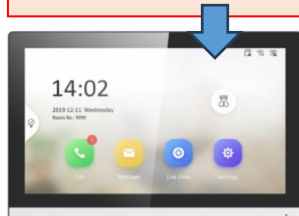


(Important) The 401m is designed for the **multi-Tenant Purpose**.

The LCD Indoor Station **D311** is required.



LTH-401M-WIFI

Platinum IP Door Station with Contact List

- Contact List Supports up to 500 Users
- 4" Touchscreen
- Answering and Unlocking with Indoor Station or App
- Large Physical Call Button
- Face, Card, Keyfob, and Code Entry
- PoE or DC 12V with Wi-Fi
- IP65, IK8 Vandal-Proof, -40° to 140°F
- Surface Mount



This KB is based on the firmware
LTH-401M_V2.3.5_231221

If you have older than this version, please update it.

Also require NVMSv3 software version: v3.8.1.53 or later

Important: Always Upgrade Firmware to the Latest version via Browser.

Hardware

Please be careful when you open the pink plastic bag. There are 3 screws that come with it. One is the Wall Panel Lock Screw. (see the below picture with 3 red circle)

(Cable)

The I/O Cable is labeled with silver sticker each. The label has 2 side, one side is English, another side is Chinese. It indicates each color code there.

(Support PoE)

The LAN port support PoE connection,

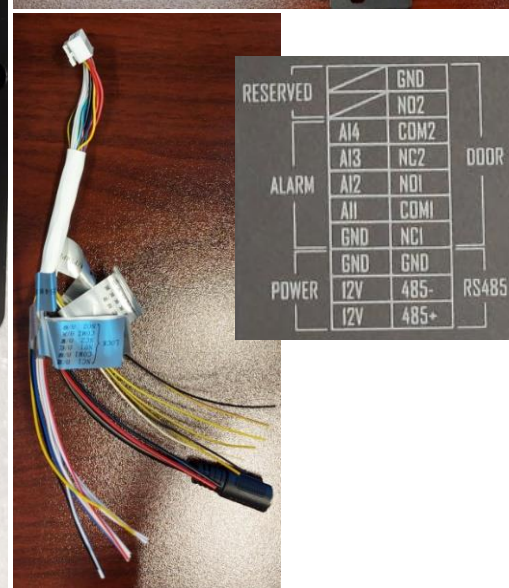
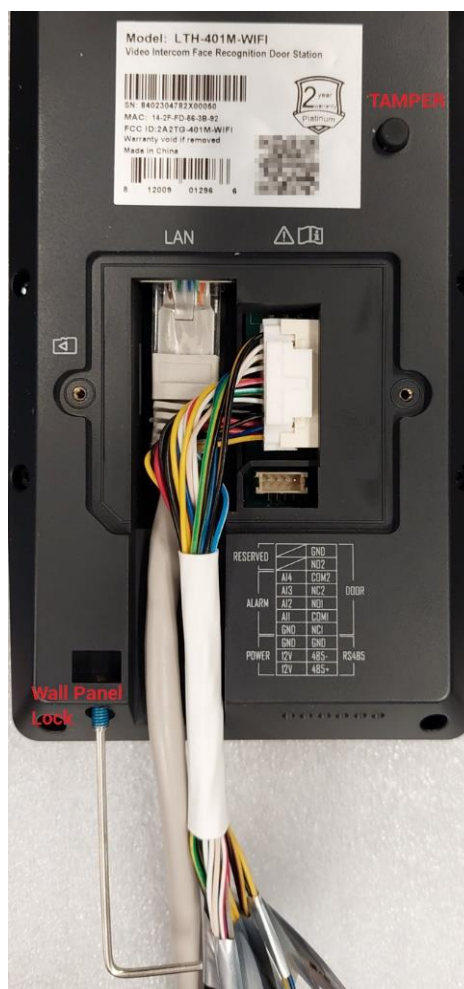
Do Not combine with DC12V together.

Make sure max PoE distance is less than 300ft.

(DC12V)

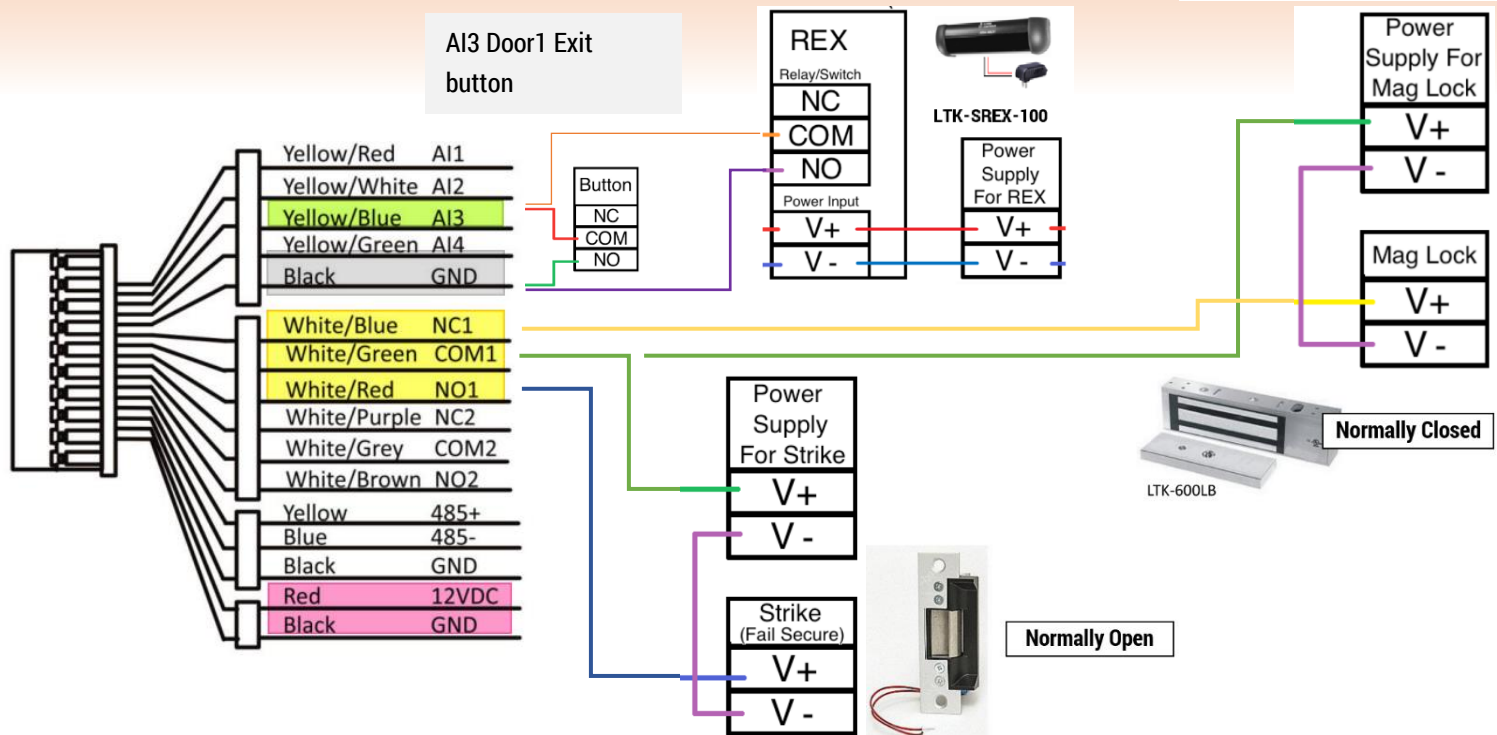
If you are using the DC12V connect with the WIFI connection only. Please make sure the power supply minimal required 1.5Amp.

(For more hardware info: please check Appendix)



LTH-401M WIFI Diagram

Capacity	
User Capacity	500
Face Capacity	500
Card Capacity	500
Linked Indoor station up to	500
Sub door station capacity	16
Unlock password	16



Reference

Settings By default

1. Programming 401m requires Windows PC only
2. After firmware upgrade to the latest LTH-401M_V2.3.5_231221. The call button will function normally as it should.
3. To connect to the mobile application, you need to add the QR# from the LCD indoor station. Not from the 401M.
4. If you have more than one outdoor unit connected, 401m must be defined as the first main outdoor unit.
5. 401m doesn't support using Keycard number as Punch access number.
If you need Punch number, use Public Password (up to 16).
6. The Mifare card number must be 10 digits.
7. Face detection was turned OFF by default. You can turn it on from touch panel or browser.
8. Exit button can't do in parallel connection. It may cause the release to fail during electrical characteristics problem.
9. 401m supports hotspot for remote configuration. Only automatic turn on when it boots up within 1-2min. idle duration 5min.
10. SD card slot is disabled, has no functionality.
11. 401m doesn't support time attendance.
12. If you have multiple 401m devices, the 2nd and other devices need to import the contact list from the 1st 401m device.

Concept

The 401m is designed for multi-tenancy purposes, so it usually needs at least one indoor station with it.

What if you don't have any indoor station?

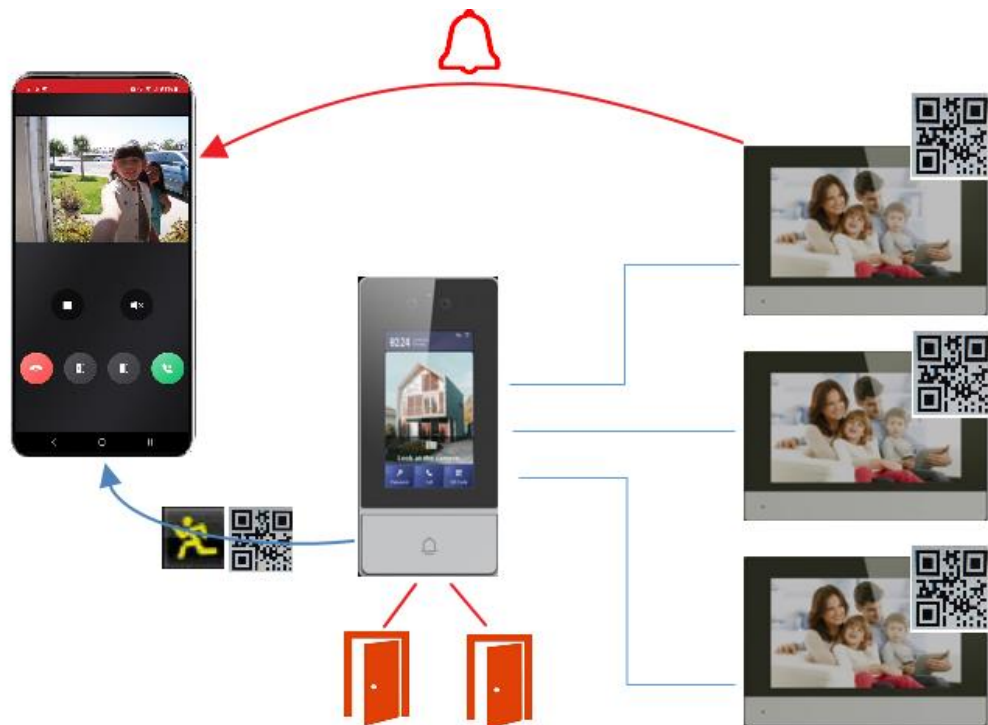
Then, you can only connect with your PC to open the door. Of course, you will say the 401m does come with the QR code.

But soon, you will notice that only can provide the motion detection without any open-door functionality.

Simply said, if you want to open the door. You need the Indoor station first, then you can open the door and Link to the mobile app to open the door remotely.

The mobile application is LTS Connect.

Each LCD indoor station has one QR code associated with the room number assigned to. If you have one group indoor station, the QR code only exist in the first indoor station (the master indoor station only) (Page 5).

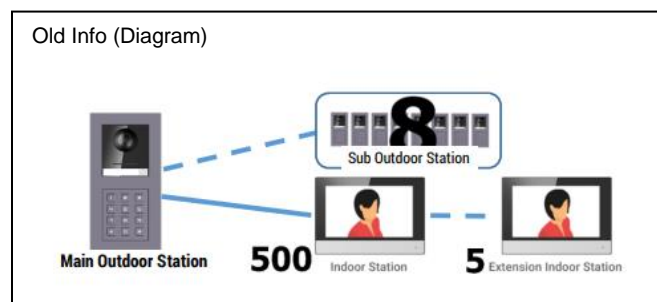


Other important things:

When you have mixed more than 1 outdoor station situation, in example, LTH-401m + LTH303m + LTHD301GY(2x) devices.

The LTH-401m recommend assigned to the First Master Outdoor Station if you want to Ring specific LCD indoor station.

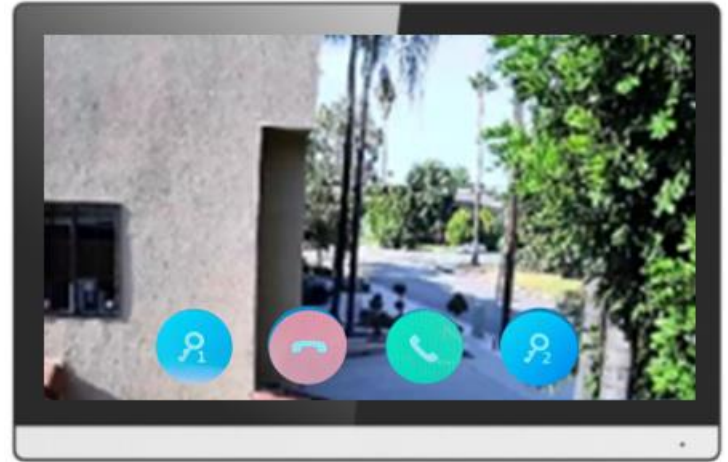
If you have multiple Indoor stations, (D311GY). After upgrading to the latest firmware **V2.2.20_230904**, it can support up to 16 indoor stations linked to the same room number and ring at the same time.



Ring Indoor Station LCD Panel

After you connect to the LCD indoor station, if you only have 1 LCD indoor station, when you press the bell icon, it should ring directly. If not, please check the firmware first. Otherwise, check the network linking address.

When you have **less** than 4 indoor stations with different room numbers. Press the Bell button. It should display multiple call buttons. 1,2,3,4; for example. After touching the number will directly call the room number.



When you have **more** than 4 indoor stations with different room numbers. It will show the Contact Address book list instead of the Room Numbers. You need to program Person Management instead.

After the Ring, the LCD will display the Outdoor Station screen. You can press the call button to answer it or hang up.

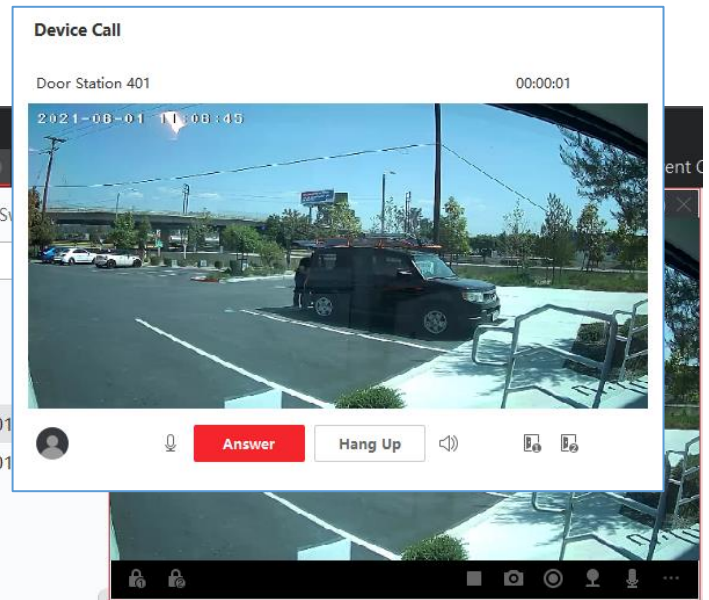
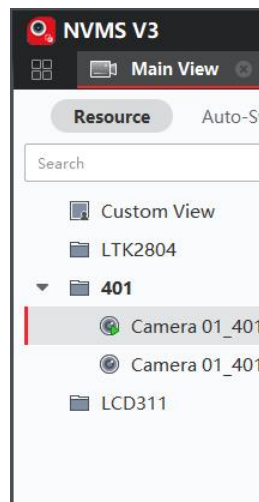
When you press the unlock button, it will unlock the door and disconnect it after 3secs.

