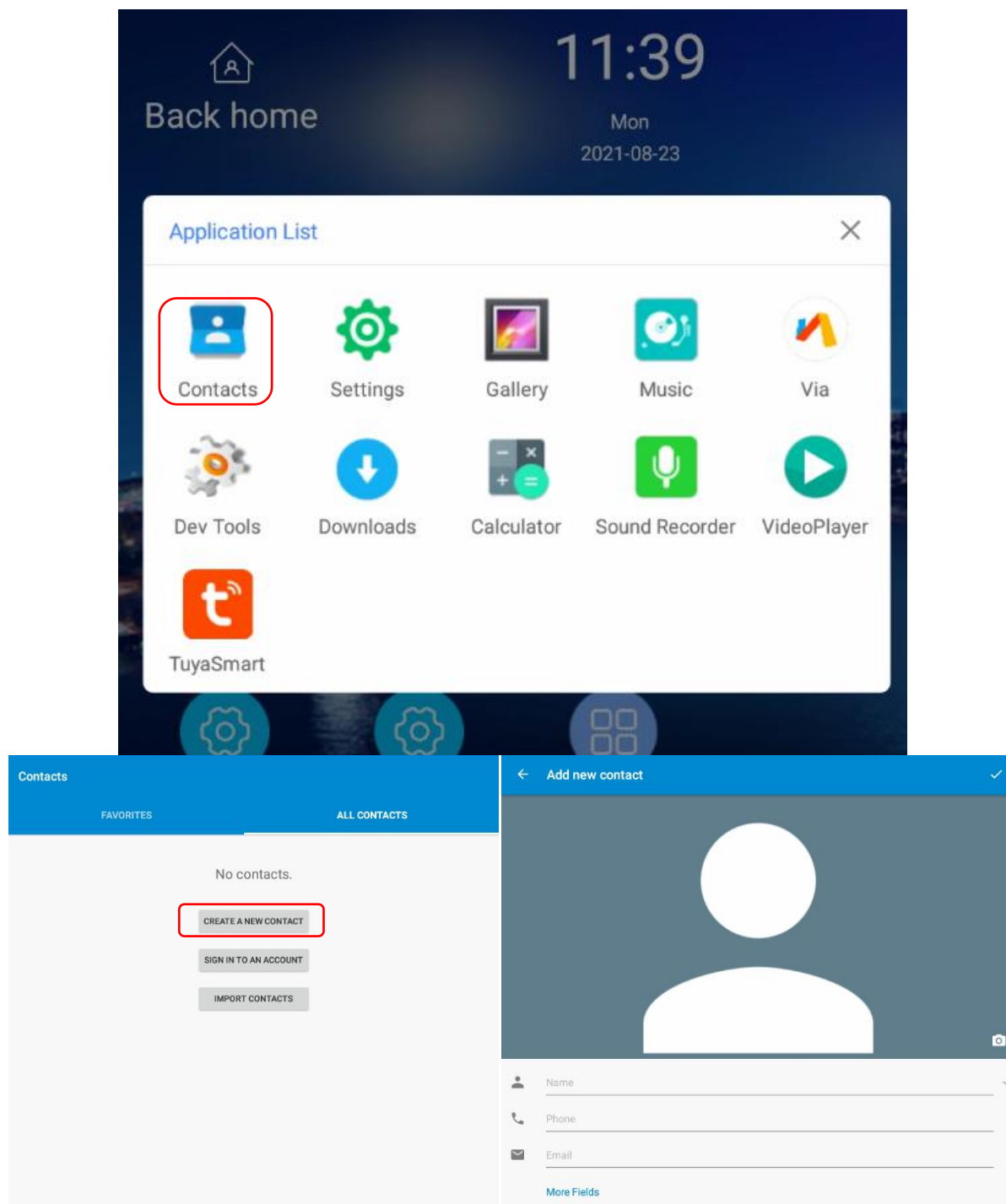
11. Do Not Disturb

Set **Do Not Disturb** on the moon icon from the top right corner.



