Quick Start Guide

Opyn Pro - Single Button IP Intercom

For Full installation and operation Manual see after Quick Start Guide

The information in this document may be changed as we always strive to improve the product. Trust that the information provided is accurate at the time of document release.

Opyn Pro - IP Entry System

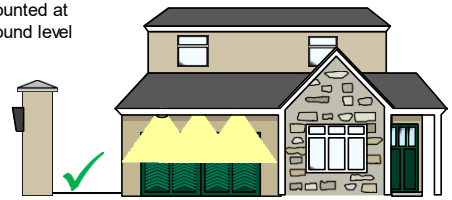
* ALWAYS TEST THE UNIT ON SITE **BEFORE** INSTALLATION TO AVOID RESTOCKING FEES *

AES GLOBAL

STILL HAVING TROUBLE?
Find all of our support options such as Web Chat, Full Manuals, Customer Helpline and more on our website:
WWW.AESGLOBALONLINE.COM

Install Preparation

Antenna not to be mounted at ground level

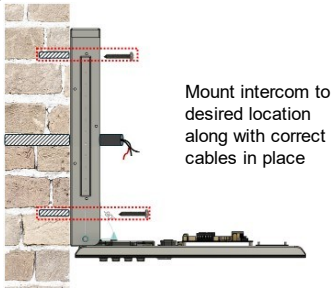


MAX DISTANCE 100m(320ft) (LAN)
Thiscan be extendedby using an ethernetcable extender (purchased separately)

1

We recommend a minimum UPLOAD speed of 1.5 Mbps!

The higher the upload speed the higher the quality of your video stream will be. However, you can adjust the video stream quality should you still find it dropping frames or a little slow.

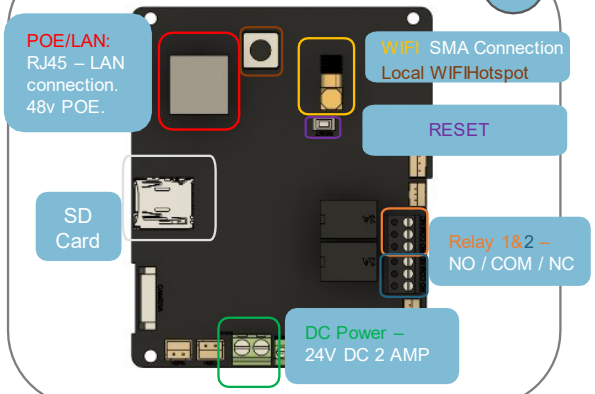


Mount intercom to desired location along with correct cables in place

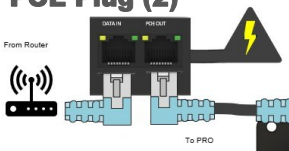
Ensure unit is well sealed to prevent ingress/water damage

PCB

2

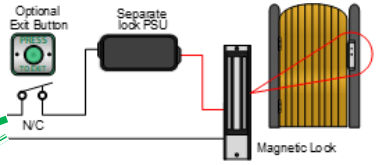


POE Plug (2)

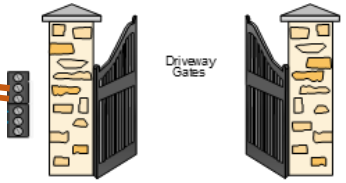


WI-FI Antenna

WIFI ANTENNA SOLD SEPERATLY



Note: Make Sure to use DC (1) or POE (2) when powering the system. ONLY USE ONE METHOD AT A TIME



PSU Option (1)

POWER CABLE

This system can be powered one of two ways
Method 1 PSU 24V DC /Method 2 POE Adapter ***Use only ONE.***

TIP: Most technical calls received are due to installers using CAT5 or alarm cable to power the unit.

NEITHER are rated to carry enough power! **(1.2amp peak)**

Please use the following cable:

Up to 2 metres (6 feet) – Use minimum **0.5mm²** **(18 gauge)**
Up to 4 metres (12 feet) – Use minimum **0.75mm²** **(16 gauge)**
Up to 8 metres (24 feet) – Use minimum **1.0mm²** **(14 gauge)**

Power Consumption:
Standby= 170mA
Max = 300mA

INGRESS PROTECTION

We recommend sealing all entry holes for prevention of insects that can cause issues with a risk of shorting out components.

To maintain the IP55 rating please follow the sealing instructions included. (also available online)

EXTRA RESOURCES

NEED MORE ASSISTANCE?
Scan QR or Call

+44 (0)288 639 0693

Robustel - IP Intercom

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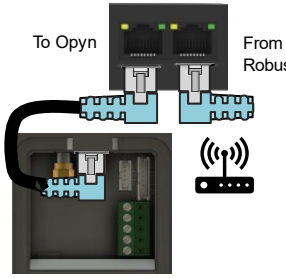
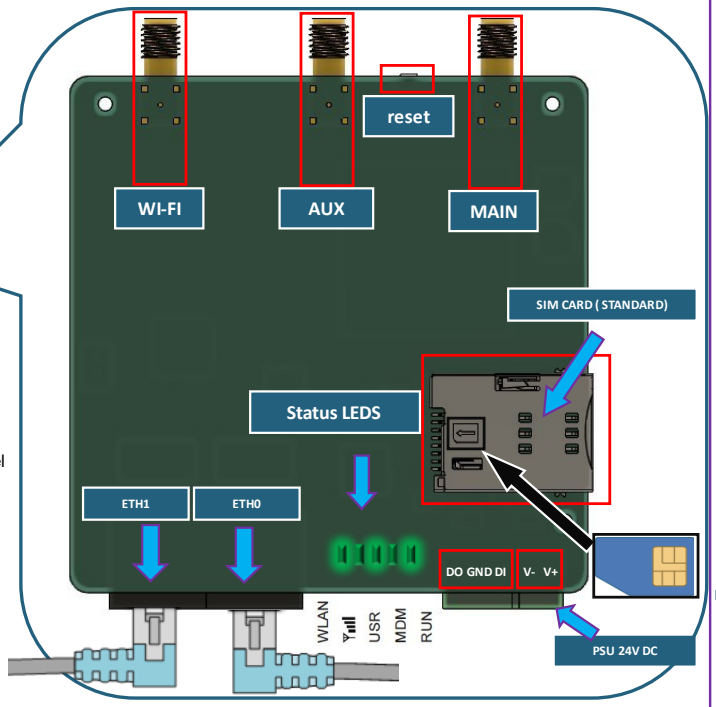
Setup 4G Router

4G

Opyn PCB

APN (or Access Point Name) settings contain information that's needed to make data connections and provide an internet connection for your IP intercom.





IP Address: **192.168.0.1**
Password : Aesglobal!23

Note: If you wish to use a different network then the APN settings need changed. This will require a computer with a RJ45 LAN port connection.

Computer Required!