After the latest firmware, the 2nd door lock will be hidden. But you can show the 2nd door lock from the Preference (House with Star).



Call NVMSv3 (Operator icon)

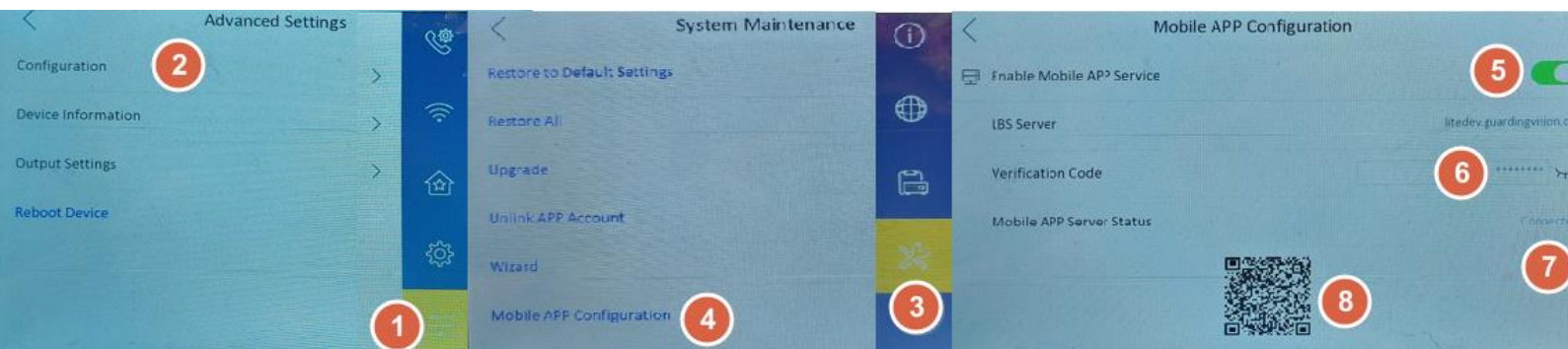
If you have no indoor station linked, the call button will directly be pointing to the NVMSv3.



Finding the QR code from the LCD Indoor Station?

Remember, by default the QR code (PTCloud) is OFF. You need to activate it and turn it on from the LCD indoor station or change it from the Browser.

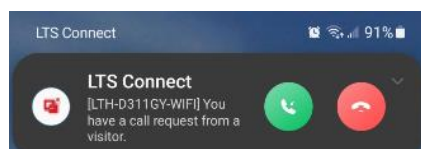
Go Settings > Right Side Bar; the bottom icon > (Advance Settings) Configuration > System Maintenance > Mobile App Configuration >



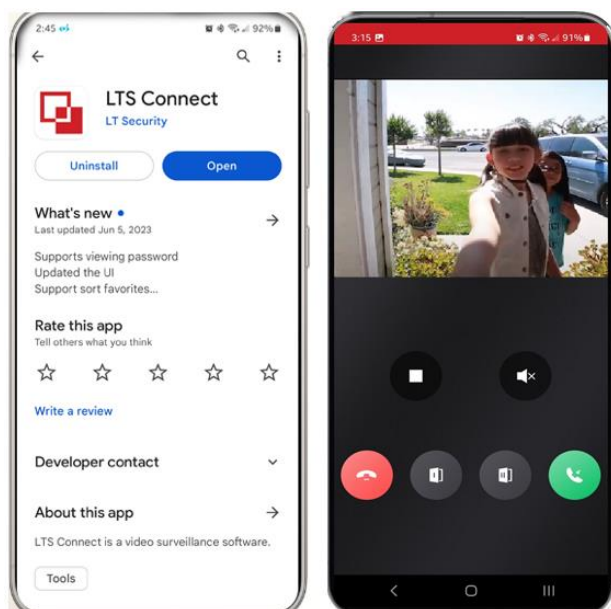
Ring Mobile

Mobile app: LTS Connect

When Mobile phone screen is ON, it will prompt the calling panel (Android)



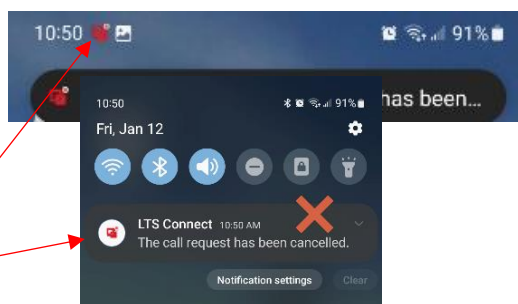
If the mobile phone is OFF, it will turn on and the popup full screen shows as right.



If you missed the call, the mobile app would display the missing notification in the top area.

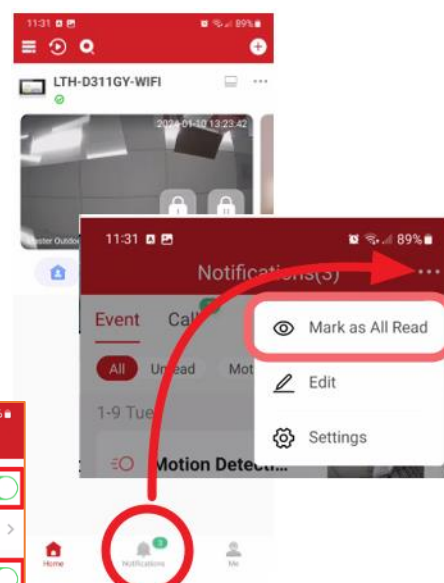
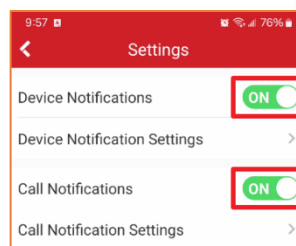
(Troubleshooting Tips)

Sometimes the notification icon can't be removed/swiped out from the notification panel.



Then, use the LTS Connect App to remove it
Go to **Notifications** > ... > **Mark as All Read**

If you can view it but it can't Ring the mobile app, you need to check the Notification settings. Make sure the LTS Connect in the Android/iPhone permissions is allowed. If you did, but still not able to Ring, please check in here. **Notifications** > ... > **Settings** Make sure all green is enabled.



Settings

Two Important Setup Tips:

1. Make sure the Outdoor station and the Indoor station are **Time-Synchronized**.
2. Set the **Registration Password** between the outdoor and indoor stations. **Must be the same.**

Also, Login Password should be the same as Registration Password is highly recommended.

INDEX - Programming

(IMPORTANT) There are several ways to add and activate the LTH-401m. But keep in mind, please always use one way to start-end to finish the programming. Meaning, if you are using an LCD indoor station to add, then please activate the LCD indoor station and complete the wizard from the touch screen. Do not use PC to activate and use the Touch screen to add the outdoor station. Because if you mixed the adding method together, mostly the indoor station (Registration Password) will not set up correctly and cause some unpredictable issues.

1. Use LCD indoor Station to Link the LTH-401m outdoor station.
2. Use Browser to configure it.
3. Use NVMSv3 to program it.
4. Use Standalone mode with Hotspot AP to program it.
5. Mobile App

Use LCD Indoor Station to Link the LTH-401m Outdoor Station

Use Wizard

1. Make sure that you have only (1) outdoor station and (1) indoor station, both in the default state.
2. **(Activate the LCD Indoor station; using Wizard)**
Settings> Advance Settings > Configuration > System Maintenance > Wizard
Use the LCD Indoor Station and Setup first. Go through the wizard. Setup password, etc.
3. When you set up the indoor station configuration, there is a registration password. Make sure set it up.
This is the link security password for all the outdoor station and the indoor station associated.
4. Go through each setting page until you reach the Door Station Settings (8/9).
Because the outdoor station is not set up yet. It may take a while to find it. So wait until it comes up and select it as Main.
If you still can't find it, SKIP this page and we add it back from the troubleshooting.
5. Skip the Indoor Extension Settings (9/9).
We don't need to change anything because we've already set up Main Outdoor and Main Indoor.
6. Click Finish.
7. Then it will say Paring..... Please wait....
8. ☒ Configured. Click Start
9. Then, it will back to the Main Screen.
10. You should now be able to use the LCD indoor station to view and unlock the door.



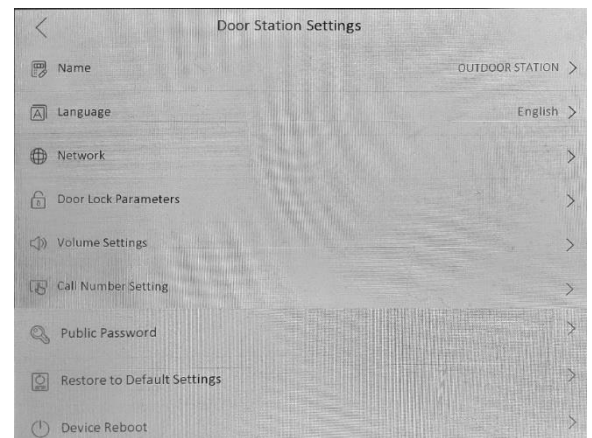
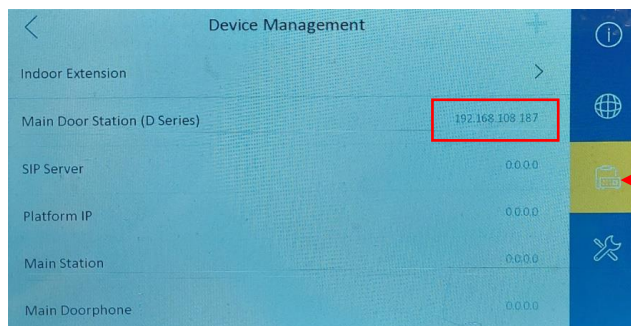
Manual Adding the Outdoor Station (if you have different Registration Password in between, please use PC)

Go LCD Indoor Station Main Screen

Menu > Settings > (on the Right, there are black bar section. Go to the last bottom **Advanced Settings.**) > Configuration

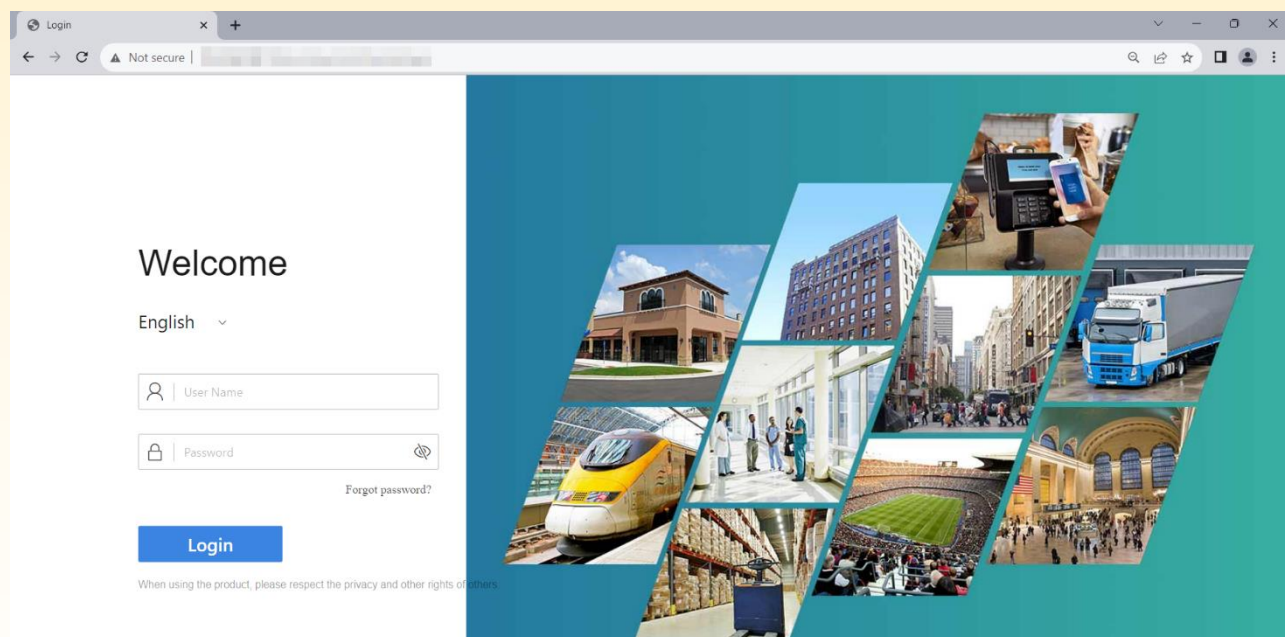
Enter Admin password > (go Right Black Bar again. 3rd icon. Go **Device**) > Device Management > Main Door Station (D series) (TAP)

You can manually enter the IP and adding from there.



Browser

Recommend Browser
Chrome



Use Browser to Configure

Before using the Browser to program it, you need to use Windows PC to activate it.

Activation

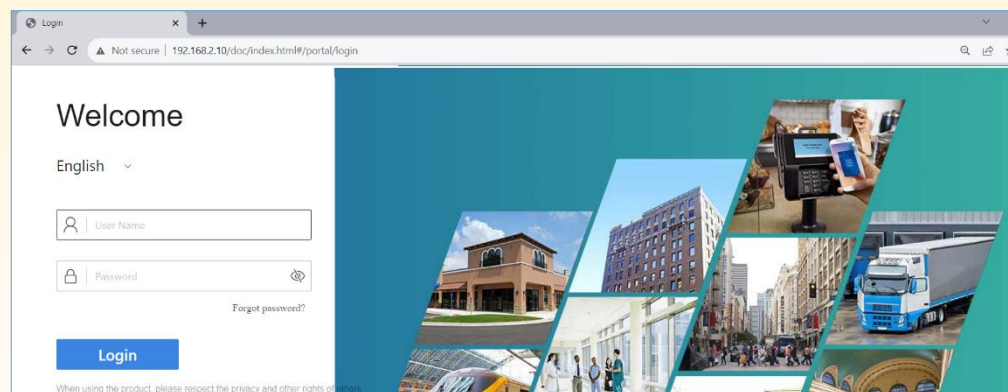
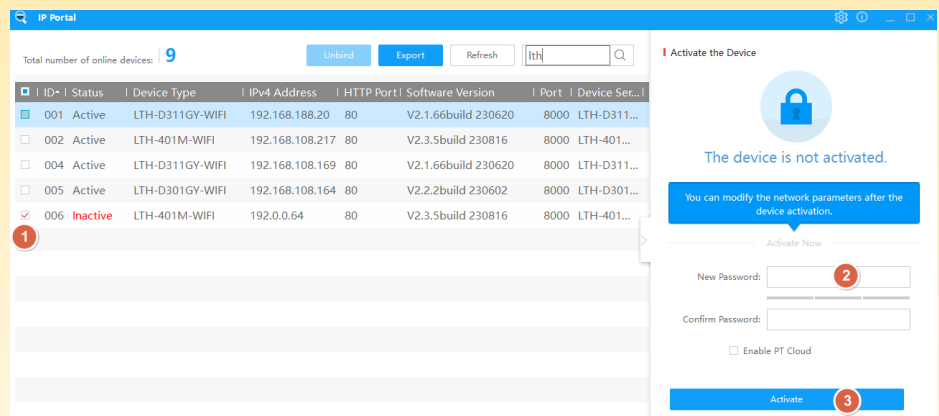
Download Platinum IP Portal from LTS Website under Downloads > Tools > Platinum IP Portal

<https://www.ltsecurityinc.com/downloads>

1. Select device.
2. Create admin password.
3. Activate
4. If prompting the security question, cancel it.
5. Then, change the device IP address.