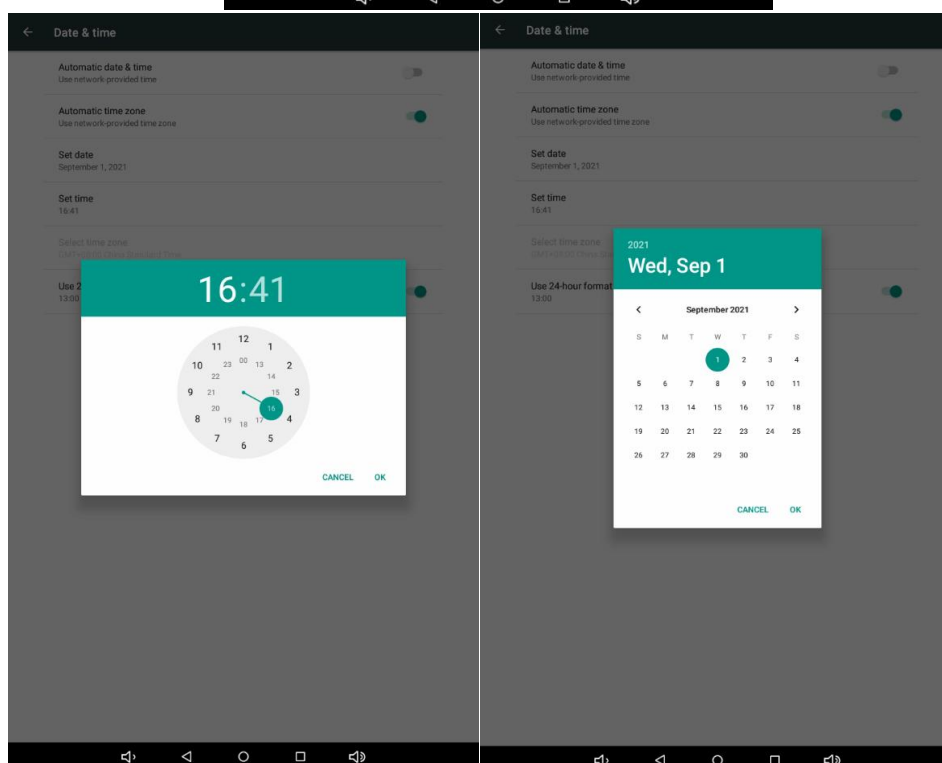
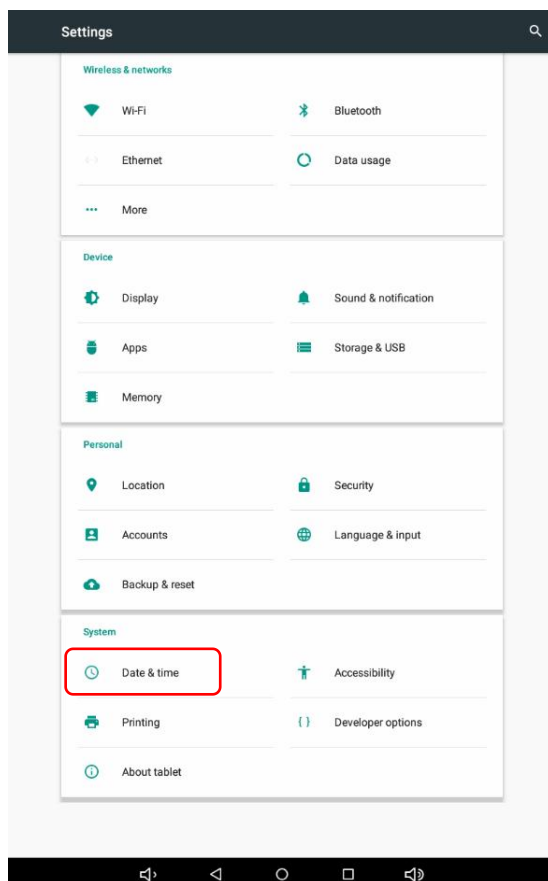
12. Contact Setting

You can configure the contacts list in terms of adding and modifying contacts on the device
Application List > Contacts>Create a new contact.