Note : More Detail on Robustal available on our Resouse page

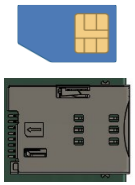
- ATTENTION! -

This module will come the APN pre-set for the AES SIM that is provided with the unit. Once the SIM has been setup with a data package then this module will provide an internet connection for the main PCB.

Please contact support if you need assistance programming a different APN for another network.
+1 (321) 900 4599

2

SIM ORIENTATION



ALWAYS ensure that the system is switched **OFF** any time you are adding or removing the SIM card and also ensure that the orientation is correct before powering the router back on.
STANDARD SIM SIZE ONLY

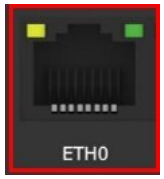
PCB BOOT STATUS LEDS

When the PCB has successfully booted up you should have activity on all 3 LEDs:

RUN: Constant ON = **Initializing** | **Blinking - Working** Constant **OFF** = **PCB Powered OFF**
MDM: Steady solid = **Working** | **Blinking = Data sent/ recieved** Constant **OFF** = **Not Connected**
USR: Steady solid = **Working** | **Blinking = Data sent/ recieved** Constant **OFF** = **Not Connected**
RSSI (Represented by five bars signal.) : Steady solid = **Strong signal** | **Blinking = Medium signal** Constant **OFF** = **Low/no Signal**
WLAN: Steady solid = **Wi-Fi is working** Constant **OFF** = **Not Connected**

DATA TRANSFER LEDS

The 2 LEDs behind LAN 1 Port will flash **GREEN** when you have connection activity.



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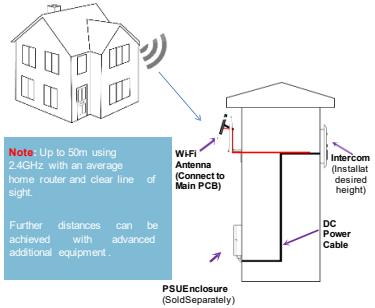
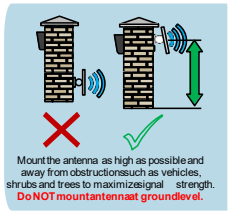
1 Download the programming/user app. 'AES OPYN'

Note: Slight differences will be seen between the Android and iOS app versions, any major differences will be highlighted in the screenshots below.

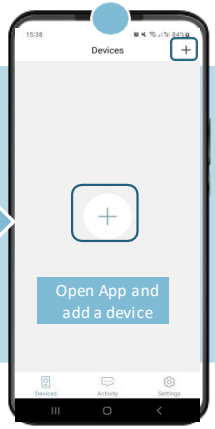
Add Intercom to Device WIFI

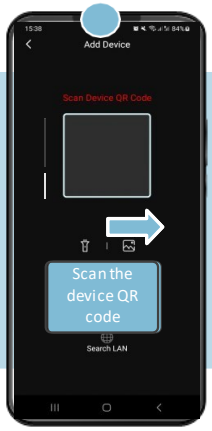
WIFI ANTENNA SOLD SEPERATLY

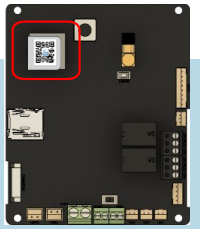




Tip: Existing installs may also create this local network if needed by typing *1920# into the keypad



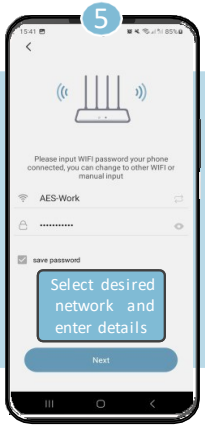


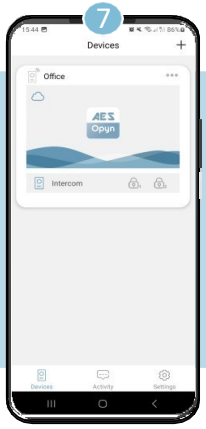


Tip: The QR code can be found on the back of the device.

I have some WiFi signal at the gate with my phone! If not, STOP. Use LAN/CAT5 cable!

My WiFi Internet Security is WPA, WPA2, WPA3 or better.





Follow the steps provided by the app, such as **naming** the device and setting the **admin password**.

Afterwards device should appear **online** like this.

Tip: If admin password is lost/forgotten only way to reset is to default the system.

3

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AES Opyn

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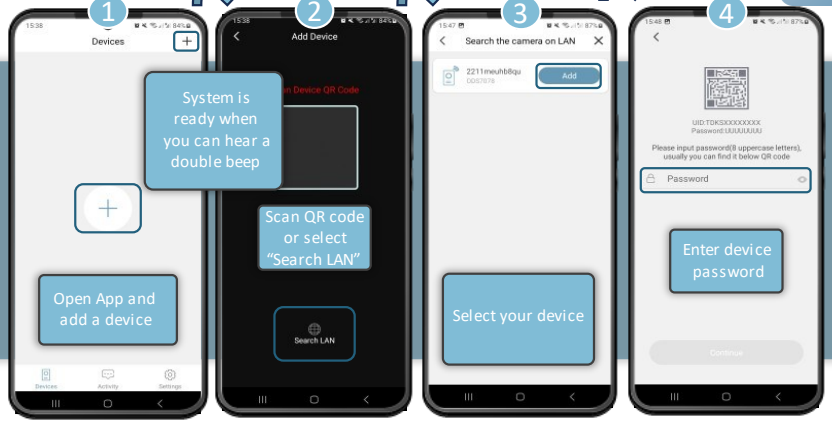
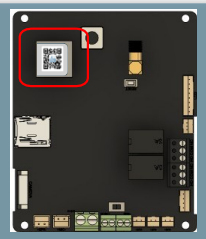
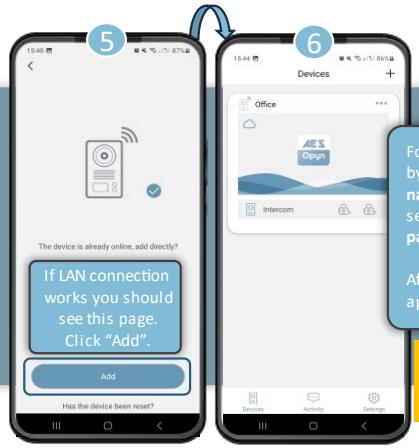
App download

Add Intercom to Device (LAN)





Tip: The device UID and password can both be found on the back of device along with the QR code



Follow the steps provided by the app, such as **naming** the device and setting the **admin password**.

Afterwards device should appear **online** like this.

Tip: If admin password is lost/forgotten only way to reset is to default the system.