For example, I setup 401m device to 192.168.2.10

Recommend using **Chrome** Browser



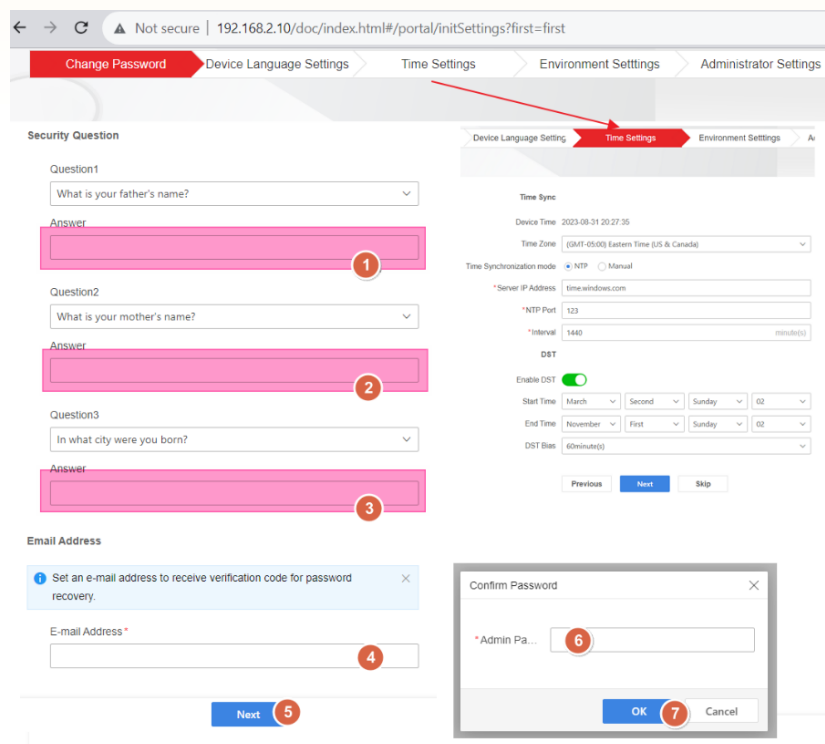
Setup Wizard

Follow the Wizard each step, enter the security question 1,2,3,4,5 Next.

6. Then, it will ask the admin password again for the validation.

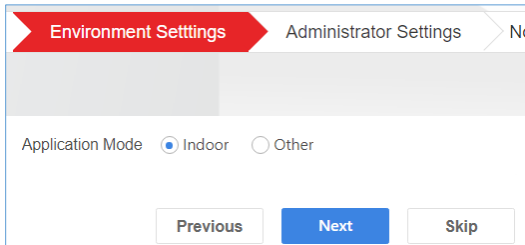
Select Correct Language

Setup the Time Zone



Setup Wizard continue....

When you reach the step, **Environment**, just click **Next**.

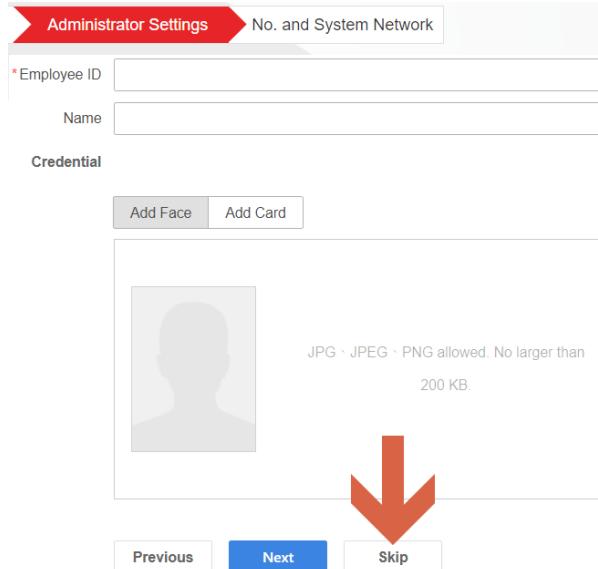


Environment Settings Administrator Settings

Application Mode ☒ Indoor ☐ Other

Previous Next Skip

You can Skip this step if you don't want to create ID



Administrator Settings No. and System Network

*Employee ID

Name

Credential

Add Face Add Card

JPG · JPEG · PNG allowed. No larger than 200 KB.

Previous Next Skip

This section is important.

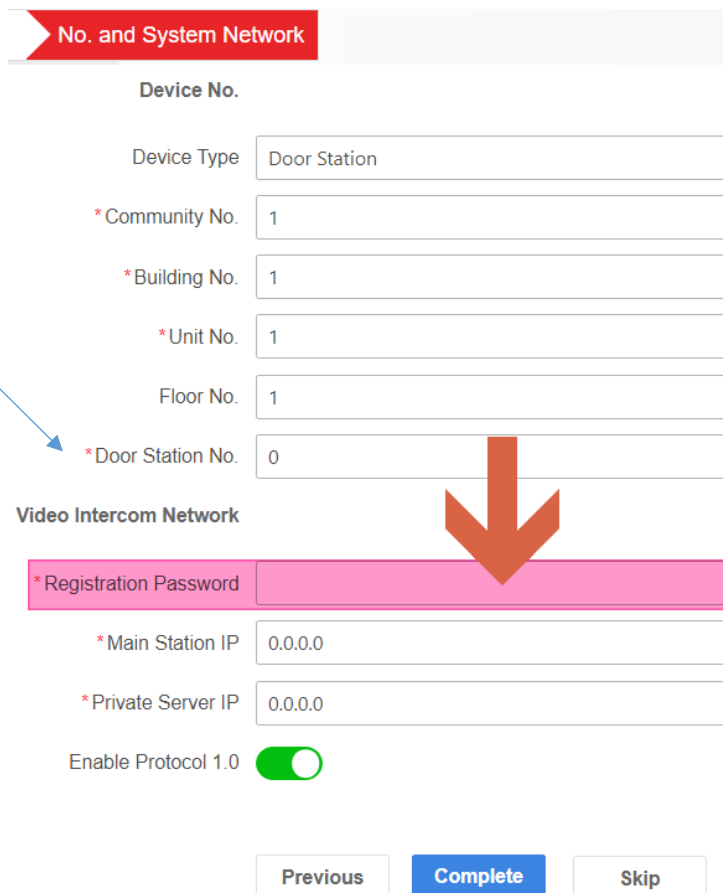
Please define the Door Station No correctly.

Careful!

If this is the first Outdoor Station,

Door Station No: do not need to change anything here.

0 is for the first Outdoor Station number.



No. and System Network

Device No.

Device Type Door Station

*Community No. 1

*Building No. 1

*Unit No. 1

Floor No. 1

*Door Station No. 0

Video Intercom Network

*Registration Password

*Main Station IP 0.0.0.0

*Private Server IP 0.0.0.0

Enable Protocol 1.0 ☒

Previous Complete Skip

The Registration Password is the Must.

Please create the Linking password in between the Indoor Station and Outdoor Station.

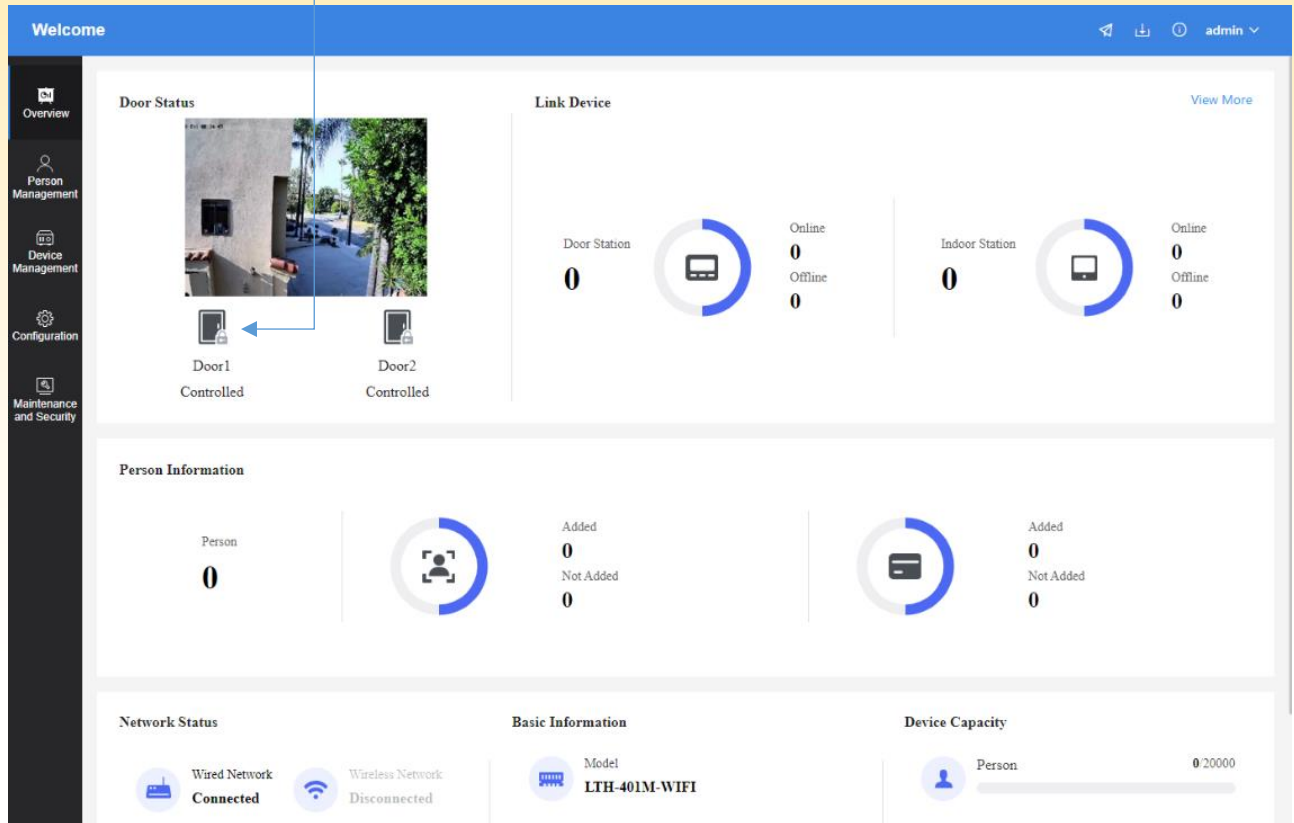
Press **Complete** to finish.

Make sure you finish the Wizard setup. If you did not, please find the wizard from here.



Overview Panel

You can open the door from here.



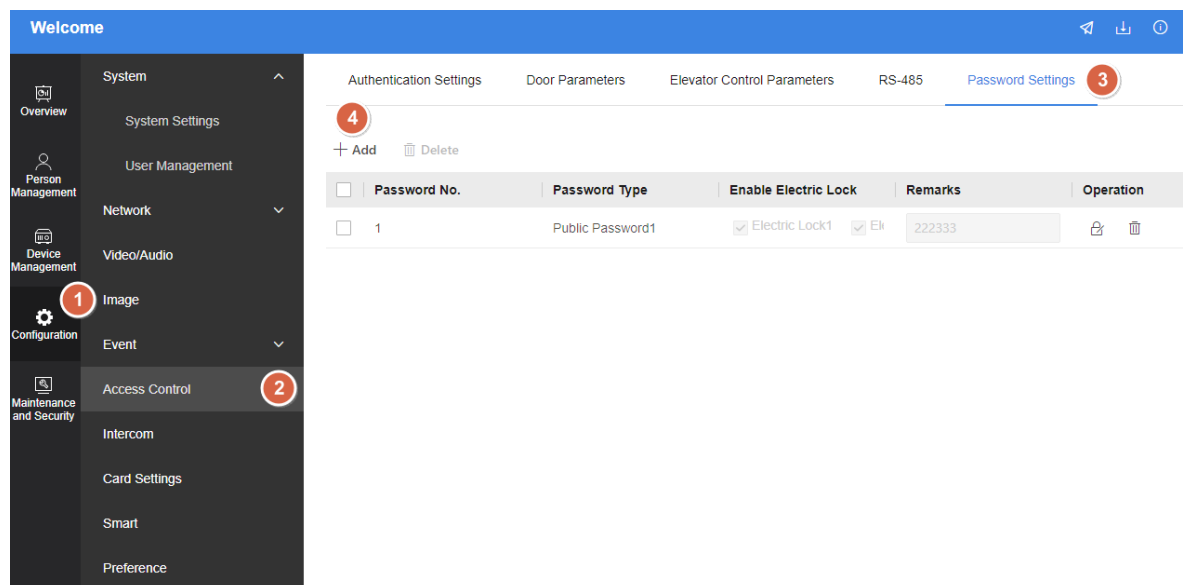
Public Password (up to 16sets)

Public password is punching number to access without using keycard or calling someone.

Remember: The Keycard number cannot use as the punching number.

You can set up to 16sets password.

Public Password is not associated with any Person or the Keycard number.



Honestly, this section is the most complicated section. But, I try to make it simple as possible.

Device Management

is the area for all the Indoor / Sub Outdoor linking section.

You don't need to worry about any others.

Just focus on the Network Status

(Green) Online

If you don't see Green Online, then I am pretty responsible to tell you 99% chance will not work.

Adding Indoor Station

For the first time, there is nothing in Device Management. Unless you are already using the LCD Indoor Station to add the Outdoor Station. Therefore, you need to add the first Indoor Station.

Please use the **top [+ Add]** button to add. Please don't use the Search Online Device, because sometime is not working properly.

You need to fill up all the sections, every section must be completed, especially the Red area.

The highlight red section must be extra careful. Most people made mistakes on that.

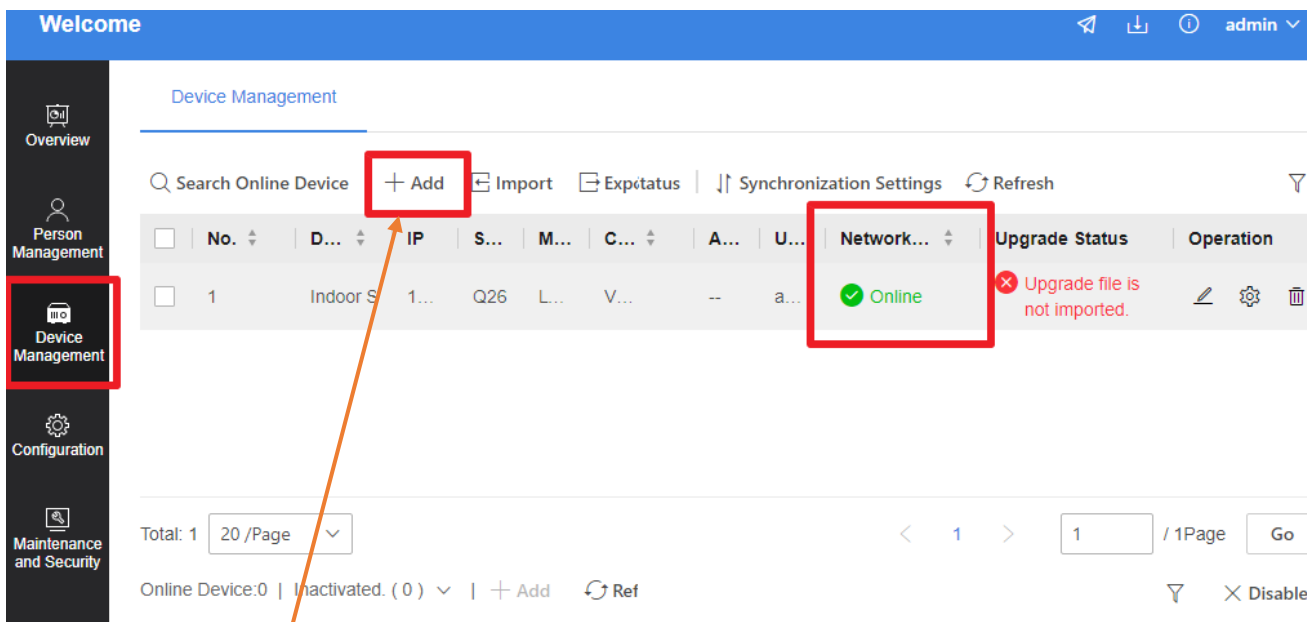
That doesn't mean other sections are not important. For example, if you put the wrong IP address/Subnet mask/Gateway, will still not work.

