







How to solve Cannot Call problem

Applicable Series: TC-5000

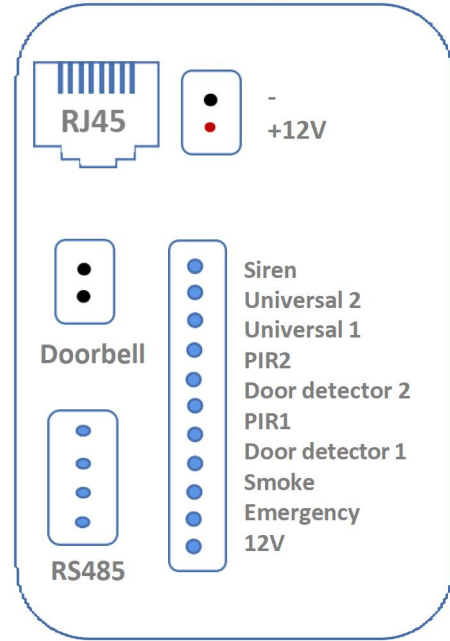
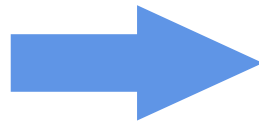
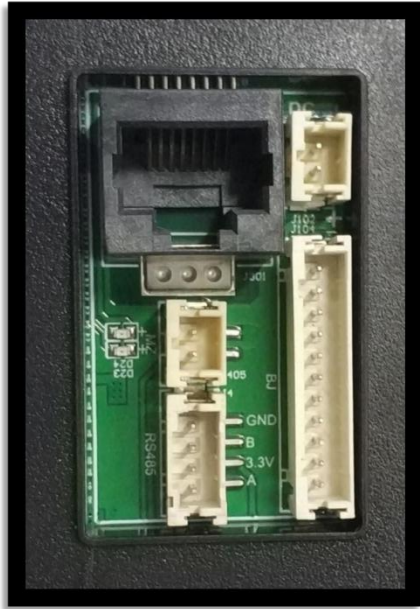
2022.11 V1

1.Product Overview

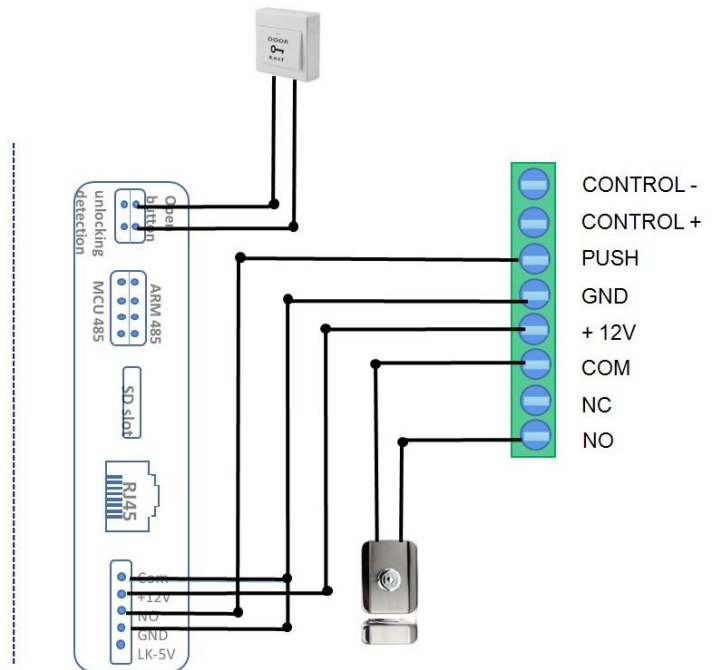
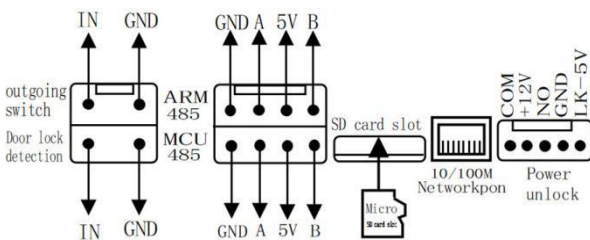
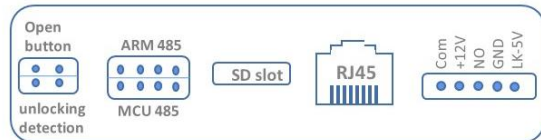
Model	TC-5000MH-18F	TC-5000MH-18B	TC-5000D-XL4	TC-5000D-20B
Image				
Housing Material	ABS+Alu	ABS	Aluminium	Aluminium
OS	Android 6	Android 6	Android 7	Android 7
Display	8 Inch IPS LCD	10 Inch IPS LCD	8 Inch IPS LCD	10 Inch IPS LCD
Resolution	800*1280	1280*800	800*1280	800*1280
Camera	/	1Mega Pixel	CMOS 2.0Mega Pixel + Infrared detection camera	CMOS 2.0Mega Pixel + Infrared detection camera
Wi-Fi	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	/	Optional	Optional	48V POE
Alarm Input	8CH	8CH	/	/
Relay Output	2	1	2	2
RS485	1	1	1	1
Installation	Wall mounting	Wall mounting	Flush/Wall mounting	Flush/Wall mounting
Operation Temperature	-10°C~+55°C	-10°C~+55°C	-25°C~+55°C	-25°C~+55°C
Operation Humidity	10~90%	10~90%	10~90%	10~90%
Dimensions (W x H x D)	119.5x200x13.5 MM	258.6x167x15 MM	158x303x34 MM	173.4*392.3*33 MM

