



# TouchOne Intercom Application

Installation Instructions for  
Bosch PDV-2000 Private Door Station

v1.0

## 1. OVERVIEW

These instructions will show you how to configure the Bosch PDV-2000 Private Door Station (referred to as the PDV-2000 from here on) to communicate with the TouchOne security touchscreen. There are three major steps to completing this process:

1. Install the TouchOne Intercom Application on the TouchOne.
2. Configure the PDV-2000 to communicate with the TouchOne.
3. Configure the TouchOne Intercom Application to communicate with the PDV-2000.

## 2. VERSION INFORMATION

This instruction document was written to the following versions:

### PDV Configuration Tool

|                     |
|---------------------|
| Version: 570        |
| Platform: Windows 7 |

### TouchOne

|                           |
|---------------------------|
| Hardware: 8T02A           |
| Software: 2.3+            |
| Intercom Application: 1.0 |

Any variations to the hardware and software you are working on may result in slightly different instructions. If you are working on newer versions than listed above and the instructions do not match, please contact your local Bosch Security technical support representative for support.

## 3. FEATURE SET

The TouchOne Intercom Application has the following features enabled when used with a PDV-2000:

1. Receive calls when the PDV-2000 bell button is pressed.
  - a. Two-way audio communication.
  - b. One-way video communication.
2. Initiate a call from the TouchOne.
  - a. Two-way audio communication.
  - b. One-way video communication.
3. Control the PDV-2000 from the TouchOne (from the in call display screen).
  - a. Control Door Output.
  - b. Control Call Volume (on the TouchOne).

## 4. REQUIREMENTS

1. A secured WiFi local area network (LAN) with DHCP enabled and Internet connectivity.
2. TouchOne connected to the LAN via WiFi.
3. PDV-2000 connected to the LAN via Ethernet.
4. PDV-2000 powered through 24VDC PoE or on-board 24VDC connector.
5. A computer running Windows 7+ with LAN access for initial PDV-2000 configuration.
6. A valid TouchOne Intercom License.

## 5. INSTALLATION INSTRUCTIONS

### 5.1. INSTALLING THE INTERCOM LICENSE

The Intercom license is purchased through your local Bosch Security distributor. This can either be provided in a physical (license card) or digital (emailed license PDF) format. One license is required for each TouchOne device. As of TouchOne Intercom Application version 1.0, only one Video Door Station (of any type) can be used with one TouchOne device.

The TouchOne must be connected to a local network via WiFi and have Internet access to install the license. After the License has been verified, Internet access is not required, however LAN connectivity to the PDV-2000 is required for the Intercom Application to operate.

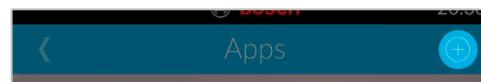
1. From the TouchOne's standby screen, ensuring all areas of the panel are disarmed, tap the "Settings" button.



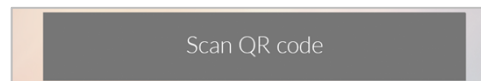
2. Tap "Apps"



3. Tap (+) to add a new App



4. Tap "Scan QR code"



5. Position the QR code from the license card in front of the TouchOne camera so it fits within the lighter square.

6. Once the TouchOne has read the QR code, it will verify the License with the server.

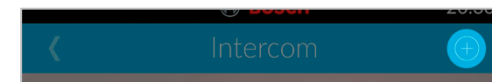
Once the license has been verified, the Intercom Application will be shown.

Note: This license will not be able to be used on another TouchOne device once it has been verified.

### 5.2. CONFIGURING THE TOUCHONE INTERCOM APPLICATION

This step will configure the Intercom Application to work with the PDV-2000.

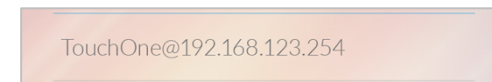
1. From the Intercom Application screen, tap (+) to add a new Intercom device.



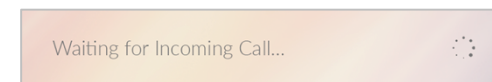
2. Tap the Robotix T25 option.



3. Record the IP Address shown on the screen.



4. The TouchOne will wait for a call from the PDV-2000 to confirm it has been configured correctly.

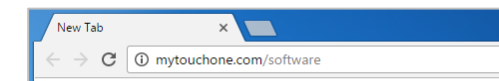


### 5.3. CONFIGURING THE DOOR STATION

The following instructions use the PDV570Tool Windows Application for configuration.

1. Mount, power and connect the PDV-2000 to the local network as per the latest instructions provided in the PDV-2000 packaging.
2. Connect the Windows PC that is being used for configuration to the same LAN as the PDV-2000.
3. On the PC, open a Web Browser and navigate to:

[mytouchone.com/software](http://mytouchone.com/software)



Instructions continued on reverse >

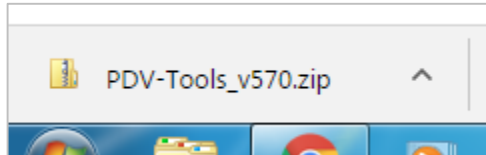
- Scroll to Bosch PDV-2000 Private Door Station and click the "Download" link to download the PDVTools application.