To find out the Serial No. Please find it from the IP Portal Software or NVMSv3 to search.

IP Portal						
Total number of online devices: 9						
ID	Device Type	Status	Device Serial No.	IPV4 Addr...	HTTP Port	
001	LTH-D311GY-WIFI	Active	LTH-D311GY-WIFI0120230615WRQ26#32297	192.168.1...	80	
002	LTH-D311GY-WIFI	Active	LTH-D311GY-WIFI0120230901WRQ28#26036	192.168.1...	80	

Floor No. and Room No. is must.

If you want to fill in the Related No, please don't forget fill-in the top red section. The Related No will be use as Label Tag if you have no Person at all. Otherwise, if there is no Related No, the Room No will be automatically used for the Name Tag if you have more than 1 indoor station added.



×

Basic Information

Device Type

Indoor Station

User Name

admin

Device Password *

Registration Password *

Serial No. *

Q280326036

Network Parameters

IP Address *

192.168.108.202

IPv4 Subnet Mask *

255.255.255.0

IPv4 Default Gateway *

192.168.108.10

Port *

8000

Device No.

Floor No. *

1

Room No. *

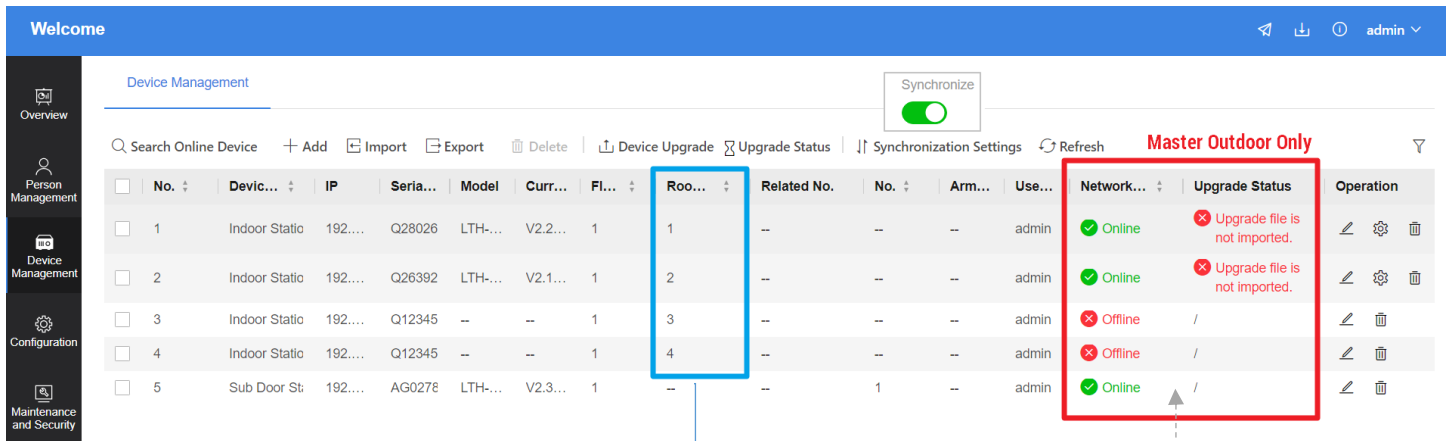
1

Related No.

Save

Cancel

This is an Example of the Device Management. (Master Outdoor Only)



Device Management

Synchronize

Search Online Device + Add Import Export Delete Device Upgrade Upgrade Status Synchronization Settings Refresh

Master Outdoor Only

No.	Device...	IP	Serial...	Model	Curr...	FL...	Roo...	Related No.	No.	Arm...	Use...	Network...	Upgrade Status	Operation
1	Indoor Statio	192....	Q28026	LTH-...	V2.2...	1	1	--	--	--	admin	Online	Upgrade file is not imported.	
2	Indoor Statio	192....	Q26392	LTH-...	V2.1...	1	2	--	--	--	admin	Online	Upgrade file is not imported.	
3	Indoor Statio	192....	Q12345	--	--	1	3	--	--	--	admin	Offline	/	
4	Indoor Statio	192....	Q12345	--	--	1	4	--	--	--	admin	Offline	/	
5	Sub Door St.	192....	AG0278	LTH-...	V2.3...	1	--	--	1	--	admin	Online	/	

The Red box section is only display in the Master Outdoor Station. All you need to focus is how to make sure the Network Status to **Online**.

If you believe everything setup is correct but still not able to make it online, please reboot ALL devices and check it again. If after reboot still not make it online, please check PING respond or double check the TimeSync/Registration Password.

RoomTags (less than 4; Individual Indoor Stations with Room#)

When you only have a single indoor station room#, default big Bell button will directly calling the indoor station. When you have more than 1 room#, then outdoor station touch screen will display the Room# as RoomTags. (or the Related No.) That is based on when you have No Person in the person management. However, after you are defined the person, it will use the First person associated with the Room# first as the RoomTag.



2nd Outdoor Station (Sub Outdoor Station)

When you have more than one outdoor station, you can define that as the Sub Outdoor Station. You can append on the master outdoor station and associated with all the indoor stations as well.

After activated the 2nd Outdoor Station, change the door station ID from 0 to other# (0 is master only). Then, you define this outdoor station is not the Master anymore. To make sure having a good programming behavior, always define the Device Name to the proper device name. Master Outdoor, Sub Outdoor. This is not only for easy identify purpose, more important will affect with the Indoor Station Live Display device name in there. So, you can more easy to spot this is for the Front door or Rear door purpose. Then, you login to the master outdoor station and add the 2nd Outdoor Station in the master outdoor station device mangement section. After reboot both devices, come back to the master outdoor device mangement.

Make sure the device is **Online**

Basic Information Time Settings

Basic Information

Device Name Master Outdoor

* Device No. 88

Language English

System Type Network System

[The Calling Menu is Blank in the 2nd Outdoor station]

If you have more than one Room# but less than 4, you will notice one thing is really strange.
-- the Sub Outdoor Station calling menu is Blank.

The reason is the 2nd Sub outdoor station will not sync or get the information. You need to use Master Outdoor Device Management to export the device and import into the 2nd Sub outdoor station Device Management.

Export / Import Indoor Door Station to the 2nd Sub Outdoor Station

Welcome **Master Outdoor Station**

Device Management

channelConfig.xls 15 KB

Only Master Outdoor has many buttons

Synchronize ☒ If enabled, the current device's settings will be synchronized to other devices. Save

Search Online Device + Add Import Export Delete Device Upgrade Upgrade Status Synchronization Settings Refresh

No.	Device...	IP	Seri...	Model	Curr...	F.	Arm...	Use...	Network...	Upgrade Status	Operation
1	Indoor Statio	192....	Q2802i	LTH-...	V2.2...	1	--	admin	Online	Upgrade file is not imported.	
2	Indoor Statio	192....	Q2639i	LTH-...	V2.1...	1	--	admin	Online	Upgrade file is not imported.	
3	Indoor Statio	192....	Q1234i	--	--	1	--	admin	Offline	/	
4	Indoor Statio	192....	Q1234i	--	--	1	--	admin	Offline	/	
5	Sub Door St	192....	AG027i	LTH-...	V2.3...	1	--	admin	Online	/	

Welcome **Sub Outdoor Station**

Device Management

channelConfig.xls 15 KB

+ Add Import Export Delete Refresh

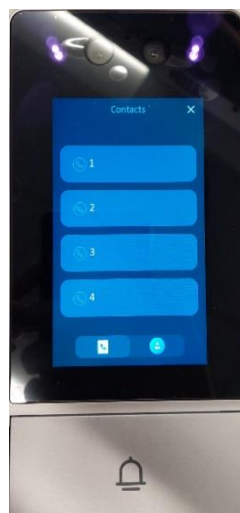
No.	Device Type	IP	Serial Nc	Fl...	Roo...	Arming St...	User Name	Network...	Operation
1	Indoor Station	192.168.10...	Q280260		1	--	admin		
2	Indoor Station	192.168.10...	Q263922	1	2	--	admin		
3	Indoor Station	192.0.0.61	Q123456	1	3	--	admin		
4	Indoor Station	192.0.0.62	Q123456	1	4	--	admin		

1. Select all devices from the Master Outdoor Station (make sure all Online first).
2. Choose **Export**, will save as "channelConfig.xls" file.
3. Go to 2nd Sub Outdoor station. Choose **Import**. Select channelConfig.xls file.
4. After all device imported. Press Refresh.
(recommend: reboot all devices after imported)

5. Go back to the Master Outdoor Station, make sure Sync Setting is turn On.

Also, the Sub-Outdoor Station will not import another Sub-Outdoor Station in the Device Manager because the Sub-Outdoor Station believes it should only be connected to the Master-Outdoor Station.

Then, check the 2nd Sub Door Station Calling Menu is same as the Master Outdoor Station.



2nd Sub Door Station has less buttons.

You may notice that the 2nd Sub Outdoor station menu looks different from the Master Outdoor station.

Remember this: There is no link status. Therefore, if you see the menu without the online status, it is usually not the master.

First, confirm that the outdoor station is the master or sub (outdoor station ID 0 is the master).

Also, don't worry about the Sub Outdoor Overview. Because it can't detect it.

Indoor Station

4

Online 0
Offline 4

Person / NameTags

I have to admit that this design is a bit strange. If you have less than 4 room numbers, you need to declare each room# with a person info. Then, it will use that person's name as the Room Calling Tag.

Remember: It only takes the **first declare** person in each room# as the outdoor Touch-Screen NameTag. If first person has been removed, it will fall to the 2nd declare person with the same room#. Even you add the exactly person name again. It wont fall back once it failed.

So the best way is: Create a fake person first and use that as the Room NameTag and Don't remove it.

Basic Information

Employee ID J2

Name	A1
Floor No.	1
Room No.	1

Person Type ☒ Normal User

Long-Term Effective User ☐

Validity Period 2024-01-09 00:00

Administrator ☐

scheduleMgr ☒ Open ...

	00	02
Sun		
Mon		
Tue		
Wed		
Thu		
Fri		
Sat		

Add Person

Employee ID must be Unique

Name username (use as NameTag)

Floor No 1 (same as the indoor)

Room No 1 (same as the indoor)

Administrator (for the local access panel only)

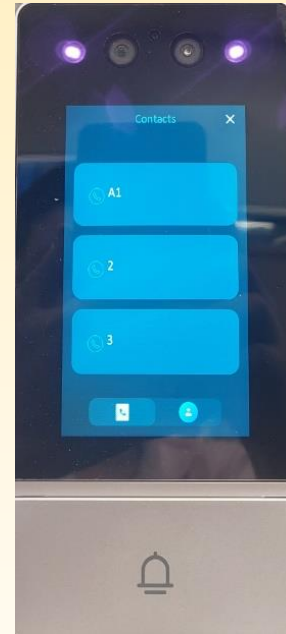
Schedule: **(be careful about this part; usually don't change it)**

when you set up the schedule that does not allow access (Not Blue). You will be blocked when schedule is denied. Even you are the Administrator and try to program it from the local touch screen menu.

Capture Face / Adding Card

Follow the browser instructions to capture the face/add the card.

Remember, the Card Number CANNOT be used as a Puch access number. This is the most reason why you can't use this Intercom as Card Reader to replace with 2802/2804 Door Controller Card Reader. (Pg11)



Certificate Configuration

Face ☒ JPG, JPEG, PNG allowed. N

+ Add from Device

+ Upload

Card ☒ Up to 5 cards can be supportec

+ Add Card

Welcome

< Add Person

Basic Information

*Employee ID 001

Name admin

Floor No 1

Room No 1

Person Type ☒ Normal User

Long-Term Effective User ☒

Administrator ☒

Schedule Management ☒ Open ...

	00	02	04	06
Sun				
Mon				
Tue				
Wed				
Thu				
Fri				
Sat				

Certificate Configuration

Certificate Configuration

Face ☒ JPG, JPEG, PNG allowed. No larger than 200 KB.

+ Add Card

Card ☒ Up to 5 cards can be supportec

Card No. * 0868108233

Property ☒ Normal Card

If you are not making the call, please double check the Network connection or the IP address you defined.

Or you need to make sure the DND is not enabled in the LCD Panel.

Indoor Station - Do Not Disturb (DND)

By default,

the DND from the Outdoor to Indoor (Close) (Call Allow)

the DND from the Indoor to Indoor (All Day) (Call Denied)

If you do not want anyone call you, you should set it to...

(Block All)

Do Not Disturb Device **All**

Do Not Disturb **All Day**

If you want Indoor to Indoor Call work, you need set to...

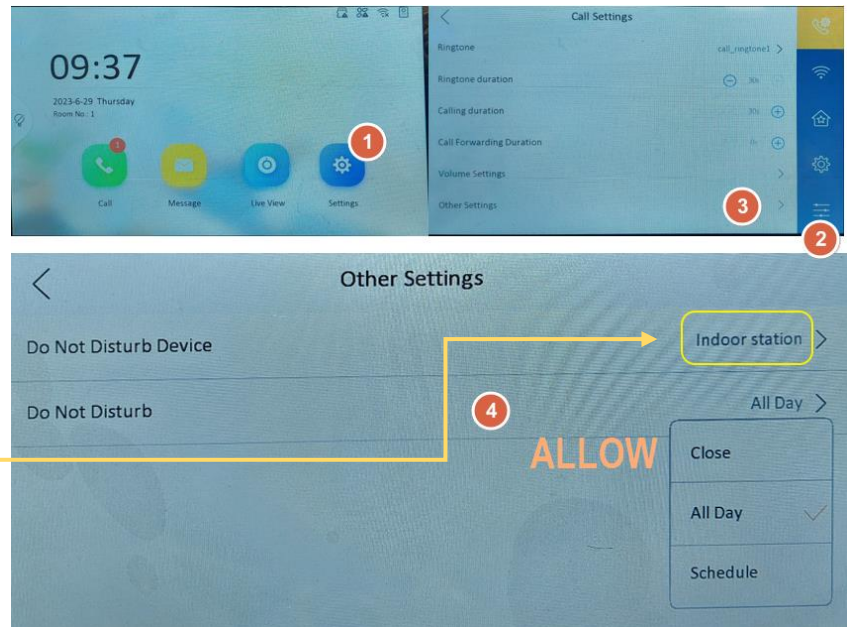
(Allow Indoor Calling)

Do Not Disturb Device **Indoor Station**

Do Not Disturb **Close** (Allow Call)

Make sure set both LCD Indoor Station setting to the same.

And it may take few seconds to apply the setting.



Door Parameters

You can define the door open duration (1-255) and open door template.