2.Interface

For indoor monitor TC-5000MH-18F and TC-5000MH-18B

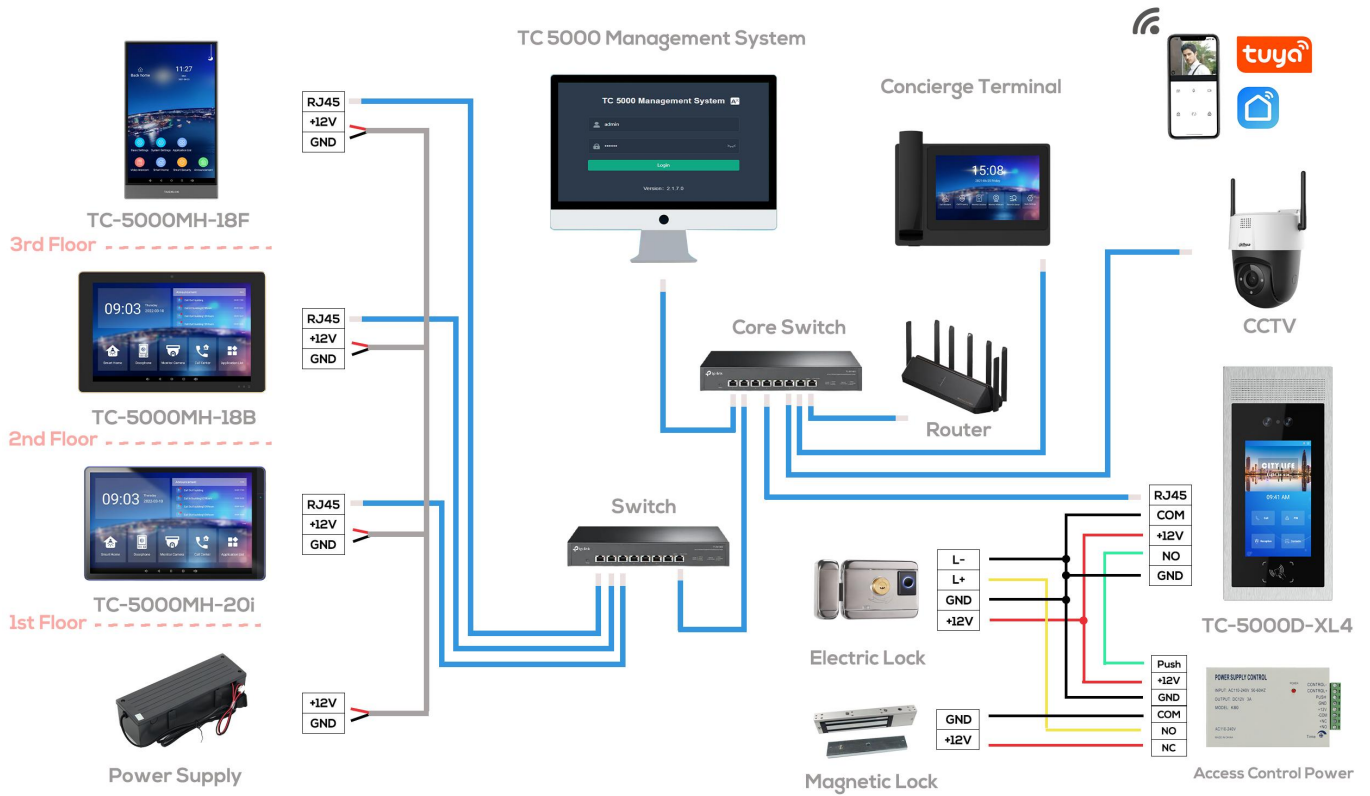


For outdoor unit TC-5000D-XL4 and TC-5000D-XL5



Note: interface may be different, please subject to your models.