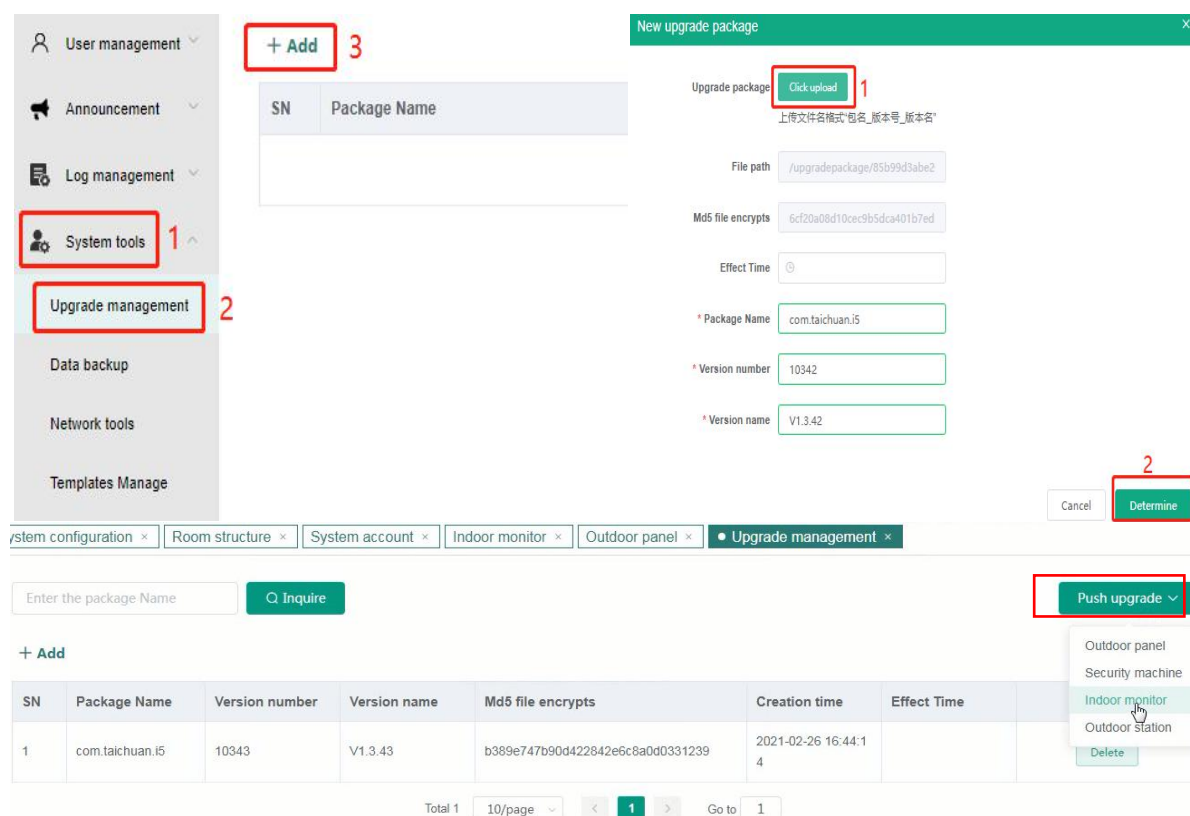
13. Time and Date Setting

To set up time setting on the device **System Settings > System > Date & time**



14. Install Third-Party App

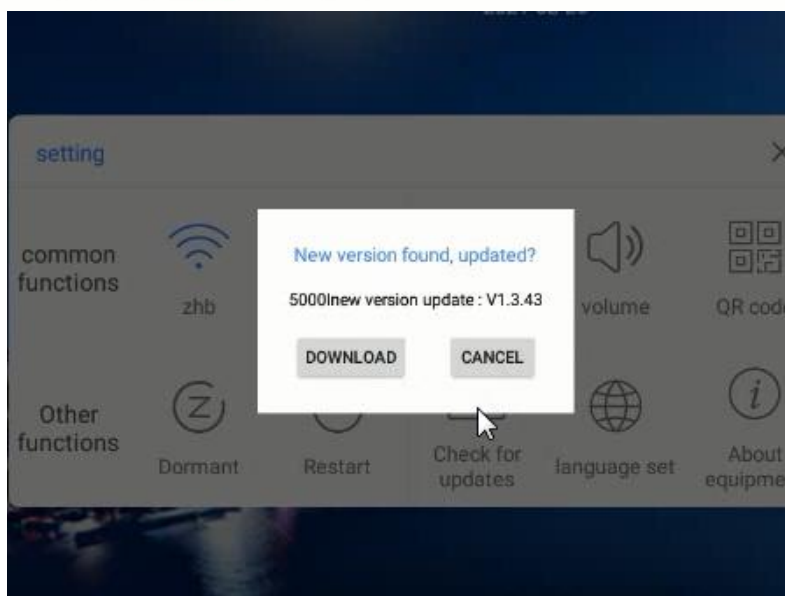
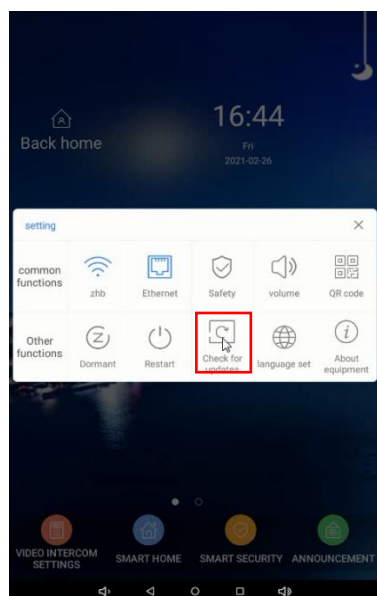
You can install the third-party App to your device on management center **System tools > Upgrade management** interface. Click **+Add**, choose a suitable .apk file from PC to upload, push upgrade for the right device. Find setting on device, click “check for updates”, select “DOWNLOAD”, apk will automatically install.