You can define remain open / remain closed schedule in here, however if you try to define the Holiday exception then you have to declare in NVMSv3.

By default, the Face Detection is turn OFF.

If you want to use the face detection access feature, please make sure turn on.

QR code feature has been disabled.

This feature has been removed since its not functional.

Authentication Settings
Door Parameters
Elevator Control

Door No.

*Door Name

Open Duration

Relay Reverse ☐ Open ☒ Disable

Enable QR Code Auth ☐

Enable Face Auth ☐

Door Status Schedule Template ☒ Rema... ☒ Rema...

	00	02	04	06	08	10	12	14	16	18	20	22	24
Sun													
Mon													
Tue													
Wed													
Thu													
Fri													
Sat													

Maintenance and Security

Event
Access Control
Intercom
Card Settings
Smart
Preference

No T&A

There is no Time Attendance feature for the 401m devices. If you want to use Face Detection with Time Attendance feature, we recommend use 3410MF devices.

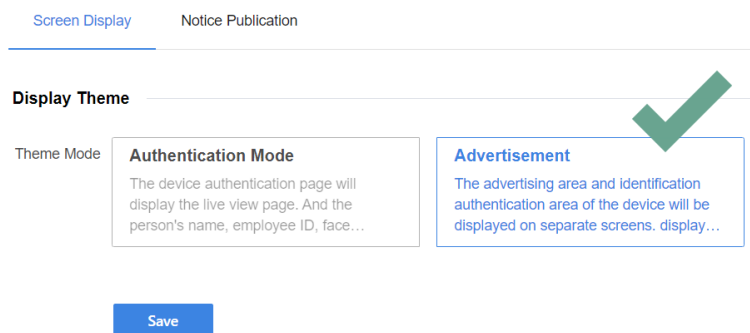
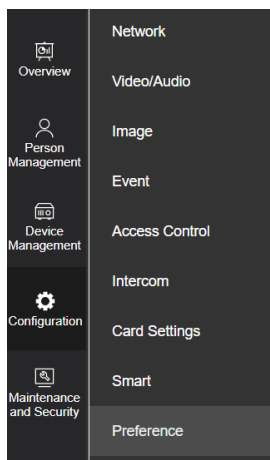
Advertisement

Maintenance > Preference

The advertising function can change the background image of the outdoor station to be used as a digital advertising board.

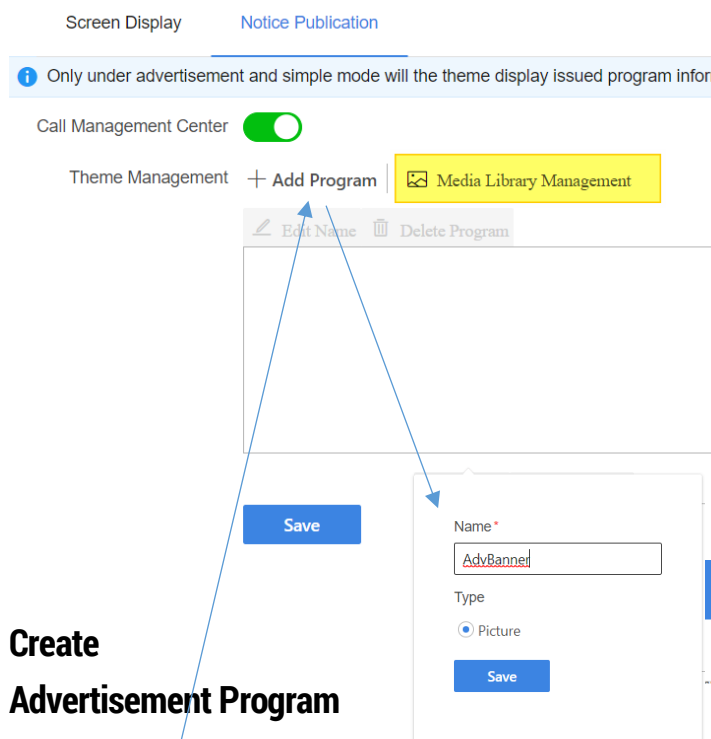
Make sure it is select Advertisement (Default)

Then, select **Notice Publication** tab.



Uploading Picture (Media Library Management)

(Recommend with right Picture Ratio)

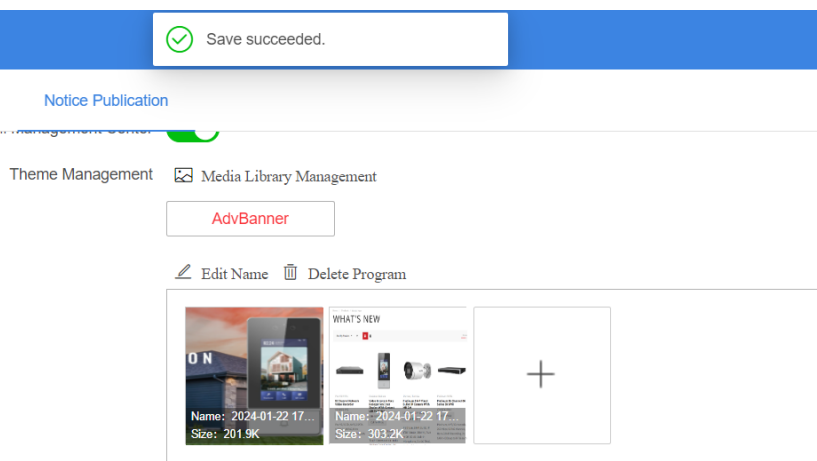
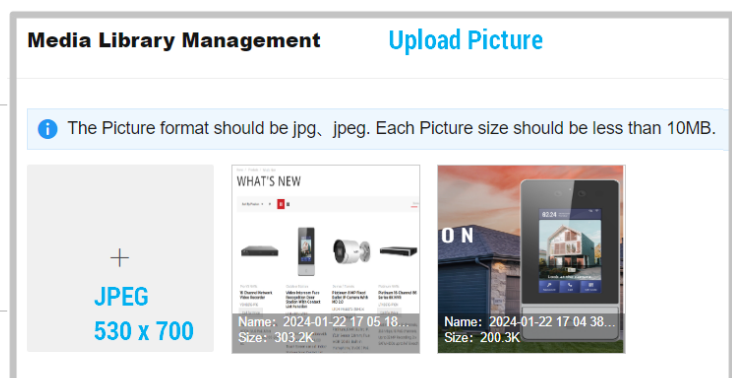


Create Advertisement Program

Press Add Program and give a Name. (One Only)

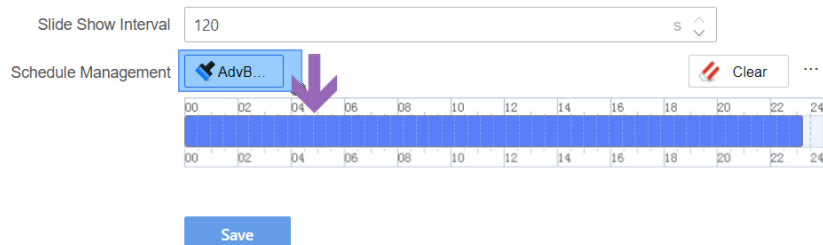
You will see the Right side picture.

Use [+] to pick the picture from the media library.



Setup Show Interval

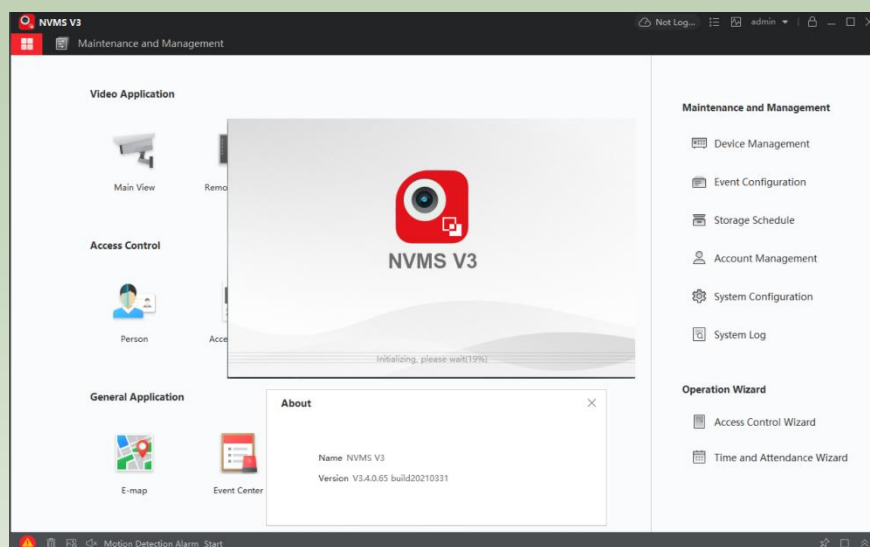
And use ProgramName Brush to paint the Active Time schedule.



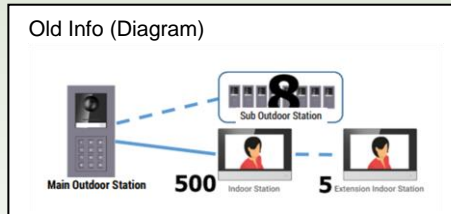
After Save successfully. You should able to see it.

Software

Access Control Client Software: **NVMSv3**



Capacity	
User capacity	500
Face capacity	500
Card capacity	500
Linked indoor station up to	500
Sub door station capacity	16



Setup

You can download the NVMSv3 software from the LTS Website.

<http://www.ltsecurityinc.com/downloads>

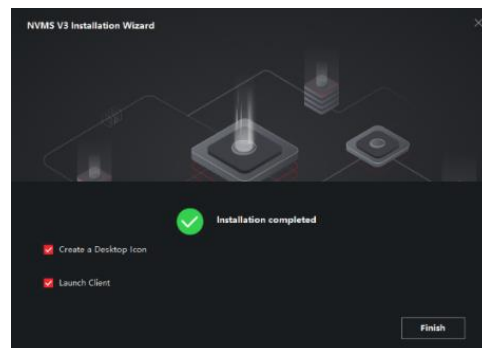
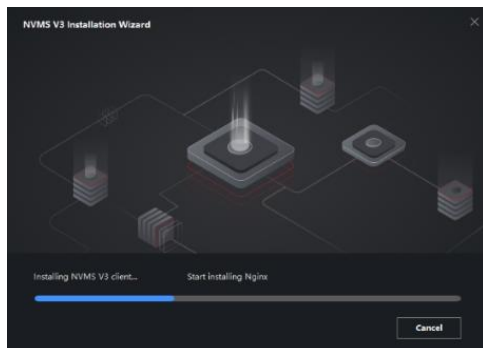
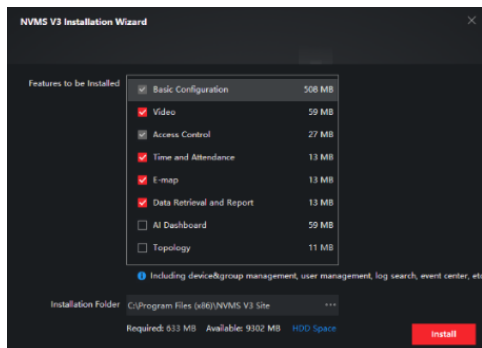
Installation is simple, please unzip it and the installation

Run as Administrator is required.

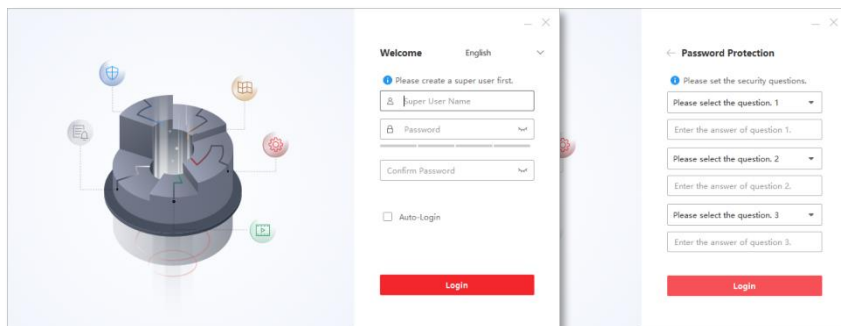
Topology is not necessary; you may remove it.

Client Software

Software	Description	Version	Platform	Download
NVMS V3	Upgraded CMS client software	NVMS_V3_V3.4.0.65_20210331	Platinum Series	Windows



First Time Run / Super User



Note:

Please write down the super user password. LTS won't provide support for the Super User Password Reset (NVMS v3). For all others, please check the LTS Support Policy. [Here](#)

Troubleshoot:

Backup/Restore Configuration. (see Appendix E)

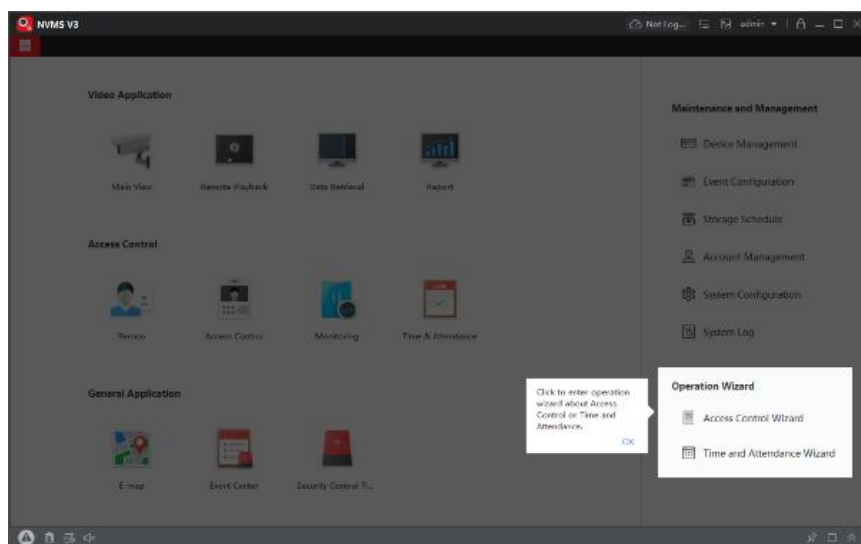
Super User is for the NVMSv3 account permission.

Create Super User Account, Password.

Enable Auto-Login (option; but recommended)

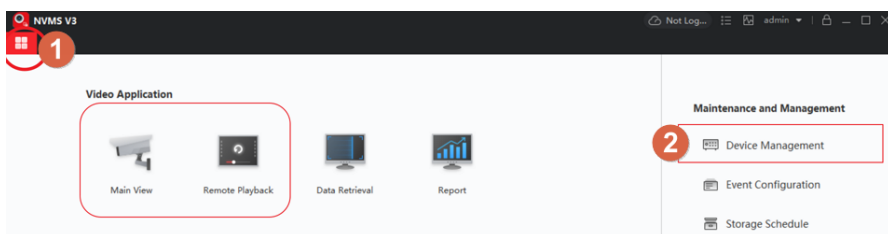
Next, the Introduction Wizard will pop up as below.

Click OK to skip it.