3. System Network Diagram



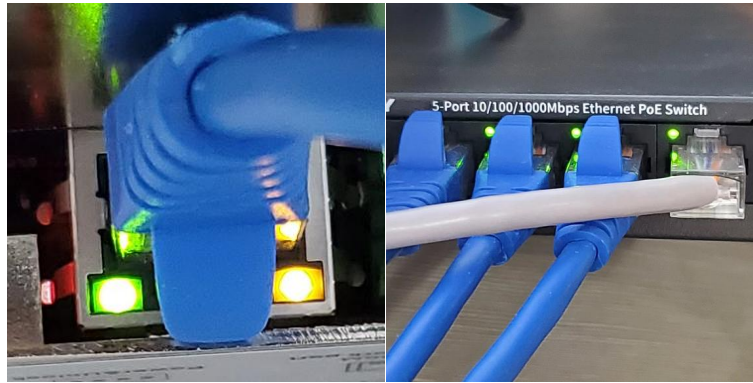
4. Problem identifying

1. Check if the internet cable (Cat5/6) is connected properly or not

Check on RJ45:

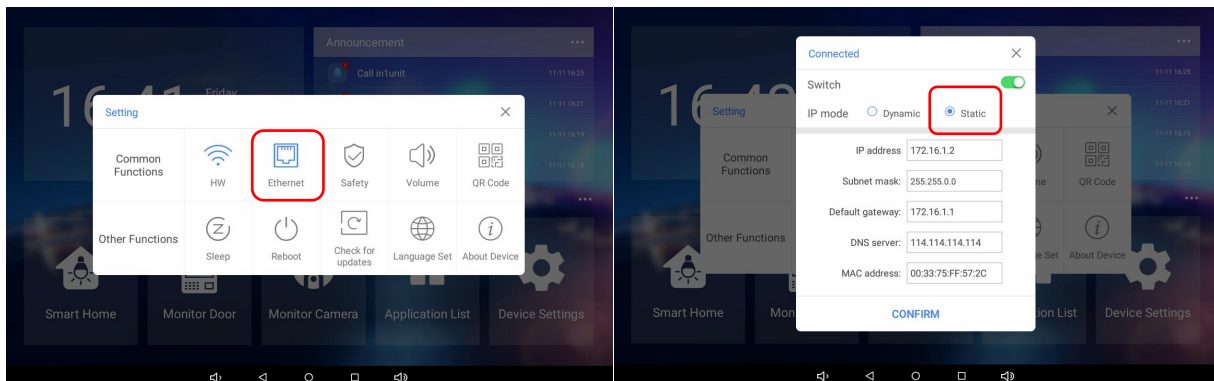
Yellow light on: the cable is physically connected