Add Keypad or QR Code *The process for creating Keypad or QR codes is the same

Tip: Toggling on the "Unlimited" uses and "Forever" validity will make the code permanent (24/7)

4

Opyn Pro

- IP Entry System

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AES Opyn

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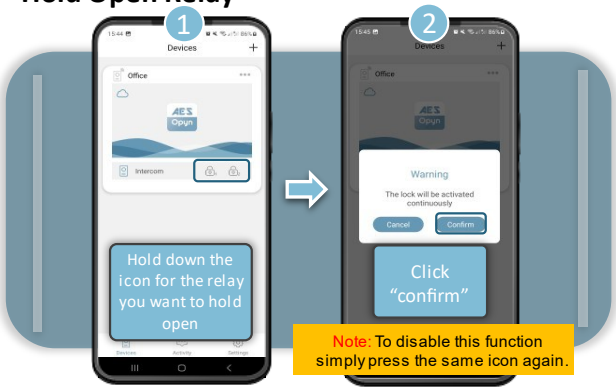
App download

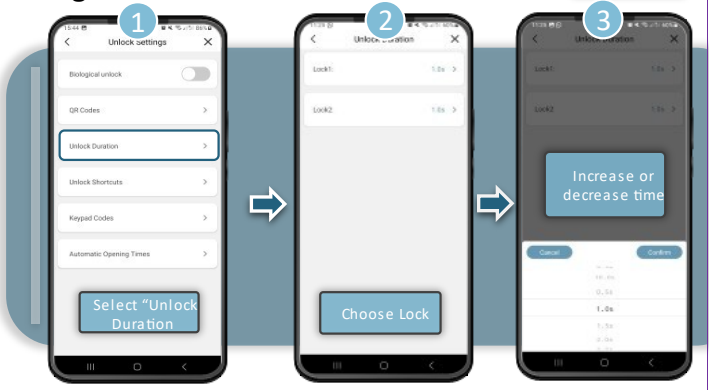
Test Keypad Code

Hold Open Relay



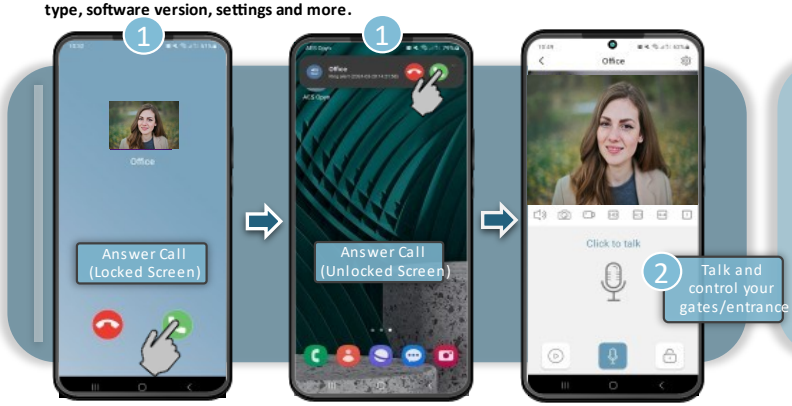
Note: To disable this function simply press the same icon again.

Change Unlock Duration



Additional Android Settings

Note: Call may appear in one of two ways depending on phone type, software version, settings and more.



Answering on iOS (Apple)

Note: Call may appear in one of two ways depending on phone type, software version, settings and more.

Note:Various versions of IOS and Android OS will have different notification acceptance techniques. Please refer to online support your device if needed.

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AES Opyn

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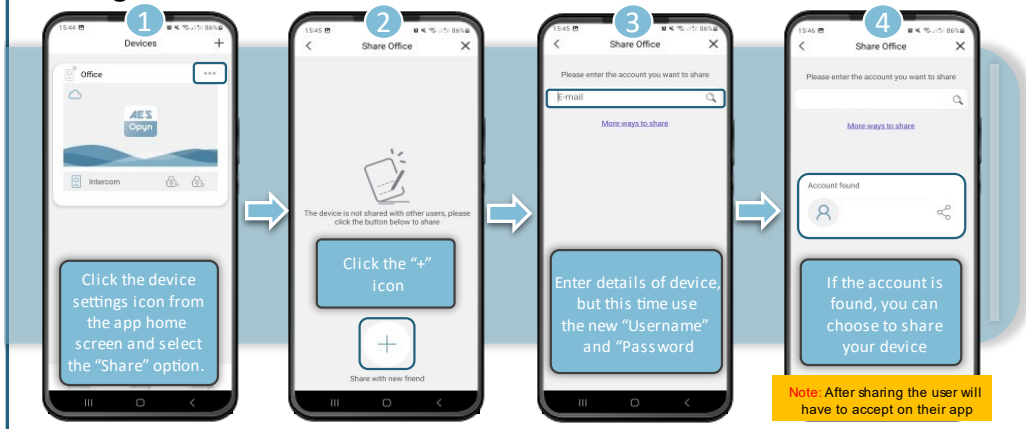
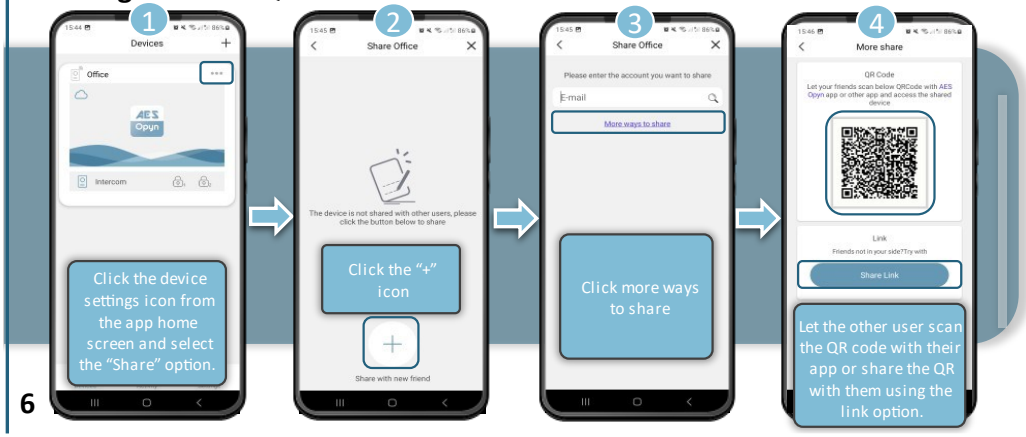
App download

Sharing Device – Search Account



Note: After sharing the user will have to accept on their app

Sharing Device – QR Code



6

INTERCOM MAINTENANCE

Bug ingress is a common issue in unit failures. Ensure that all components are sealed accordingly and check occasionally(Do not open the panel in the rain / snow unless correctly equipped to keep the internals dry. Ensure the unit is securely closed after maintenance)

ENVIRONMENTAL INFORMATION

The equipment that you bought has required the extraction and use of natural resources for its production. It may contain hazardous substances for the environment. In order to avoid the dissemination of those substances in our environment and to diminish the pressure on the natural resources, we encourage you to use the appropriate take-back systems. Those systems will reuse or recycle most of the materials of your end-of-life equipment.

The crossed-bin symbol marked in your device invites you to use those systems.

If you need more information on the collection, reuse and recycling systems, please contact your local or regional waste administration. You can also contact AES Global Ltd for more information on the environmental performances of our products.