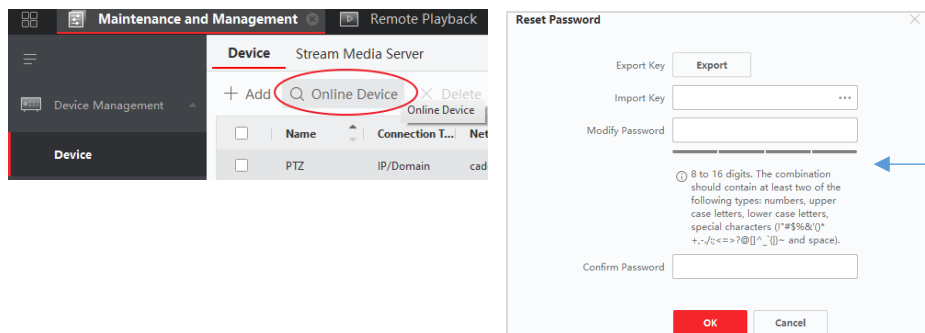
Device Management

1. Tap the upper-left Catalog button.
2. Click **Device Management**
3. Maximize to full screen is recommended.



Search Local Network Device

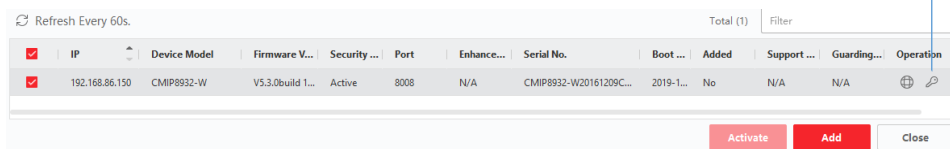
1. Make sure to allow the firewall first.
2. The bottom section will show up nearby devices from the local network.
3. Check the box, then click Add to the list.



4. If the Device is inactivated, please Activate first.

5. If you forgot the password, click the key icon.

6. Click the Global icon to modify the network IP.



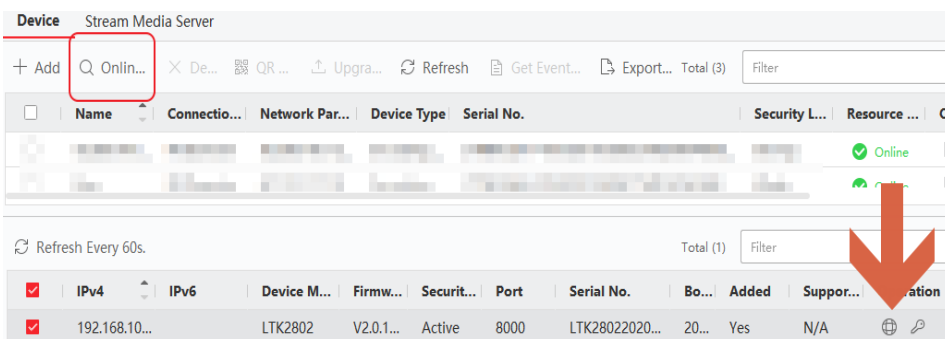
About Password Reset - <https://ltsecurityinc.zendesk.com/hc/en-us/articles/360008093653--PC-Reset-Password-for-Platinum-IPC-NVR-DVR->

**** IMPORTANT --- UPDATE THE FIRMWARE **** Please update the firmware before start everything! Factory default is recommended.

Change Network IP Address

Click Global icon, to change the IP setting.

Note: Access Control and Intercom don't recommend use the DHCP IP address. because NVMSv3 will link to the wrong IP address and cause Arming issue.



Adding Device

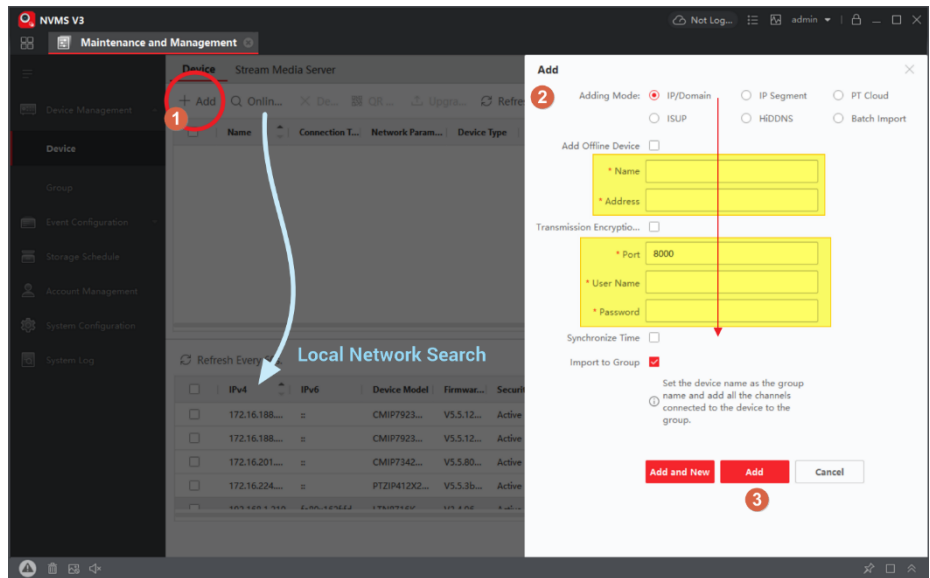
1. Click + Add, to create the new connection.
2. Select IP/Domain and fill up the yellow sections.
3. Click **Add** when finish.

After connected, the Status will show 

* Important *

Please make an appropriate Name (aka nickname).
It helps to label the controller if you have more than one. If it is not connected, please check the setting information again.

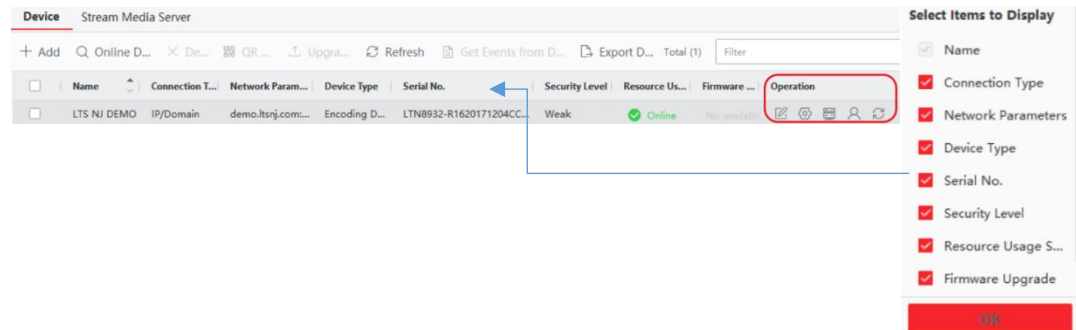
Note: Please always keep the minimal connections in the device management as possible. Because the NVMSv3 will check each device's location connectivity when offline.



(Small Monitor)

If you have a smaller monitor resolution, you may not be able to see the configuration button on the right side. Here is the trick on how to resolve this issue.

(Tips) Move the Mouse on the column and Right-click the mouse button. The **Select Items to Display** will pop up. For example, if you feel the Firmware Upgrade is useful. Remove it to reduce the column to save some space of view.



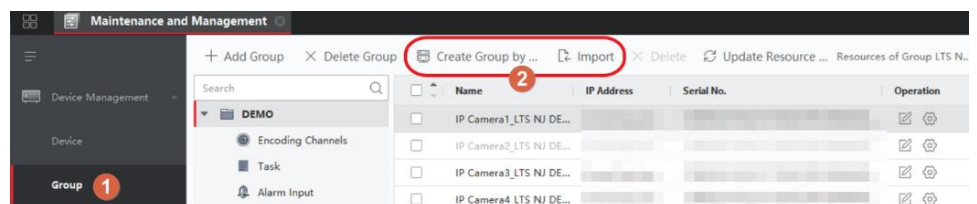
Group

What is the Group? The Group is a folder for the Main View camera control or the Door Access in the Realtime event section. If you don't see this information in the real-time monitoring section. Please re-create it.

Create Group by the Device Name when you

add the device fails, then it will not automatically create the Group folder. Use this function to add it back but make sure the device is online first.

For the Intercom, I recommend using the Create Group by the device name. Do Not use the Import button to merge with different Access Control devices/Doors together. Make the "Group" only contain the device as simple as possible. (Will Discuss in the Programming Section)



Time Sync

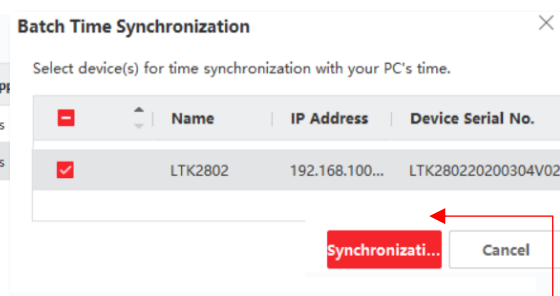
Please always make sure the device time (Time Zone) is correct.

Refresh Every 60s.

<input type="checkbox"/>	IPv4	IPv6	Device Model	Security ...	Port	Boot Time	Added	Supp
<input type="checkbox"/>	192.168.108...	fe80::162ffd...		Active	8000	2021-05-01 16:34:03	No	Yes
<input type="checkbox"/>	192.168.108...	fe80::162ffd...		Active	8000	2021-05-01 11:36:26	No	Yes

For the Access Control, you can verify that time from the device list. (Boot time = Current Time) If the access controller time is not accurate, please use the Batch Time Synchronization to sync back from this PC.

(Notice: Intercom time is apply equal to the boot time, please check the live video time)



Device Arming Control

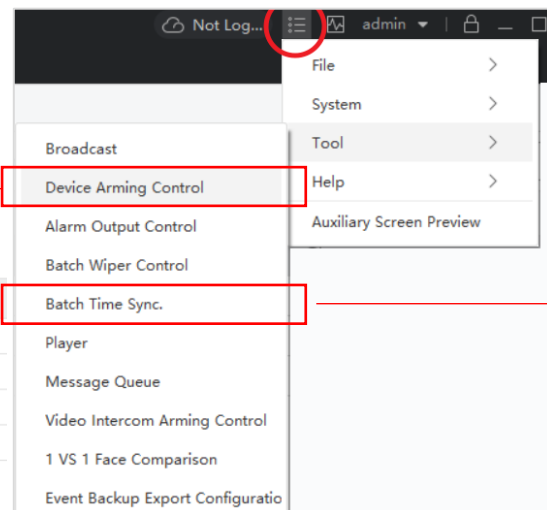
Device Arming Control indicates the device is currently communicate with this NVMSv3. Please always make sure it is **Armed**.

Device Arming Control

Filter

Arm All Disarm All

Operation	Device	Arming Status
<input checked="" type="checkbox"/>	LTK28xx	Armed
<input checked="" type="checkbox"/> Arming	PC Storage	Not Armed
<input checked="" type="checkbox"/>	NVR	Armed
<input checked="" type="checkbox"/>	IP Camera	Armed



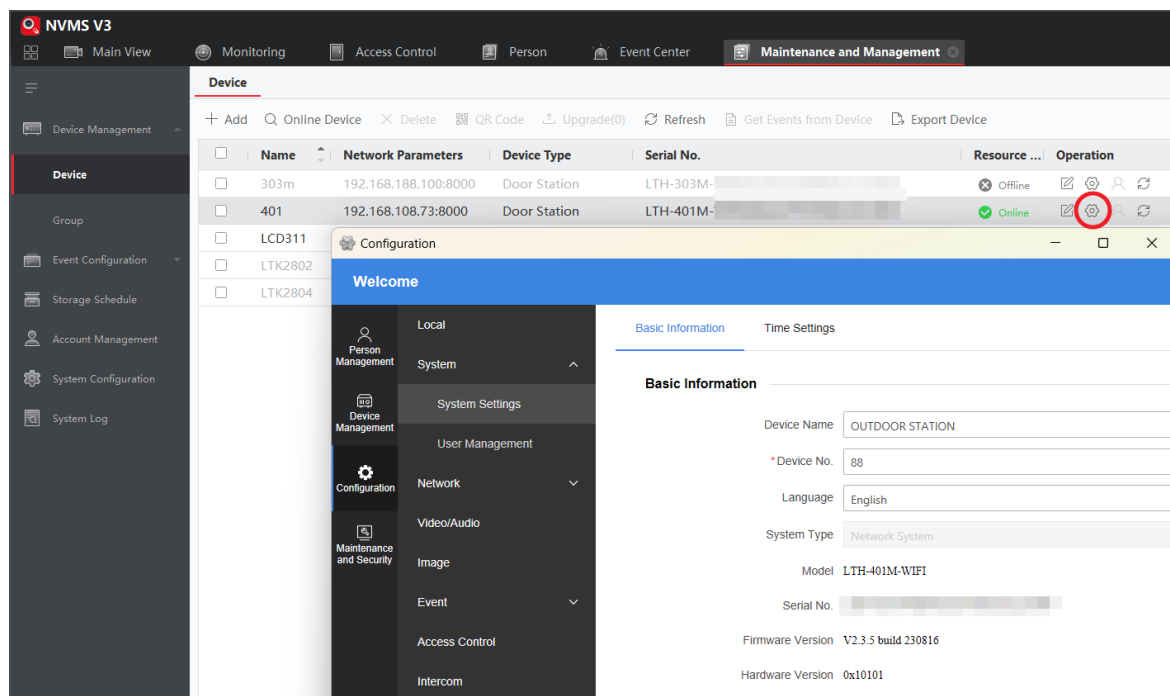
It is most important part to communicate in between PC to the Access Control device. If not, the NVMSv3 will not get any feedback from the device.

That means – even the card to swipe to make the door open, but there will no card swiping record log in to this software.

Please always make sure connect the NVMSv3 and the device within the same network.

If you are using the VLAN or VPN environment, please make sure the port number is open and forward correctly.

Change Setting in the Configuration



Troubleshooting:

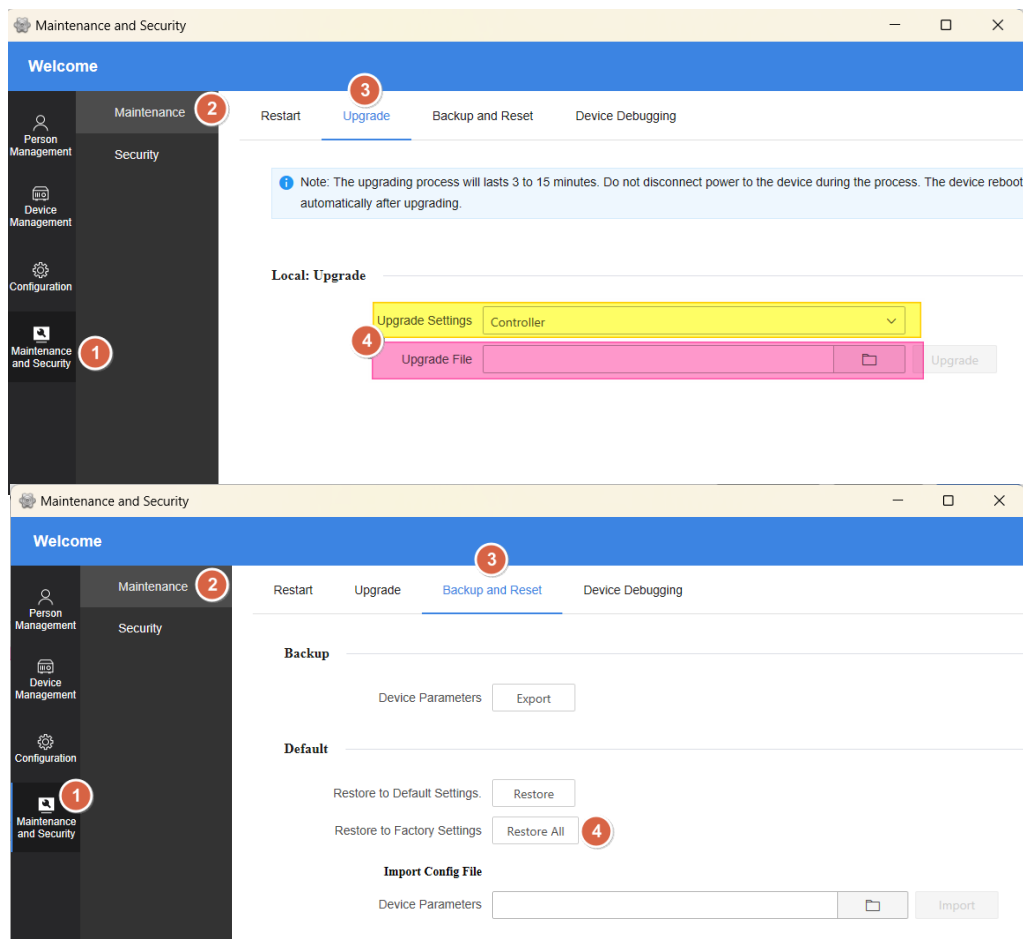
if the Remote Configuration is not able to open, please make sure it is Online first. Or you need to check the HTTP port (80) is open. Otherwise, please consult with your Network IT person regarding the local network firewall issue.