The screenshot shows the management center interface. On the left sidebar, 'System tools' is highlighted with a red box and labeled '1', and 'Upgrade management' is highlighted with a red box and labeled '2'. In the main area, the '+ Add' button is highlighted with a red box and labeled '3'. The 'New upgrade package' modal is open, showing fields for 'Upgrade package' (with a 'Click upload' button labeled '1'), 'File path', 'Md5 file encrypts', 'Effect Time', 'Package Name' (com.taichuan.i5), 'Version number' (10342), and 'Version name' (V1.3.42). The 'Determine' button is highlighted with a red box and labeled '2'. Below the modal, there is a table with columns: SN, Package Name, Version number, Version name, Md5 file encrypts, Creation time, and Effect Time. The table contains one row with the following data:

SN	Package Name	Version number	Version name	Md5 file encrypts	Creation time	Effect Time
1	com.taichuan.i5	10343	V1.3.43	b389e747b90d422842e6c8a0d0331239	2021-02-26 16:44:14	

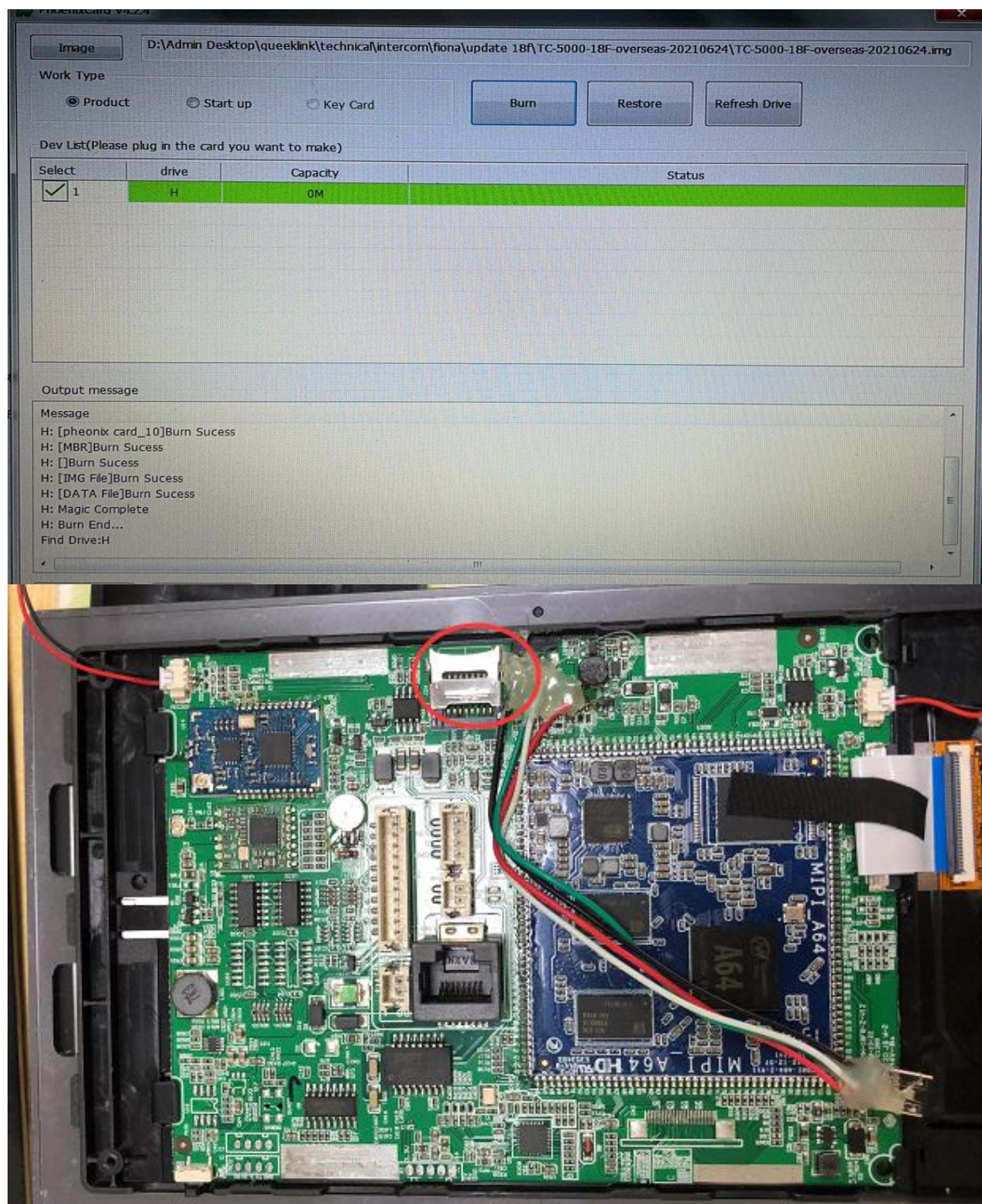
At the bottom right, the 'Push upgrade' button is highlighted with a red box, and a dropdown menu is open showing options: 'Outdoor panel', 'Security machine', 'Indoor monitor' (selected), 'Outdoor station', and 'Delete'.