WARRANTY

Please note, by installing this product, you are accepting the following warranty terms:

1. The manufacturer's warranty is a "return to base" 2 -year warranty from date of manufacture. This means that any suspected def ective components or items are returned to the manufacturer's agent for investigation and diagnosis and returned at the cost of the customer.

2. The warranty does not cover, nor is the manufacturer or agent responsible for any of the following whatsoever: Storm damag e, lightning or surge damage, flooding, accidental damage, vandalism or deliberate damage, un -explained corrosion or unusually harsh environments, failure of telephone networks, future un -interoperability between the product and network providers which cause ma l-function due to changes implemented by the phone providers after manufacture of the product, or that which is outside of cont rol of the manufacturer (e.g. 2G, 3G switch off, removal or inability to obtain VOLTE service), and damage due to not proper install ation.

3. The manufacturer in no way accepts liability for any of the following incurred due to a product defect: Cost of attending site, inconveniences, labour rates, time lost, loss to or damage to property, security breaches, late payment clauses or breaches of any contracts between the installer and the client.

4. This is a profession install product only. The product is a component of an overall system. Therefore, it is the responsib ility of the installer to certify the safety and compliance of the overall finished system. As soon as this product is fixed to another it em, or connected to another third-party device, then the product has been modified, and compliance with local regulations in the countr y of install is strictly the responsibility of the installer.

5. Re-stocking fees may apply to items returned that are found to be non -defective. Complete units will also attract a re -stocking fee if returned for credit, regardless if a defect is discovered or not. Re -stocking fees may vary depending on the condition of the it em being returned, and whether it can be determined as in brand new condition. The warranty terms do not entitle customers to an autom atic full refund. For more details on returns procedures and re -stocking fees, contact the agent.

6. Items with physical signs of surge damage are not covered by warranty. Items with visible signs of surge damage will only be covered by warranty if photographic evidence is provided from site, showing surge protection has been installed.

Full warranty terms and conditions available upon request to AES Technical Department.

Alexa & Google Integration Instructions

• *Alexa*

1. Download the “AES Opyn” app via Google Play or App Store.
2. Launch the app and register an account (or login if you have already registered)
3. Connect and set up your AES Opyn device(s) via the app.
4. Search for the “AES Opyn” skill in the “Amazon Alexa” app skill directory.
5. Click “Enable” and proceed to link your AES Opyn and Amazon account.
6. Once successfully linked you can add your device(s) using the “discover devices” option on the Alexa app.
7. After adding the device(s) you can rename them to your liking and start using the voice control commands.

• *Google*

1. Download the “AES Opyn” app via Google Play or App Store.
2. Launch the app and register an account (or login if you have already registered)
3. Connect and set up your AES Opyn device(s) via the app.
4. Search for the AES Opyn service in the “Google Home”, home control service directory.
5. Connect/Link your AES Opyn and Google Home accounts.
6. The Opyn devices you had connected to your “Opyn” app should then automatically appear in your Google Home app.

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Reset / Default Device

If you need to default the system back to factory settings this can be done by entering the reset code sequence into the keypad.
Default Sequence: *1590#
(Note: THIS CODE MUST BE CHANGED AFTER INSTALL)

Unbind Device

If you wish to clear the device of all users and do not have access to their app you can delete them manually by entering the unbind code sequence into the keypad.
Default Sequence: *1910#
(Note: This will remove admin and all shared users)

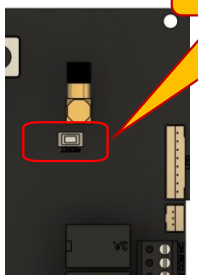
Change "Reset Code"

If you wish to change the reset code from its default value this can be done entering the following sequence into the keypad
Sequence: Sequence: XXXX#CODE# (XXXX = Current Code, CODE = New Code)
(Note: If you lose or forget this code a master reset on the system will be needed)

Create Local Network

If you need to configure WIFI again due to changing router or network password, but device is already "offline" then use this sequence to create local network used in setup
Sequence: *1920#
(Note: This will not remove any programming)

Master Reset



If you need to default the system and do not know the reset code due to it being changed from its default value, you can use this process to fully reset the system.

Note: Performing this process will remove all current programming including saved users & access codes.

Manufacturer: Advanced Electronic Solutions Global Ltd
Address: Unit 4C, Kilcronagh Business Park, Cookstown, Co Tyrone, BT809HJ, United Kingdom

Complies with the following essential requirements for 2014/53/EU:
EN 301 489-1 V2.2.0 (2017-03) (Electro -Magnetic compliance)
EN 301-489-17 V3.2.0 (2017-03) (Electro -Magnetic compliance)
EN 62479:2010 (Maximum output power)
EN60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013 (Electrical Safety)

Notified body: Shenzhen HUAK Testing Technology Co., Ltd.
CNAS Number: L9589
This declaration is issued under the sole responsibility of the manufacturer.

Signed by:

Paul Creighton, Managing Director.
Date: 18th September 2025

FCC ID: 2ALPX-OPYN-PRO

Grantee: Advanced Electronic Solutions Global Ltd

This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Output power listed is conducted. This device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co -located or operating in conjunction with any other antenna or transmitter.

RF Exposure Statement
To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co - located or operation in conjunction with any other antenna or transmitter

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Note: For legal reasons, telephone support by AES Global is for registered and qualified product installers only. Home owners and endusers should contact their installer/dealer for direct product technical support.

Installation & User Manual

Opyn Pro - Single Button IP Intercom

The information in this document may be changed as we always strive to improve the product. Trust that the information provided is accurate at the time of document release.

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Technical Specifications

GENERAL	
Front Panel	**Portrait Orientation** Marine Grade Stainless Steel, 3mm Acrylic **Landscape Orientation** PED = Pedestal Surface Mount
Hood Cover	Powder-coated Aluminium
Weatherproof	IP55
Approvals	CE-RED, FCC, ROHS, RED_DA/EN18031-1, EN18031-2
Dimensions	ABK – 312, 154, 45 (mm) IBK – 303, 106, 62 (mm) FBK – 321, 137, 45 (mm) (Length, Width, Height)
Operating Temp	-30 ~ +65
Power Supply	24v DC / 48v POE
Power Consumption	24v DC - 800mA, 48v POE - 400mA
Relays	2
Relay Type	N/C & N/O
Relay Load	3A, 30v DC/250AC
System Requirements	Minimum 1.5MB/s Upload Speed
MEDIA (IMAGE & VIDEO)	
Camera	2 Megapixels
Lens	120° (D), 109° (H), 65° (V)
Display Resolution	Changeable within the app HD - 1080P, SD - 720P