Upgrade Firmware

Please always make sure the firmware model# before you upgrade it.

Recommend Default the unit will get the better performance.

CAUTION default will lost all the setting/info.



Maintaince (Factory Default)

Go to Maintainece & Security

**** BACKUP DATA FIRST**

Backup and Reset

Restore All is the Factory Default

Linking LCD Indoor Station to the 401m Outdoor Station.

Program direction Indoor > Outdoor

I recommend that you program it from the LCD indoor station, and pointing to the outdoor station will be much easier.

(Preparation) Open 401m Remote Configuration

Setup Registration Password

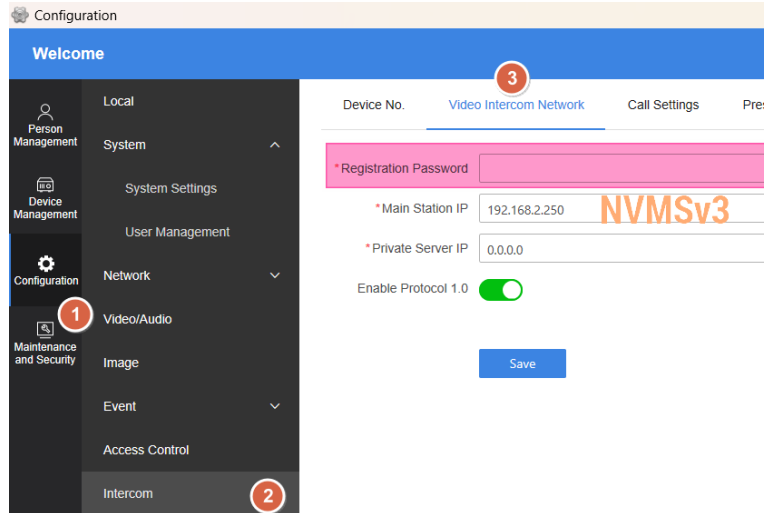
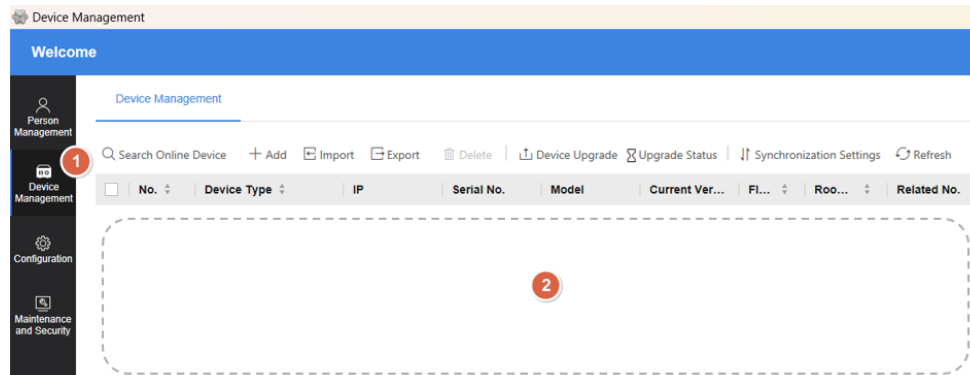
The registration password will be used for the connection between the indoor station and the outdoor station authentication.

Make sure to set it first, this password setup will always hide it even if you have set it before. Make sure you remember the password. If not, please set it again.

If you added the indoor station before and it failed, remove it from the outdoor station's device manager. If it works, just leave it there.

If you want to add it from the outdoor station to the indoor station, just use the (+) Add button.

And fill in all the information. (see Page 12)

Add it from the indoor station to the outdoor.

Note) If you have an LCD indoor extension, please program it first before connecting the outdoor station.

Floor No. (unique)

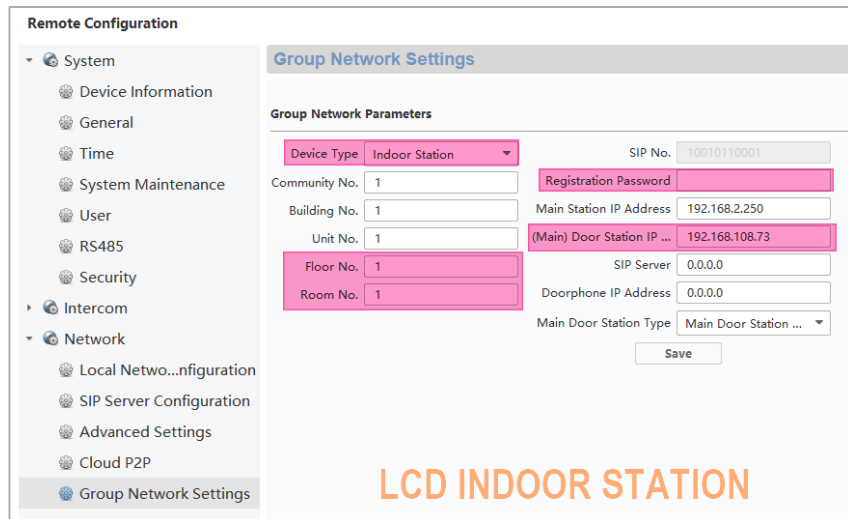
Room No. (unique)

Registration Password same as the Outdoor

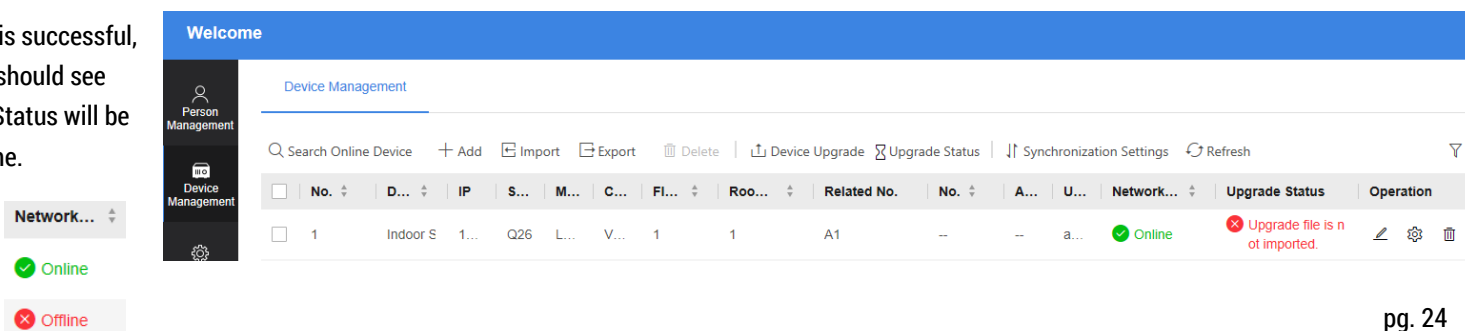
(Main) Door Station IP Outdoor Station IP

Main Station IP (NVMSv3 IP)

After save it, please **Reboot** both Indoor Station and Outdoor Station to take effect.

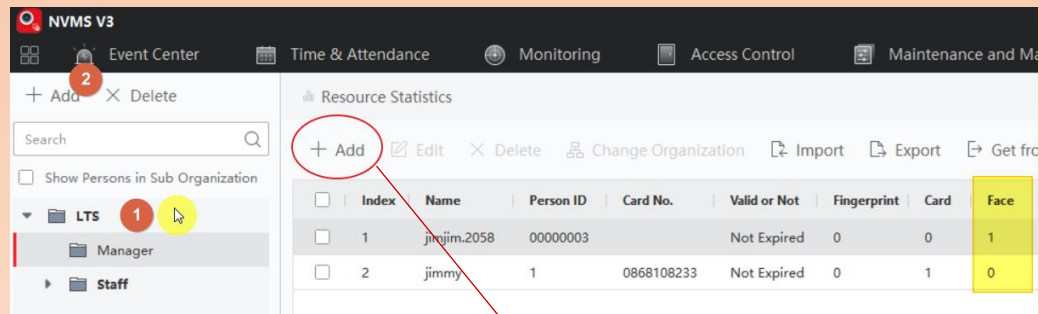
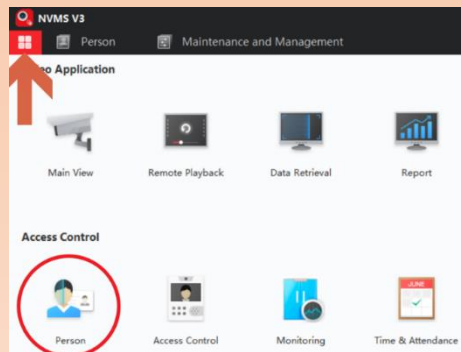


If it is successful, you should see the Status will be Online.



Add Card / Add Person (Structure)

Menu > Person



1. Please rename the Root structure to an appropriate name.
2. Click the root folder and click Add can create a department-level structure.
For Example: click on "LTS" > Add > give a department/group folder name "Manager".

(Note) recommend only create 1 level group folder structure. Please don't create a group folder under another group folder.

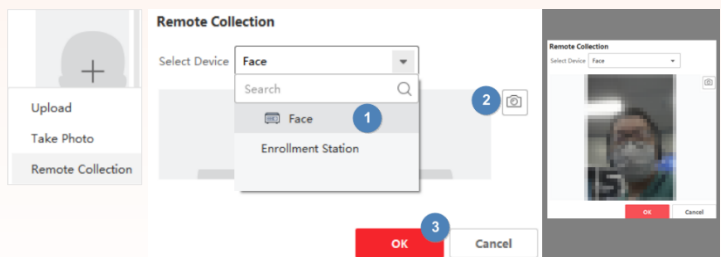
3. Click **+ Add** to set up your first person.
A. **Add a person's name first.**

(Tips) Create a organized structure. For example, if you only have less than 10 people in the database, then this may not really matter to you. However, when you have more people, more organized folder will make you pick the person easier when you assign the Group permission.

Especially, when you try to program whole group with one permission. All you need to do assign whole group folder and apply to it, rather you must pick each person one by one at time to assign different permission manually.

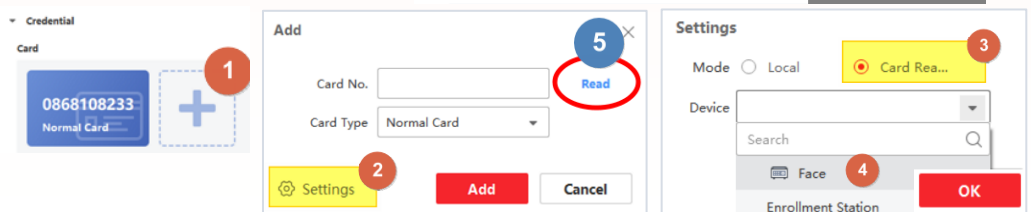
- B. **Add Picture.**

Click Head picture, you can upload a picture, take the photo from PC desktop camera, or capture from LTH401m device (Remote Collection).



Add Card.

Add the Mifare Tap Card or assign a card number become as the punch access number (number must be unique)

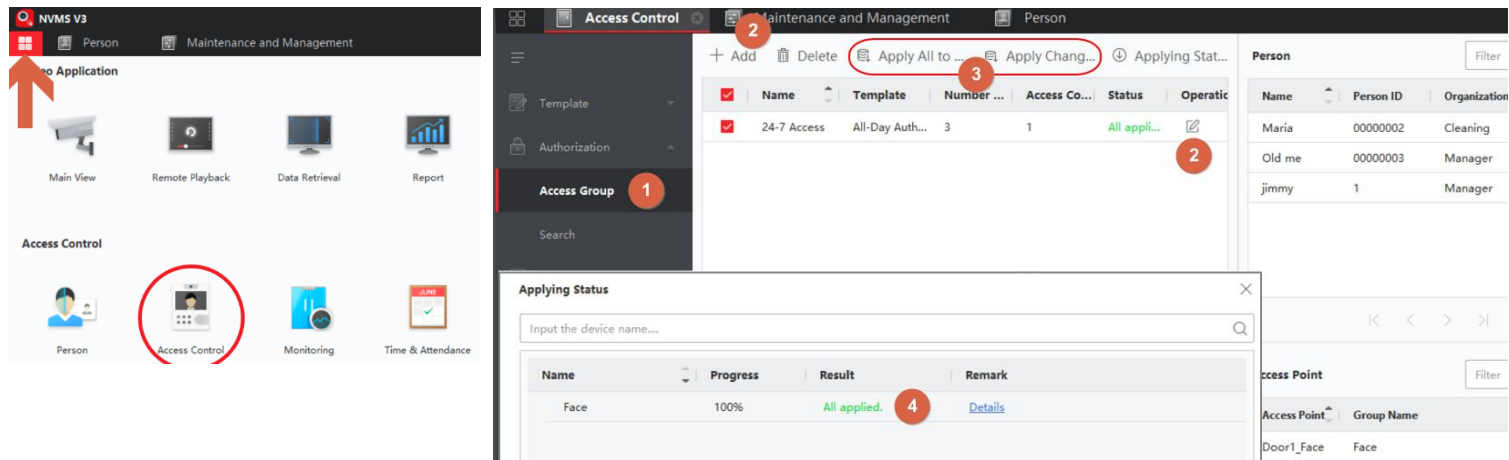


1. Click + to Add
2. Click Settings
3. Click Card Reader
4. Select Remote Device OK
5. Click Read and go to the device Tap the Card to scan it.

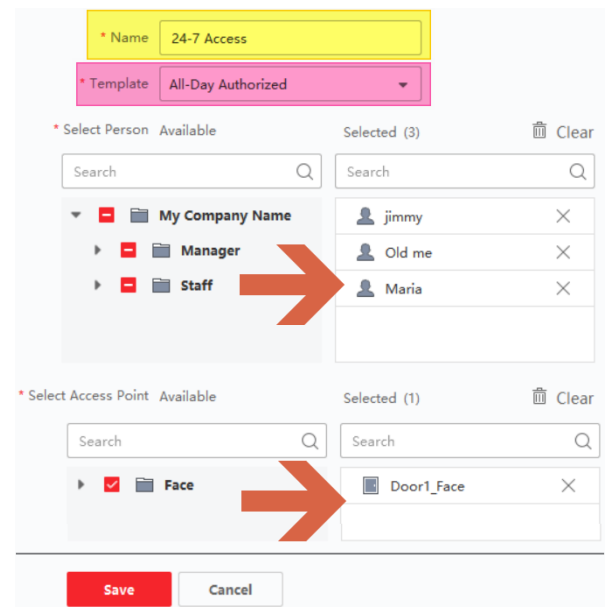
Index	Name	Person ID	Card No.	Valid or Not
1	jimmy	1	0868108233	Not Expired

Access Group (aka **Permission**)

You need to assign the person to the access group, to let the door allows you to open.

