



Whoo Intercom

Installation Guide



Support: P: 646 228 6341 / E: support@whoo.ai

Step 1 Verify that door strike works:

- Find wires connected to the old intercom that active the door strike.
- Verify that the door strike works by manually closing the circuit.
- Mark cables.

Step 2 Determine how the Whoo.ai Intercom is going to connect to the internet:

- Simple Cable Modem: most installations are with cable modems.
- OR**
- Cell modem: check signal strength via a Local Area Network.
- OR**
- Some installations have a router or other networking components between the Whoo.ai intercom and the Modem (e.g. Point-to-point bridges).
If so, first ensure that the network works properly using a laptop.

Step 3 Locate switch/router and plan Ethernet cable routing:

- Create a rough estimate of how hard it would be to run the cat 5 cable: _____ hours.
Then choose:
 - To plan cable routing: follow hanging lamp outlets or existing cables. It is better to go behind crown molding (modern) or in ceilings.
Cut ceilings if necessary and patch them later.
- OR**
- If routing cat 5 cable is hard (you estimated more than 4 hours of work):
Find existing twisted pair from old unit to a reasonable place close to the router to use with EoTP.



NOTE: Ethernet cables cannot be more than 100 m (300 ft) long. Use 1 PoE extender close to the middle of a 200 m (600 ft) span. If longer, use EoTP (Ethernet over Twisted Pair) and a new twisted pair.

Step 4 Ensure there is an Ethernet port available at Modem or router:

- If yes, then connect the PoE injector.
- OR**
- If no Ethernet port is available, add a PoE switch instead of the PoE injector.

Step 5 Test internet speed:

- Speed must be at least 2 Mbps - megaBITS per sec up and down (normal is 30up/4dn).

Step 6 Remove old intercom:

- Preserve electric strike trigger cable and terminate others.



NOTE: Be careful not to disable other systems (card readers, security, separate mailman key locks. These should connect in parallel to our trigger cable.

Step 7 Route the Ethernet cable and install RJ45 terminals:

- Test cable/terminals.
- Connect to cable modem with PoE Injector or PoE switch.
- Test internet speed with a computer (or cellphone and ethernet adapter) at intercom's end of cable.
<https://speed.measurementlab.net/>



NOTE: If you test using your cell phone, make sure to put your phone into airplane mode to ensure that it connects to the internet through the ethernet cable.

Step 8 Install the appropriate mounting bracket for the Whoo.ai Intercom:

- Three options: surface mount, flush mount, or drywall flush mount. *See page 3 for details*

Step 9 Connect the Whoo.ai Intercom:

- Use solid core copper cable to patch existing door strike trigger to relays (use Normally Open side of relays).
- Plug in Ethernet cable to the Whoo.ai Intercom. This brings power and internet access.
- Secure the weather proofing case in the back of the Whoo.ai Intercom.

Step 10 Attach Whoo.ai Intercom to the mounting bracket:

- Make sure that the top lip fits snugly and both hex screws are tight but not forced.

Step 11 Test:

- Make sure Whoo.ai Intercom starts up correctly (it takes 15 seconds before the buttons appear on the screen)
- Make sure doors open properly using the delivery button on the Whoo.ai Intercom.
- Make sure you can see through the camera (using admin tool).

Step 12 Give admin the go ahead to run tests, configure and share with residents:

- Help the administrator download and pair their admin tool.

Please include a photo of this completed checklist with your report of the completed work to support@whoo.ai.

Whoo.ai Mobile Intercom
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