Night Vision	IRCUT, Infrared LED
Storage	Micro SD Card, Max Capacity 128GB. FAT32 Format
MOTION SENSOR	
Type	Software Sensor
Range	1-7 Metres
Configuration	Via App ● Range ● Schedule ● Enable/Disable Notifications
AUDIO	
Audio Components	Speaker and microphone, noise reduction and echo cancellation.
Audio Streaming	Full Duplex
Audio Codec	G.711A
NETWORK	
WiFi	IEEE 802.11 b/g/n, IEEE 802.11a/n/ac
WiFi Security	WPA/WPA2
Frequency Range	2.4GHz, 5GHz
Ethernet	IEEE 802.3
Supported Protocols	TCP/UDP/RTP/RTSP/HTTP/SIP/ONVIF/HTTPS
THIRD-PARTY INTEGRATIONS	
Home Integration	Amazon Alexa, Google Home

Packing Contents

1x Opyn Pro Intercom
1x POE Plug
1x Kettle Lead
1x Accessory Bag (Screws & Connectors)

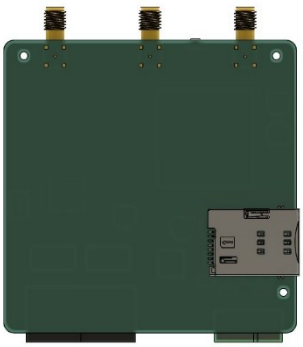
Optional Extra Equipment

- ANDROID MONITOR

WIFI Aerial (2.4Ghz)

-
- DC PSU (24v 2amp)

- Robustel 4G Modem
-



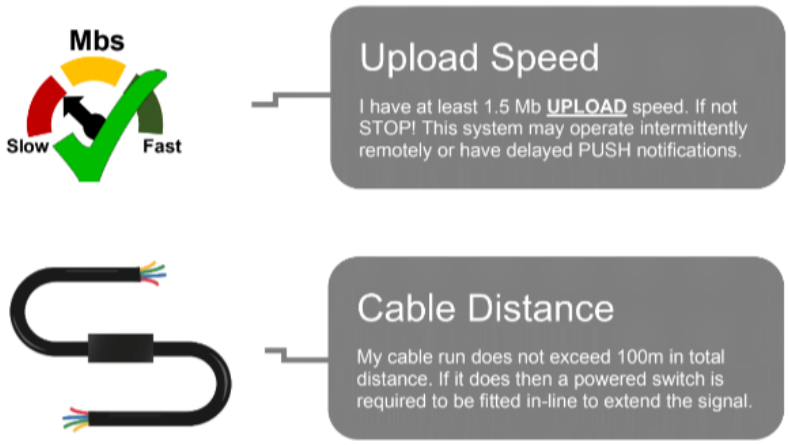
Installation Information

A good installation is key to the intercom system performing to its capabilities and giving the end-user the best experience possible. For this reason, it's important to make sure the instructions given in this section are followed thoroughly.

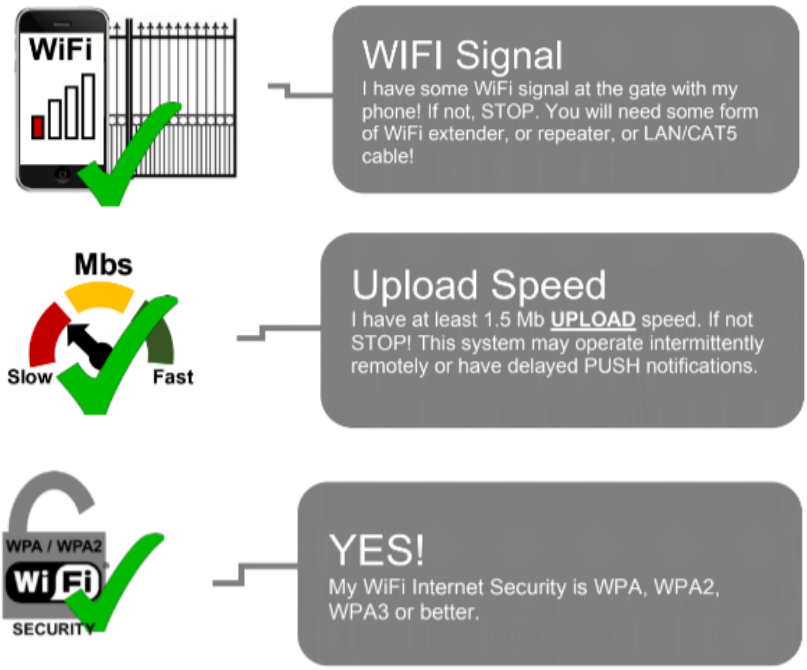
1. Site Survey & Bench Testing

It’s important to make sure the site where the system will be installed is suitable. To determine this, we need to ensure certain requirements are met like network speeds, cable distance (DC Power & POE). For more information proceed to the next section.

Survey LAN



Survey WIFI



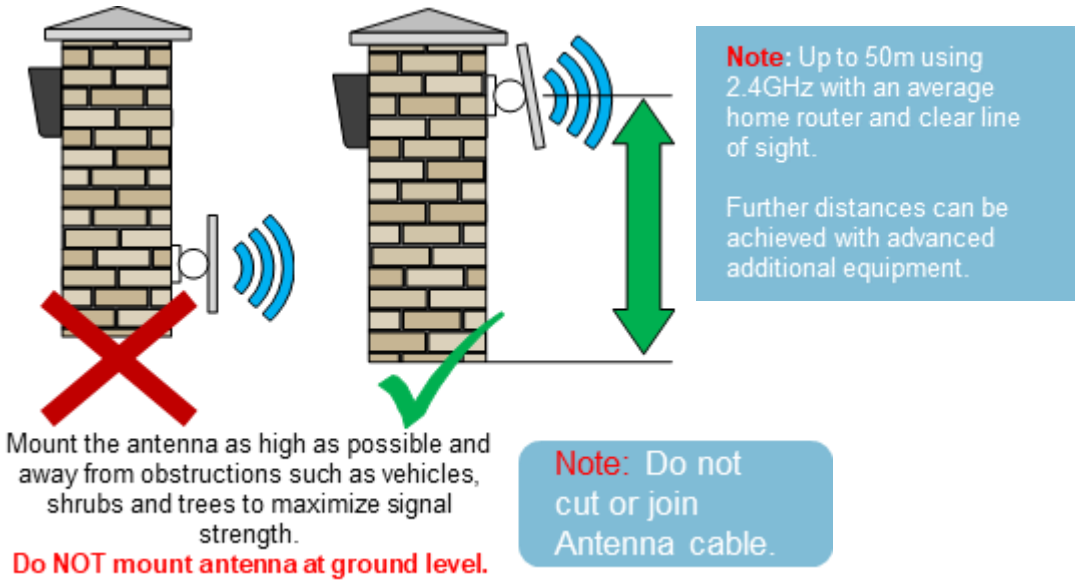
We also recommend performing a “**Bench Test**” of the system before installing. This will ensure the system is working as it should before its fully installed. Follow the setup steps below to get started and ensure to default/reset the system once you are done.

2. Install Prep & Location

Ethernet can travel up to roughly 100m/320ft on CAT5/CAT6 cable. Longer distances require a switch every 100m/320ft unless using any specialist equipment.