**Intercom**

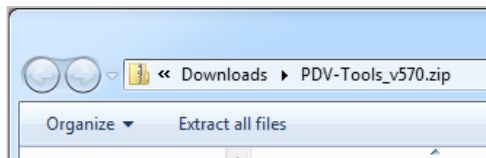
**Bosch PDV-2000 Private Door Station**

|                      |  |
|----------------------|--|
| <b>Name</b>          | PDVTools   |
| <b>Description</b>   | Tool to configure settings for Bosch PDV-2000 Private Door Station |
| <b>Version</b>       | 570  |
| <b>Platform</b>      | Windows  |
| <b>Download Link</b> | <a href="#">Download</a>   |

- Once the file has completed downloading, open the file from the download bar (Chrome) or the download location in Windows File Explorer.



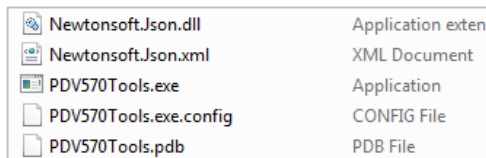
- Click "Extract all files".



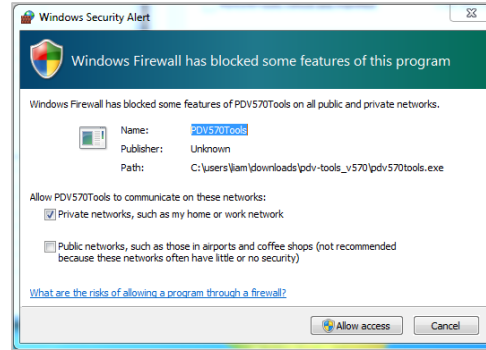
- Click "Extract".



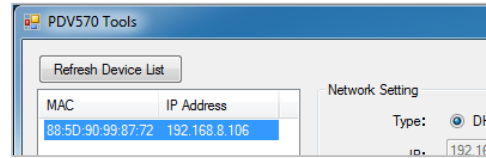
- Double Click "PDV570Tools.exe".



If the below Windows Firewall window appears, Tick "Private networks, such as my home or work network" and click "Allow access".



- Once the Application starts, wait up to 10 seconds for it to find the PDV-2000 on the LAN. Click on the IP Address that appears.



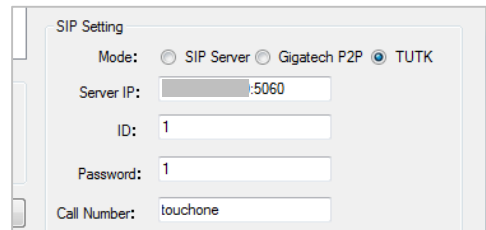
If an IP Address does not appear after 10 seconds, follow the troubleshooting steps at the end of this document.

- Enter the following settings:

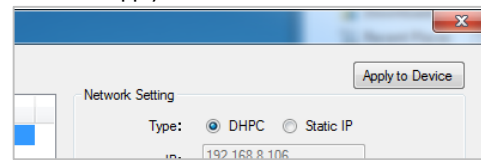
- Mode: TUTK
- Server IP: [IP ADDRESS]:5060

The IP address of **the TouchOne** should be currently displayed on the TouchOne screen, illustrated on step 5.2.3. Ensure ":5060" is appended to the end of the IP address.

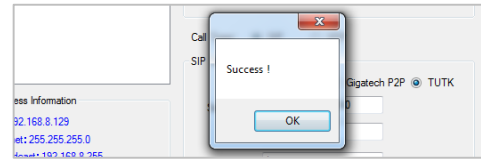
- ID: 1
- Password: 1
- Call Number: touchone



- Click "Apply to Device".

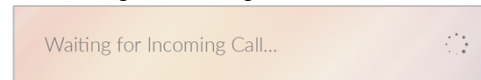


- Wait for the Success dialog to appear and click "OK".



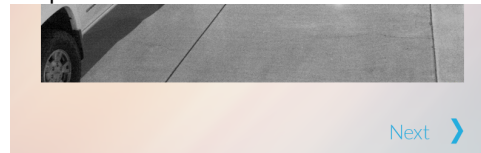
- The PDV-2000 will restart. Wait for 1 minute until the Bell icon on the PDV-2000 has illuminated.

- Ensure the TouchOne screen still shows "Waiting for Incoming Call..."



- Press the Bell button on the PDV-2000 to test the device is configured correctly.

If the PDV-2000 is configured correctly, its image will show on the TouchOne screen. Press Next to complete installation.



Installation is Complete.

## 6. TROUBLESHOOTING

### 6.1. NO IP ADDRESS IS SHOWN IN PDV570 TOOLS.

- Ensure the PDV-2000 is powered on (the card window should be illuminated).
- Ensure the PDV-2000 is connected correctly to the LAN (the green and orange LED on the PDV-2000 LAN socket should be illuminated).
- Ensure the computer can communicate with the door station. Using common IP scanning tools (e.g. Angry IP Scanner), search for the IP Address of the PDV-2000 (its MAC address will start with 88:5D:90) and attempt a connection to its Web Interface.
- Ensure Windows Firewall is not blocking the connection.
- Ensure you are using a physical Windows PC to run PDV570 Tools, rather than a Virtual Machine.

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