15. Firmware Upgrade

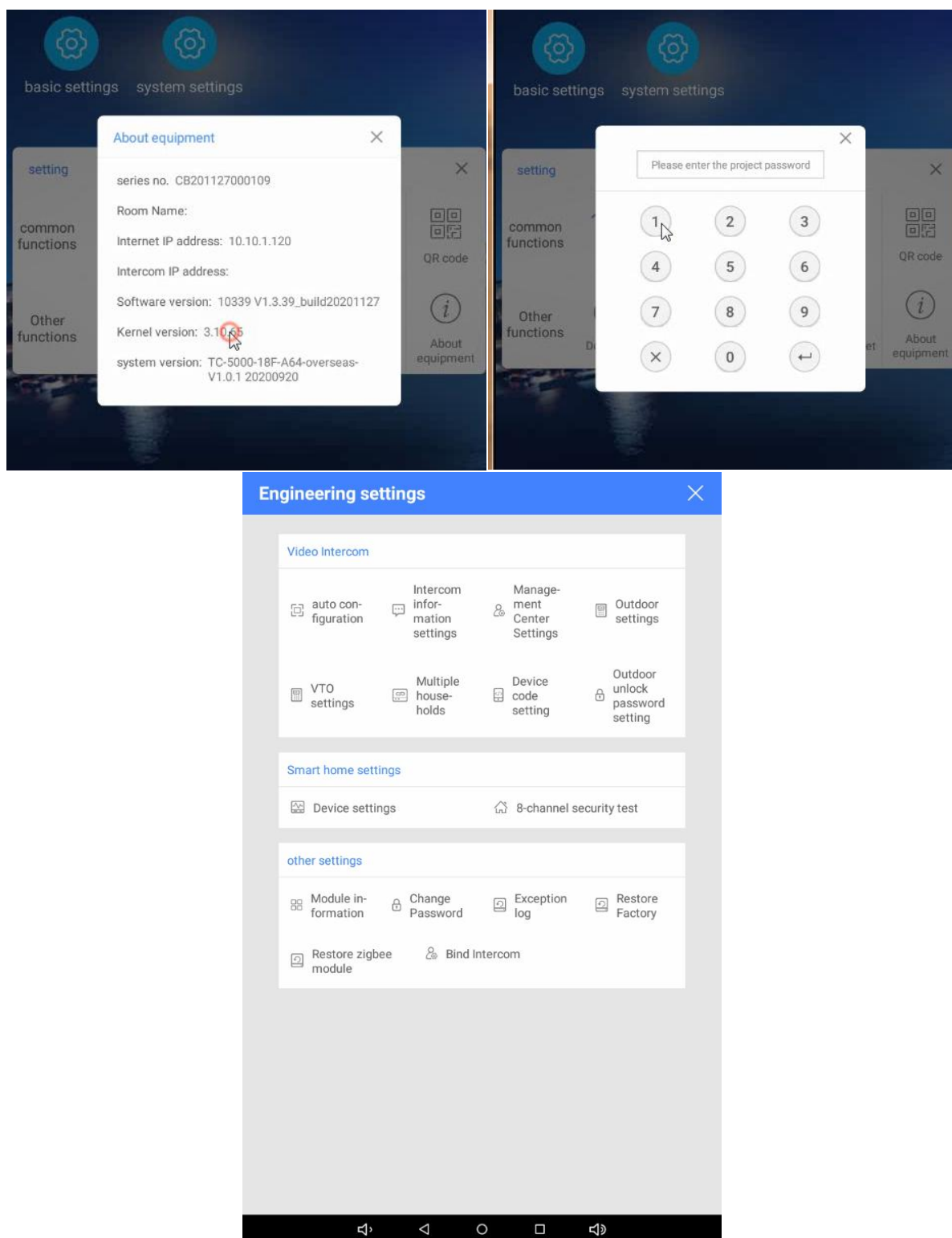
To upgrade firmware, download software “PhoenixCard” to your PC, insert empty SD card, unpack the firmware package, choose the firmware image and burn, when the loading bar turns green, means burn card successfully.