MAX DISTANCE 100m (320ft) (LAN)
This can be extended by using an ethernet cable extender (purchased separately)

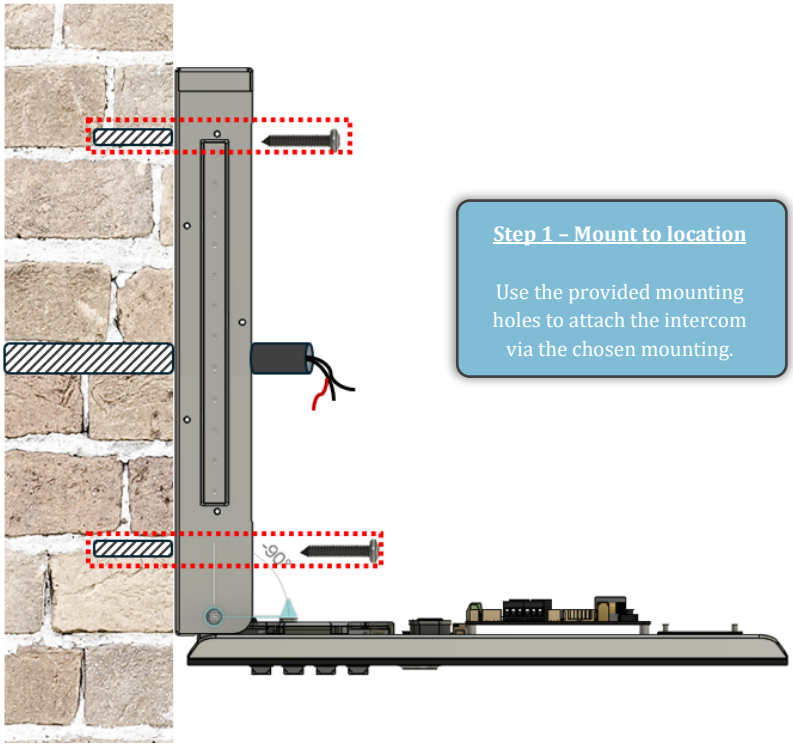
Maximum range with WIFI can vary depending on the strength of the aerial in use and any obstructions in the path between the intercom and the router. In most cases a range of 40-50 metres can be expected. If you need a longer distance than this 3rd party equipment may be needed.



Mounting and installation of the intercom is done simply by removing the backplate and screwing this to the desired surface and bringing the cables through the entry hole. From there connect the cables to the correct connectors, make a note of the device QR code and then close it up. See illustration below.

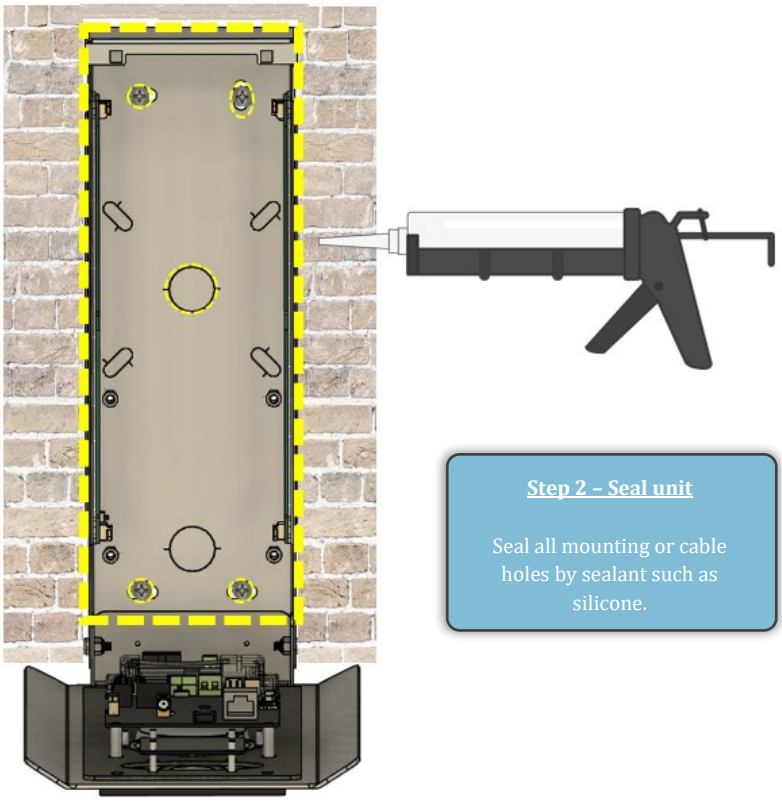
Mounting & Installation

Portrait Orientation Models



Step 1 – Mount to location

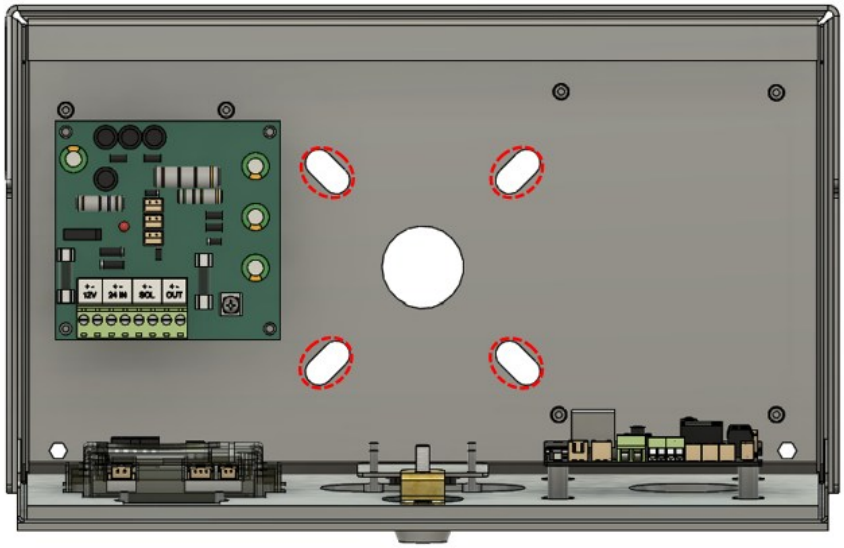
Use the provided mounting holes to attach the intercom via the chosen mounting.



Step 2 – Seal unit

Seal all mounting or cable holes by sealant such as silicone.