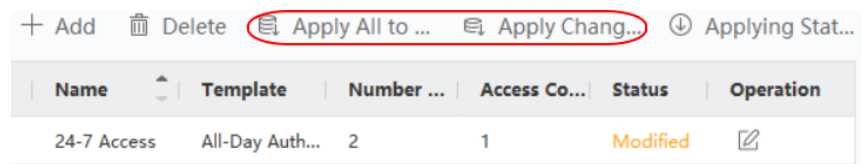


1. After click Add (2), you should see the dialog box on the right.
2. Make sure to give an appropriate name. In Example, I named **24-7 Access**.
3. If it uses a different Time **Template**, please select the correct schedule. (You need to declare it in the Template section first. See next page)
4. Add Person to the Right side.
OR you can select Group Folder to add all people at once.
5. Add Access Point (Door) to the right-side panel.
6. Click **Save** when finished.



We are almost done with the Person/Permission Programming.

You need to click Apply to the device.



There are two different kinds of applications.

Apply Changes – Only apply the Change section to the device.

Apply All to the device – Apply all settings (aka Manual Override) to the device, even all the data has already existed and same.

Congratulation, now you can Test the result.

Use the Facial to access or use the keycard to unlock it.

REMEMBER

Make sure there are **No overlapping permissions**.
For example, if John has been allowed to open all doors in one permission, there is no reason for John to program only door 1 to open in another permission. It is repetitive.

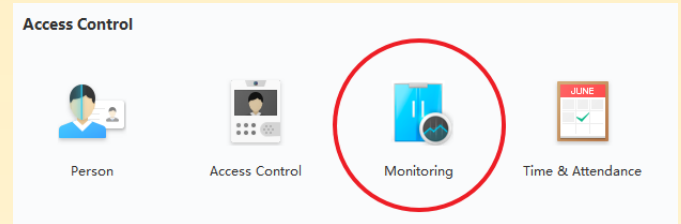
Monitoring (Realtime Monitoring)

Go to **MENU > Monitoring**.

You can Unlock/Lock the door from here.

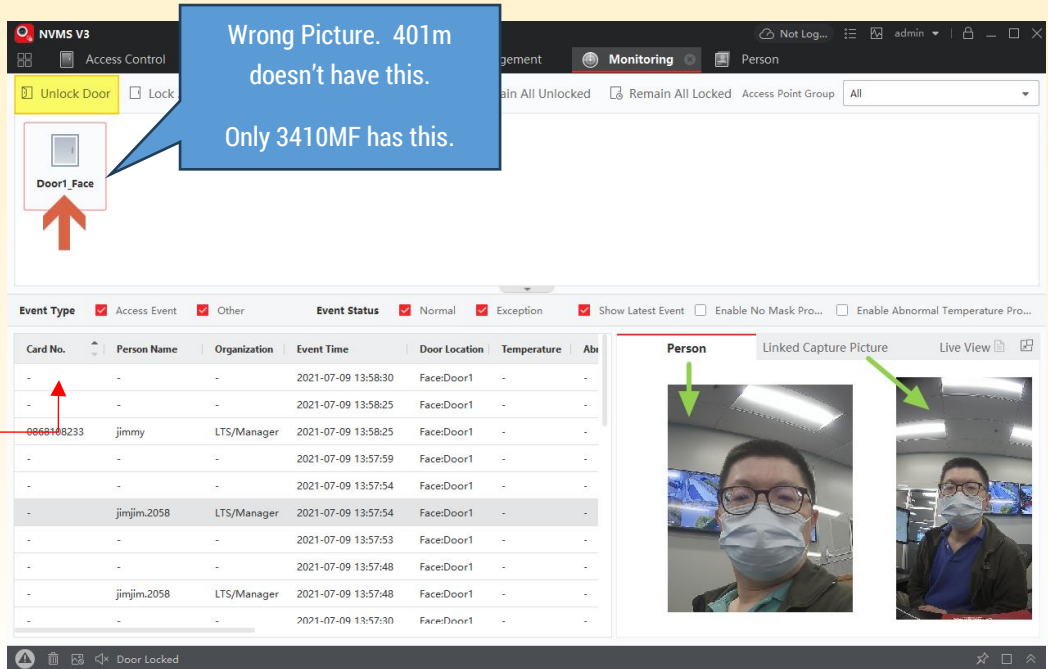
Also, you can monitor who is/was currently access the device; or monitor

which key card is accessing and thru which door.



To Unlock Door:

Select Door first, click Unlock Door at the top.



Event: Current Access Logs

Here list of all the live accessing events.

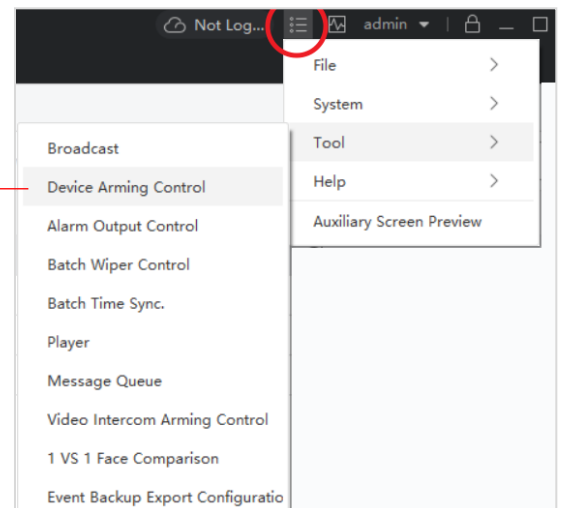
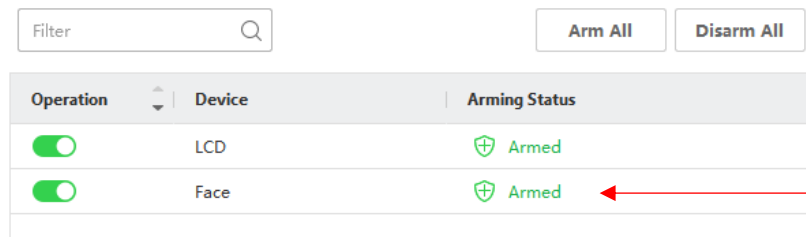
Right click on the Column, you can display/hide the field

Requirement:

The Device Arming status must be ON.

Device Arming Control

Device Arming Control



(Important) About Arming:

Each Armed device can only point to one NVMSv3. In other words, if you have two NVMSv3 software running on different PCs.

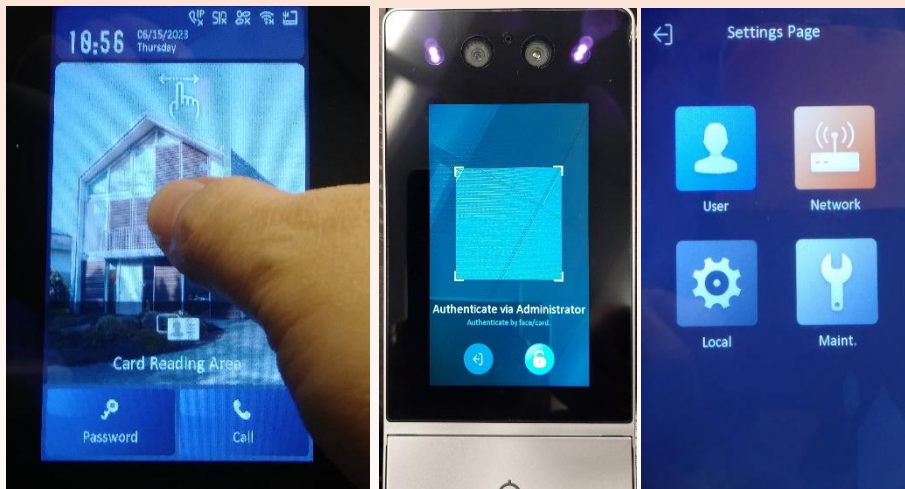
Only the first armed device can fully/accept incoming event signals. The second NVMSv3 will never be armed.

There can be several reasons why it cannot be armed: the device is offline, firewall issues, VPN, or armed.

If you want to transfer arming from one PC to another, you will need to disarm it and then re-arm it from the other PC.

Alternatively, you can try changing the 2802/2804 to a different IP address than before. Then, you may have the opportunity to connect to NVMSv3 again.

Standalone



Standalone Programming (Recommend use PC to program it, Go Page 10)

I recommend you use PC to program the LTH-401m device because the standalone function/settings are very limited. If you try to program it without PC, then these things you should know first.

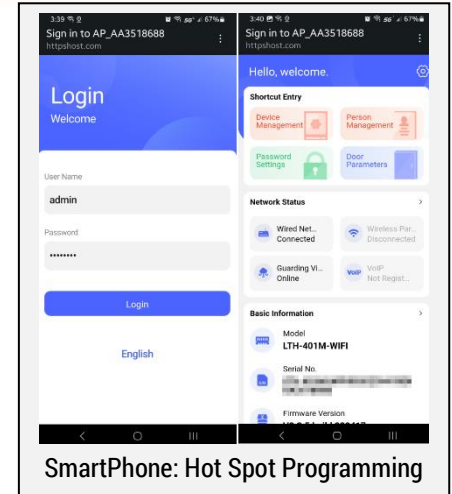
What can do and what features you will have?

1. Program Keycard, Face Detection, or the User to Open the Door (1)
2. Program the Local Network Setting and PTCloud
(View Remotely and Open Door only, but no ring) (Mobile Ring, require the LCD Indoor Station)
3. Checking Capacity / Default Settings / Reboot
4. You can program it thru the Smart Phone
(Hotspot AP mode; but will turn off after AP idle 30min)

What you can-not do with standalone programming?

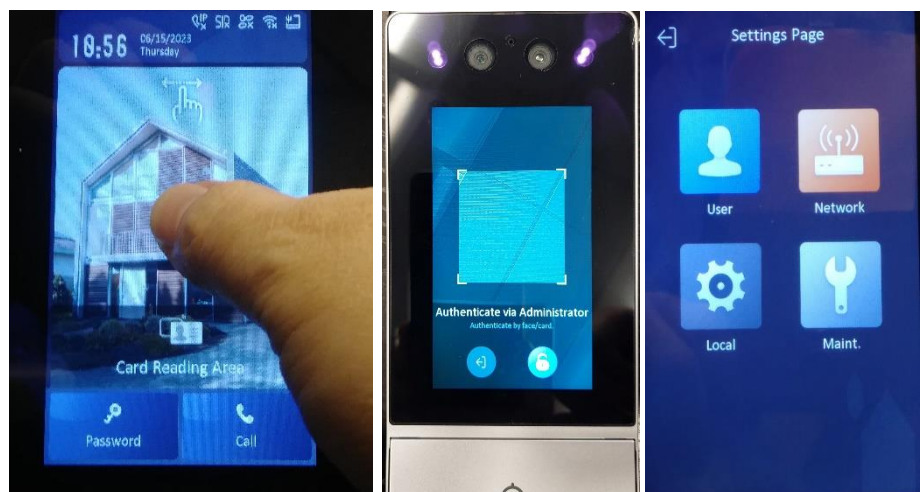
(I still recommend use Browser to program will be easier)

1. LTH-401m has Door Password Access, it supports up to 16sets. Each password max length to 6 digits.
(Need: PC or Hotspot AP to program)
2. Standalone can't program to join the LCD Indoor station or other outdoor station. (You need PC or Smartphone AP mode to do it.)
3. The Standalone program won't support any backup features. (Only PC NVMSv3 / WebUI can support Export function)



Access the Standalone Programming.

Press and hold the touch screen until the finger swipe icon shows up. Swipe left or right to access the menu. Enter the password or tap key card or using face to access (if you program any). After logging in successfully, then you should see the settings Page. (**Important:** if you fail to login with your password/ keycard/ face more than 6 times, it will go to the Lockdown 30mins mode. Even you have the correct password, you won't be able to access it unless it reboots or timeout)



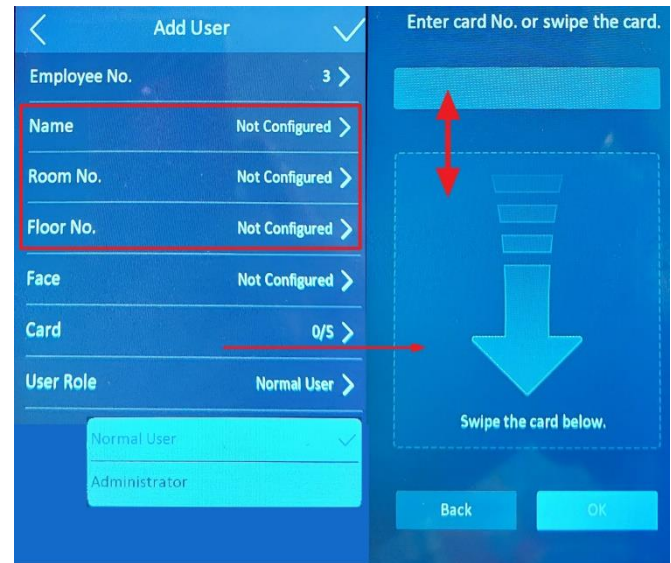
Programming User (Add)

You can add the new user from the touch screen, but you are not able to modify any existing user & settings.

Settings Page > User > User Management (+) >

Name	Jimmy
Room No.	1
Floor No.	1

For all other functions, please check the official User Manual.



Hotspot

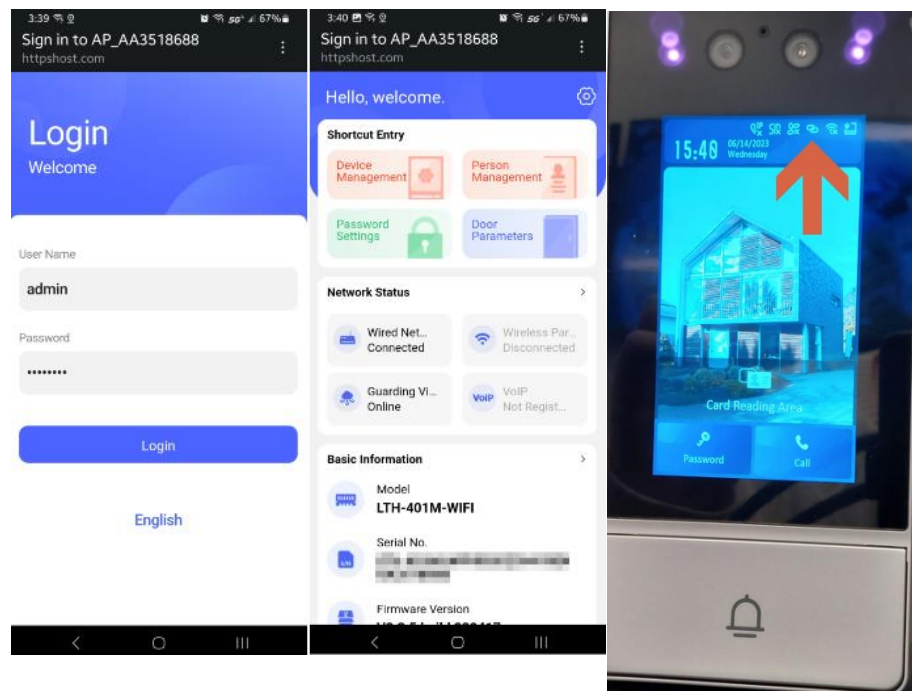
Settings Page > Network > Hotspot >

Hotspot is designed for very short periods when you don't have a PC to program, but you want to program the LTH-401m.

After connecting to the Hotspot AP and logging in, you should be able to see the configuration panel.

It has more configuration than the local touch screen panel. And yes. You can program it from there, but I only recommend using this method if you are running out of options.

The Hotspot can connect to Internet, but very slow. It will automatically turn off the Hotspot, if Hotspot is not been used for awhile,



The hotspot will be disabled after the wifi is programmed.

Otherwise, it will automatically turn on for at least 5 minutes at boot time.