After you burn the card, open the back cover of the device, insert the card, when power in it will automatically upgrade, when the loading bar turns green, it's successfully upgraded, after all the process must take out the card or it will upgrade again next time you turn on the device.



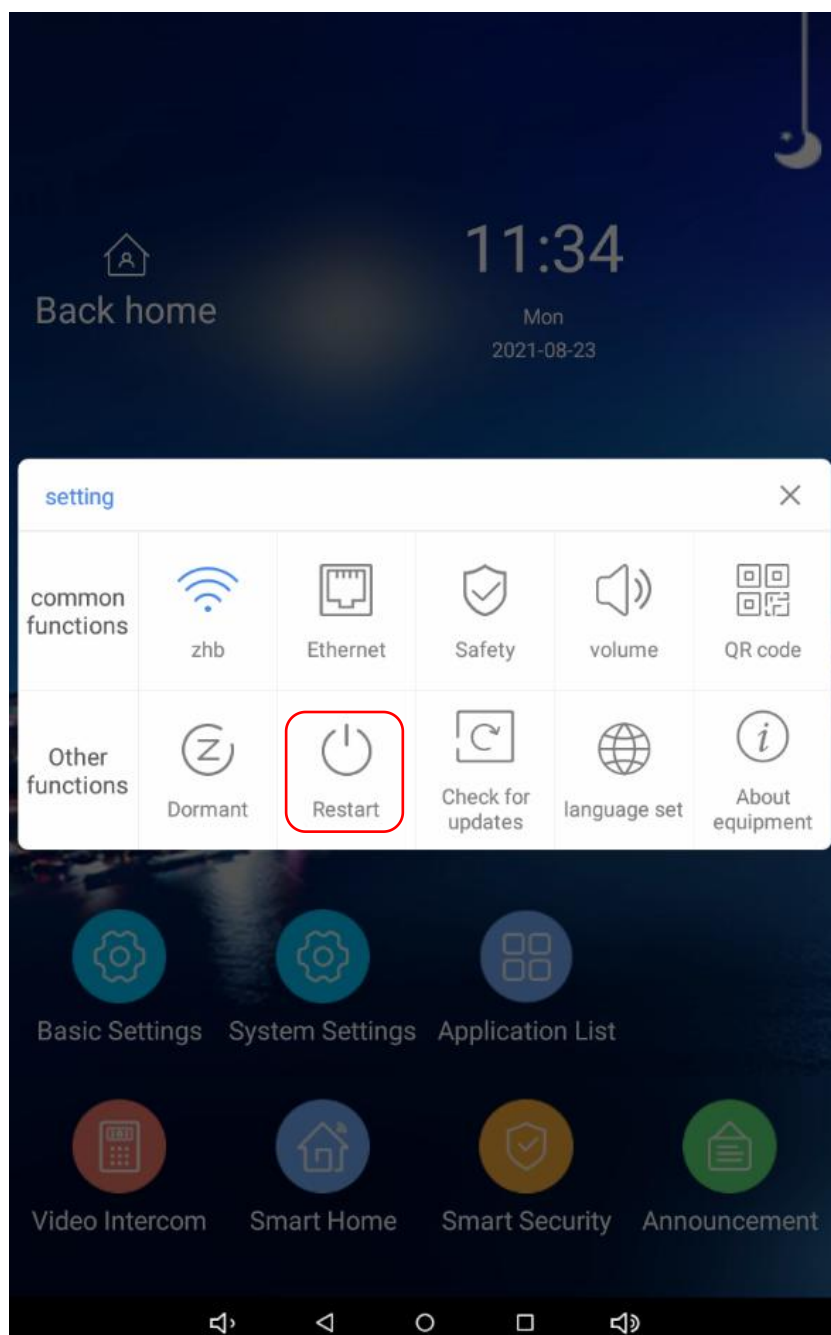
16. Engineering Settings

You can access to advanced settings for more configuration of video intercom settings, smart home settings and other settings on device **Basic settings** > **About equipment**, quick tap **Kernel version** 3 times, enter password, the default password is 123456.