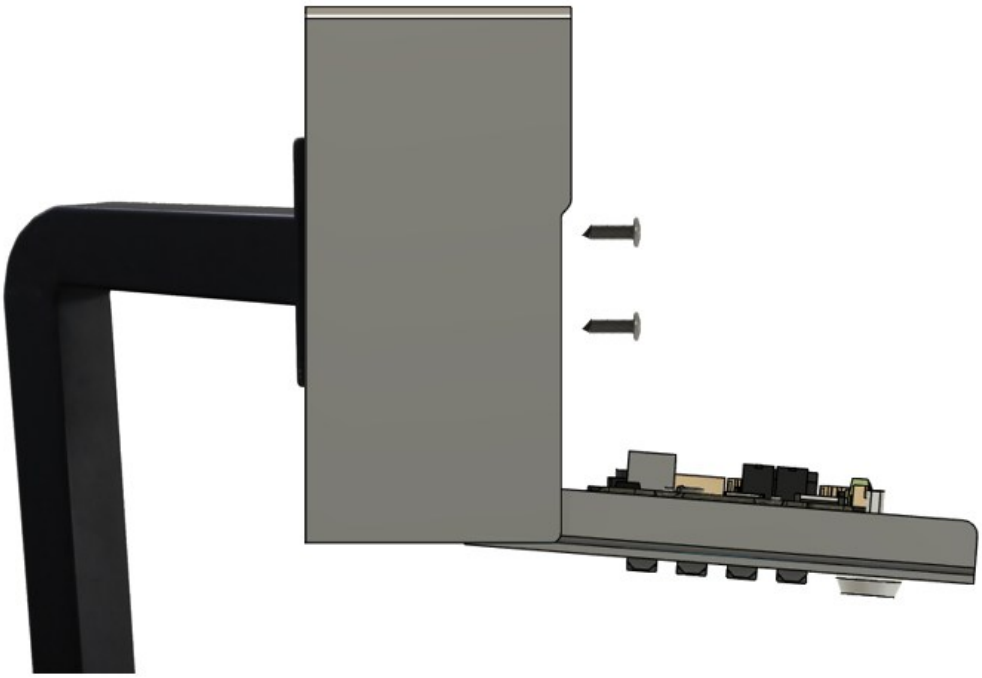
Horizontal Orientation Model

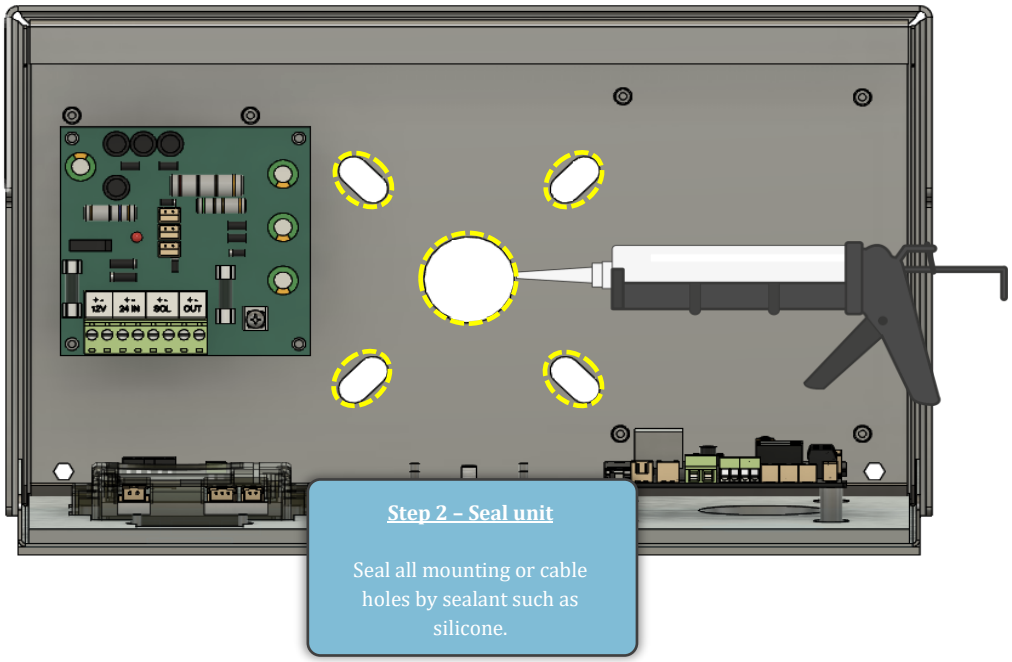


Surge PCB – Subject to change

Step 1 – Mount to location

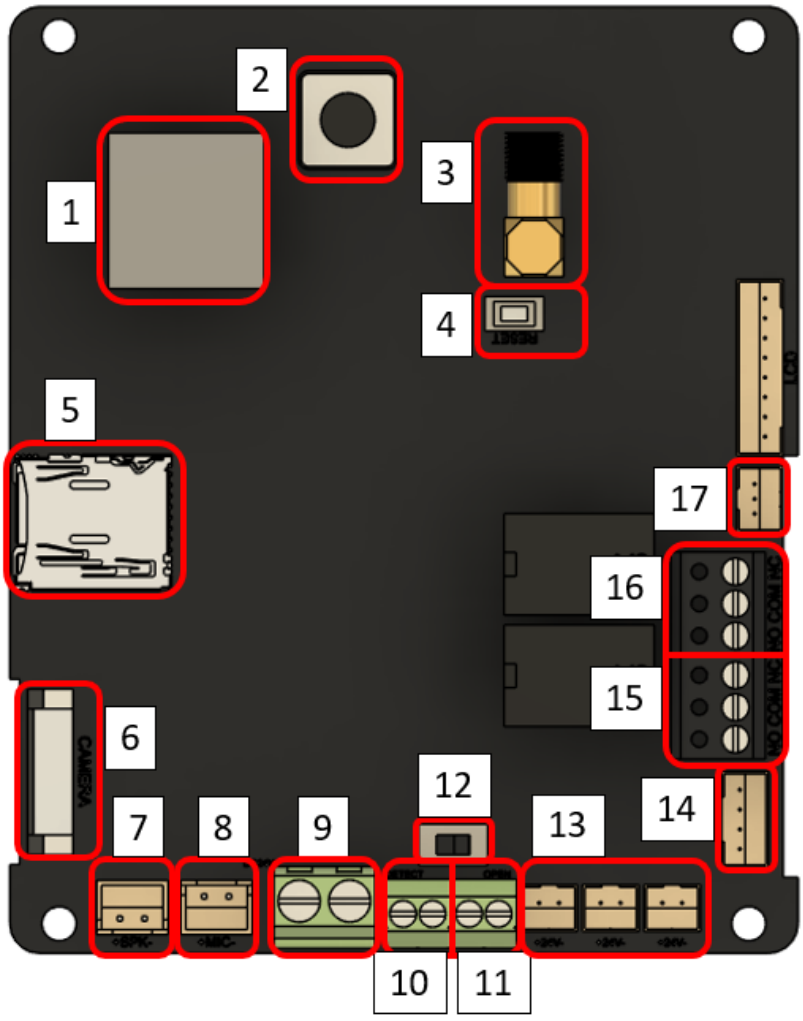
Use the provided mounting holes to attach the intercom via the chosen mounting. option.