Green light flashing: data is in transit

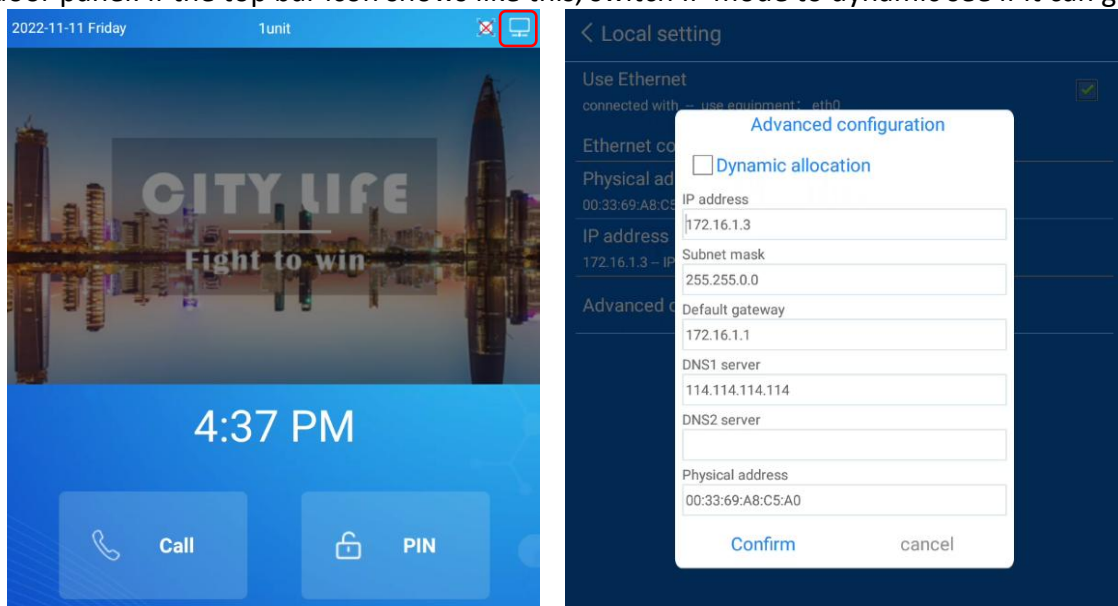


Check on device:

On monitor: if the Ethernet icon is blue color, switch IP mode to dynamic see if it can get IP



On outdoor panel: if the top bar icon shows like this, switch IP mode to dynamic see if it can get IP



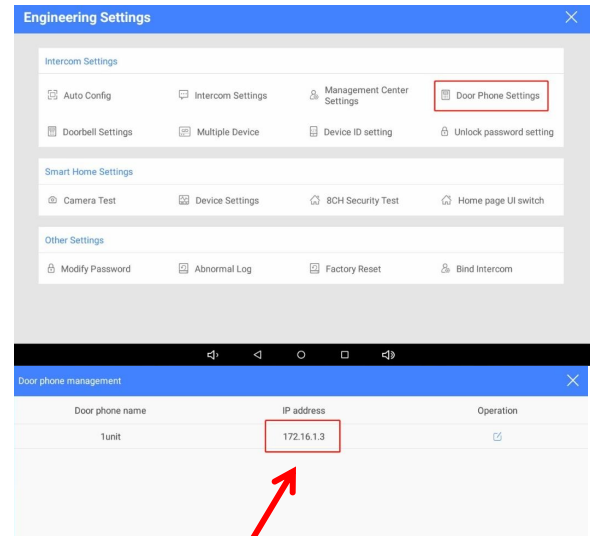
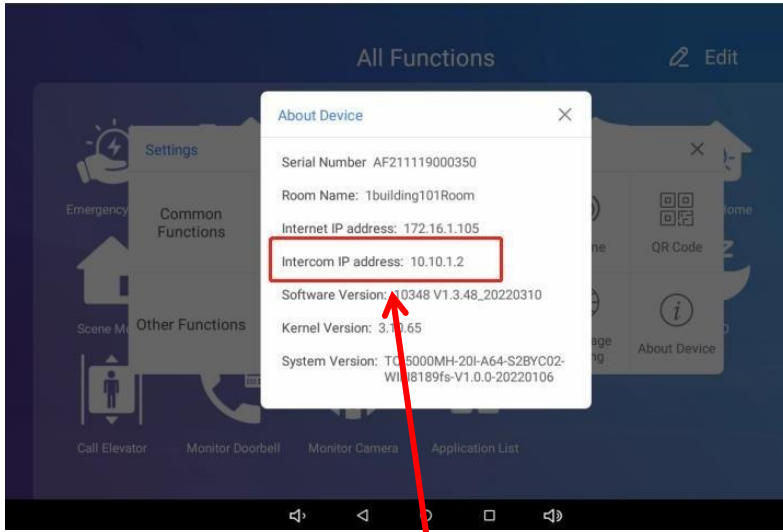
Note: please switch back to **static IP** after the operation, the data is all properly set, must be fixed.

2. Check device IP see if they are matching or not

On monitor:

Monitor IP: About Device

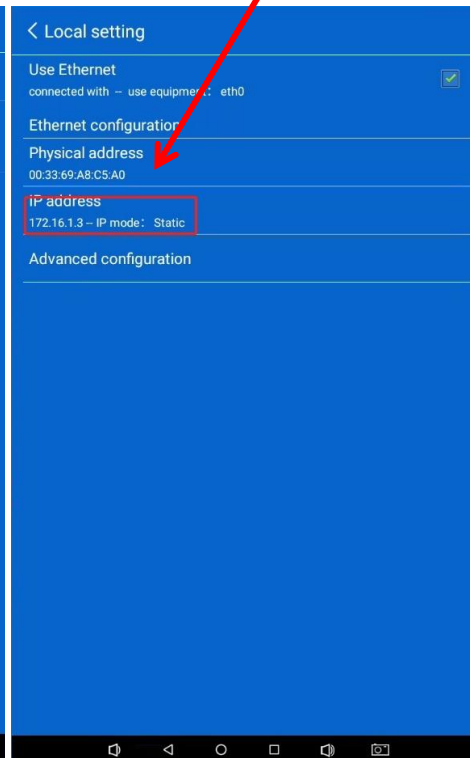
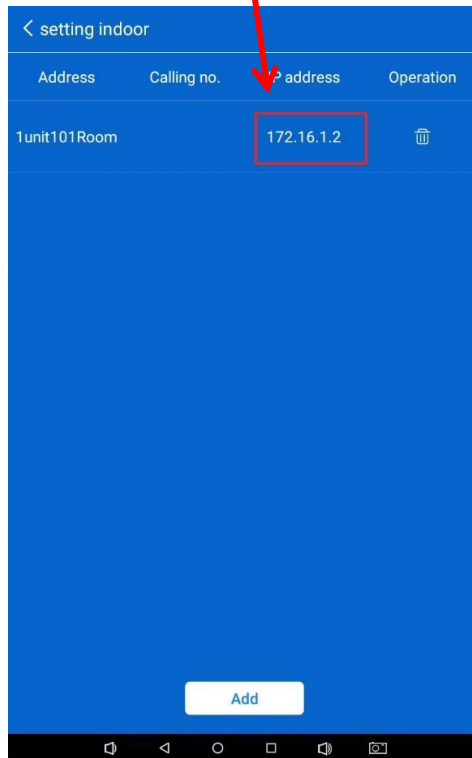
Outdoor IP: Engineering Settings -> Door Phone Settings



On outdoor panel:

Monitor IP: Intercom settings -> setting indoor

Outdoor IP: Intercom settings -> Local Setting



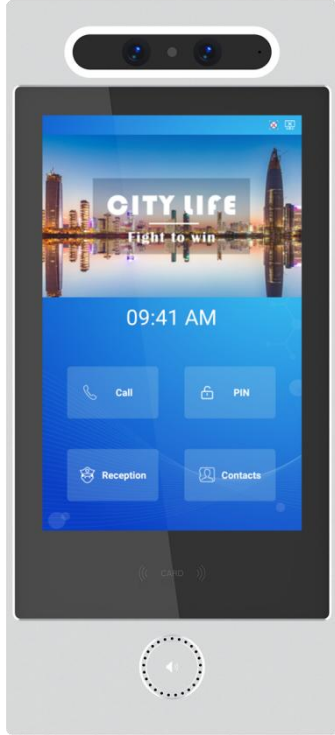
3. Connect to management center to reset the system

Indoor monitor setting



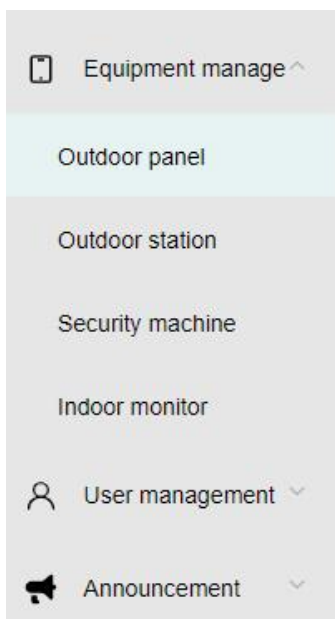
- ① Connect power , RJ45 port to router
- ② Click [basic settings]
- ③ Ethernet
- ④ Click [dynamic] and then click [x] to exit
- ⑤ Setting
- ⑥ About equipment
- ⑦ Quickly click [Kernel version] 3 times
- ⑧ Login in [password 123456]
- ⑨ Click [auto configuration]
- ⑩ Choose the right room from structure
- 11 Choose [Host](or sub if there is) and exit

Outdoor Panel setting



- ① Connect power & RJ45 port to router
- ② On call menu, input 159357(default)
- ③ Intercom settings
- ④ Local setting
- ⑤ Advanced configuration
- ⑥ Dynamic allocation [confirm]
- ⑦ Return to setting
- ⑧ Login in

Login in account and password:



Edit door phone / [Return](#)

Basic information

* Structure 【Taichuan】

* Device name

* Login account

* Login password

* LAN Intercom IP



5. 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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We highly appreciate your feedback about our products