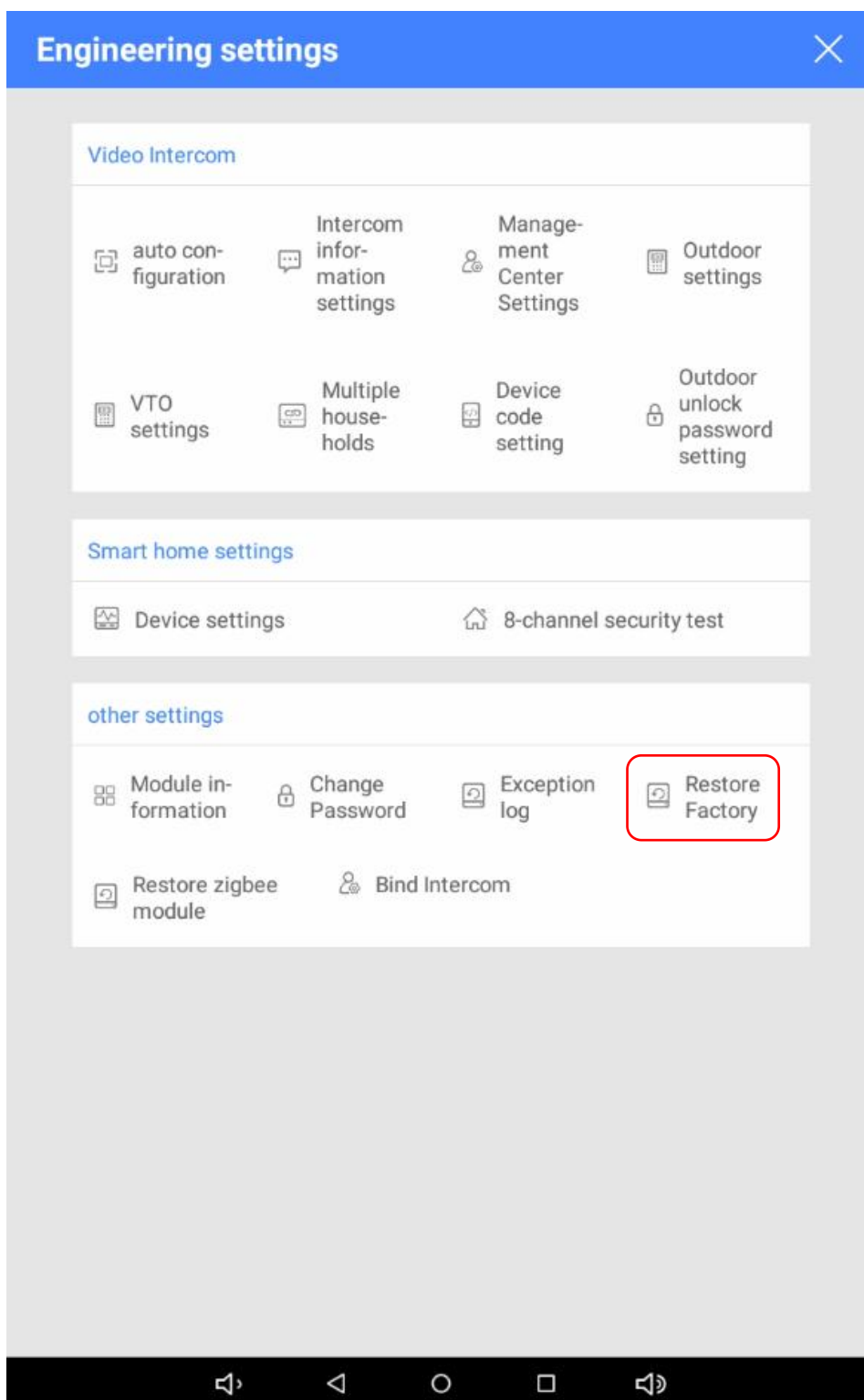
17. Reboot

If you want to reboot the device, you can operate it directly on the device setting. To reboot to the system setting on device **Basics Settings >Restart**.



18. Reset

If you want to reset the whole device system to the factory setting, you can operate it directly on the device, go to **Engineering Settings > Other Settings > Restore Factory**.



19. Abbreviations

ACS: Auto Configuration Server
Auto: Automatically
AEC: Configurable Acoustic and Line Echo Cancelers
ACD: Automatic Call Distribution
Autop: Automatical Provisioning
AES: Advanced Encryption Standard
BLF: Busy Lamp Field
COM: Common
CPE: Customer Premise Equipment
CWMR: CPE WAN Management Protocol
DTMF: Dual Tone Multi-Frequency
DHCP: Dynamic Host Configuration Protocol
DNS: Domain Name System
DND: Do Not Disturb
DNS-SRV: Service record in the Domain Name System
FTP: File Transfer Protocol
GND: Ground
HTTP: Hypertext Transfer Protocol
HTTPS: Hypertext Transfer Protocol Secure Socket Layer
IP: Internet Protocol
ID: Identification
IR: Infrared
LCD: Liquid Crystal Display
LED: Light Emitting Diode
MAX: Maximum
POE: Power Over Ethernet
PCMA: Pulse Code Modulation A-Law
PCMU: Pulse Code Modulation μ -Law
PCAP: Packet Capture
PNP: Plug and Play
RFID: Radio Frequency Identification
RTR: Real-time Transport Protocol
RTSP: Real Time Streaming Protocol
MPEG: Moving Picture Experts Group
MWI: Message Waiting Indicator
NO: Normal Opened
NC: Normal Connected
NTP: Network Time Protocol
NAT: Network Address Translation
NVR: Network Video Recorder
ONVIF: Open Network Video Interface Forum
SIP: Session Initiation Protocol
SNMP: Simple Network Management Protocol
STUN: Session Traversal Utilities for NAT
SNMP: Simple Mail Transfer Protocol
SDMC: SIP Devices Management Center



TR069: Technical Report069

TCP: Transmission Control Protocol

TLS: Transport Layer Security

TFTR: Trivial File Transfer Protocol

UDP: User Datagram Protocol

URL: Uniform Resource Locator

VLAN: Virtual Local Area Network

WG: Wiegand

20. FAQ

Q1: How to obtain IP address?

A1: You can use the display screen to get the IP information, just check the IP address at basic settings, about equipment.

Q2: Do Taichuan devices support Onvif protocol?

A2: For now, only Taichuan indoor monitors support Onvif protocol. Door phone and outdoor panel not supports.

Q3:What is the resolution of TC-5000 indoor monitors?

A3: The ratio is 16:10, and resolution is 1280*800.

Q4:What operation system of TC-5000 series?

A4:TC-5000 monitors based on Android 6.0.

Q5:Can I install apps at Taichuan indoor monitor?

A5:Taichuan have indoor monitor based on Linux system and Android system. For Linux system devices (TC-3000 series), not support install third party app. For android system devices (TC-5000), you can install third party apps as your wish.

Q6:Can I connect electrical lock to indoor monitor?

A6:No, but you can connect electrical lock to outdoor panel, Taichuan outdoor panels have relay component.

Q7:Can I communicate other indoor monitor with indoor monitor?

A7:Taichuan device can communicate with each other, no matter it is indoor monitor or door phone. Of course indoor monitor can call to other indoor monitor.



21. Contact US

For more information about the product, please visit us at www.taichuan.com or feel free to contact us by

Sales email: globalmarket@taichuan.com

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Telephone: +86-756-8665853

We highly appreciate your feedback about our products