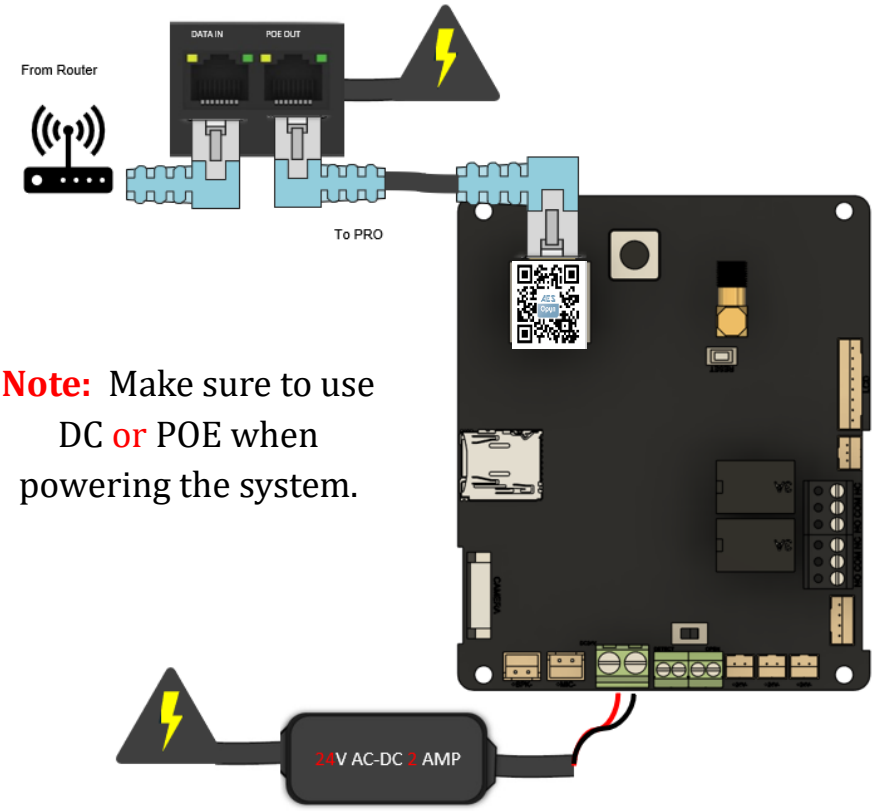
3. Wiring

All PCB connections and their uses.



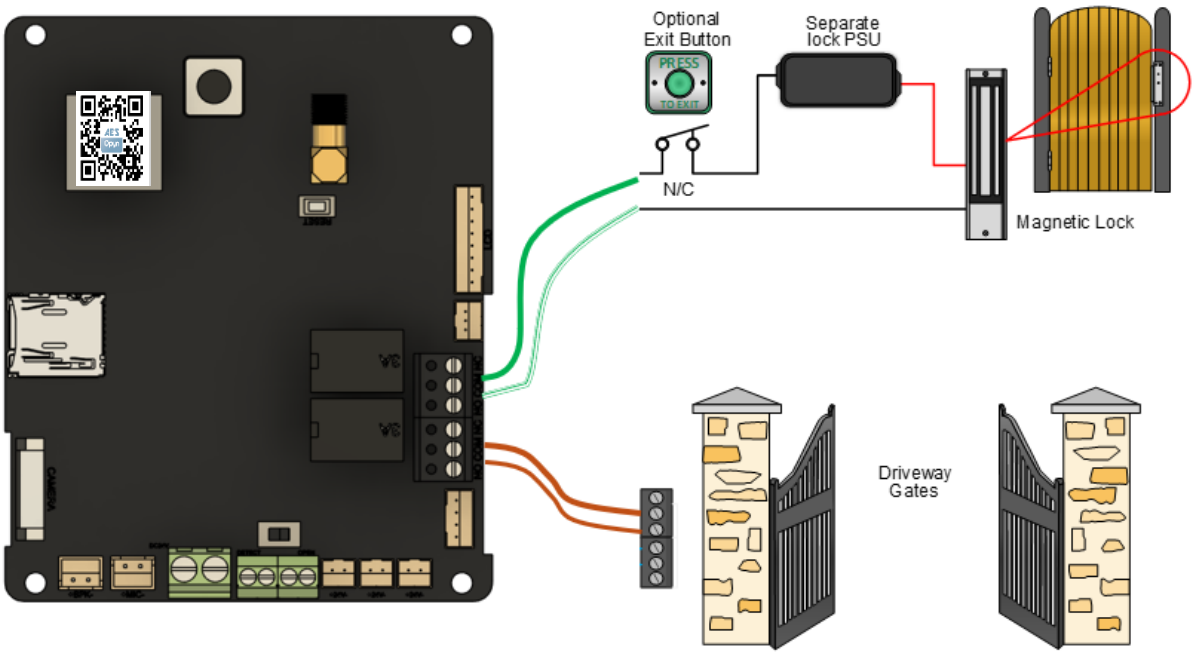
1 - Ethernet/RJ45 Port
2 - Hotspot Button
3 - SMA Aerial Connector
4 - Hard Reset Button
5 – SD Card Holder
6 – Camera Cable
7 - Speaker
8 - Microphone
9 – DC Power
10 – Limit Switch
11 – Push-To-Exit
12 – Button Polarity
13 - 24v DC Outputs
14 – Call Button
15 – Relay 1 (Lock 1)
16 – Relay 2 (Lock 2)
17 – Keypad Data Cable

Example – Power Connections



Note: Make sure to use DC or POE when powering the system.

Example – Relay Connections



4. Power

Powering the intercom can be done either via 48v POE or 24v DC.

4.1. 48v POE

When using POE to power the system it's important to note that the max distance Ethernet can travel is 100m/320ft. This means the distance between the power source and the intercom cannot be greater than this.

4.2. 24v DC

When using DC power, we do recommend staying within a certain distance depending on the type or thickness of cable used. Our general recommendations are as follows:
Up to 2 metres (6 feet) - Use minimum 0.5mm²/ 22-gauge cable.
Up to 4 metres (12 feet) - Use minimum 1mm² / 20-gauge cable.
Up to 8 metres (25 feet) - Use minimum 1.5mm² / 18-gauge cable.

5. Network Connection

When it comes to connecting the intercom to the network, this can be done either via Ethernet or WIFI. **For the intercom to perform the best way possible we always recommend using ethernet when possible.** This is because ethernet in general will offer a more stable and reliable connection to the network, amongst other benefits.

5.1. Ethernet (LAN)

You can connect an ethernet cable directly into the RJ45 port that the intercom has. This port supports DHCP.

Note: *Ethernet can travel up to roughly 100m/320ft on CAT5/CAT6 cable. Longer distances require a switch every 100m/320ft unless using any specialist equipment.*

5.2. WIFI

To connect the intercom to the network via WIFI the aerial needs to be connected to the SMA connector of the intercom. It also needs to be within line-of-sight of the router/access point it's meant to connect to.

Maximum range can vary depending on the strength of the aerial in use and any obstructions in the path between the intercom and the router. In most cases a range of 40-50 metres can be expected. If you need a longer distance than this 3rd party equipment may be needed.

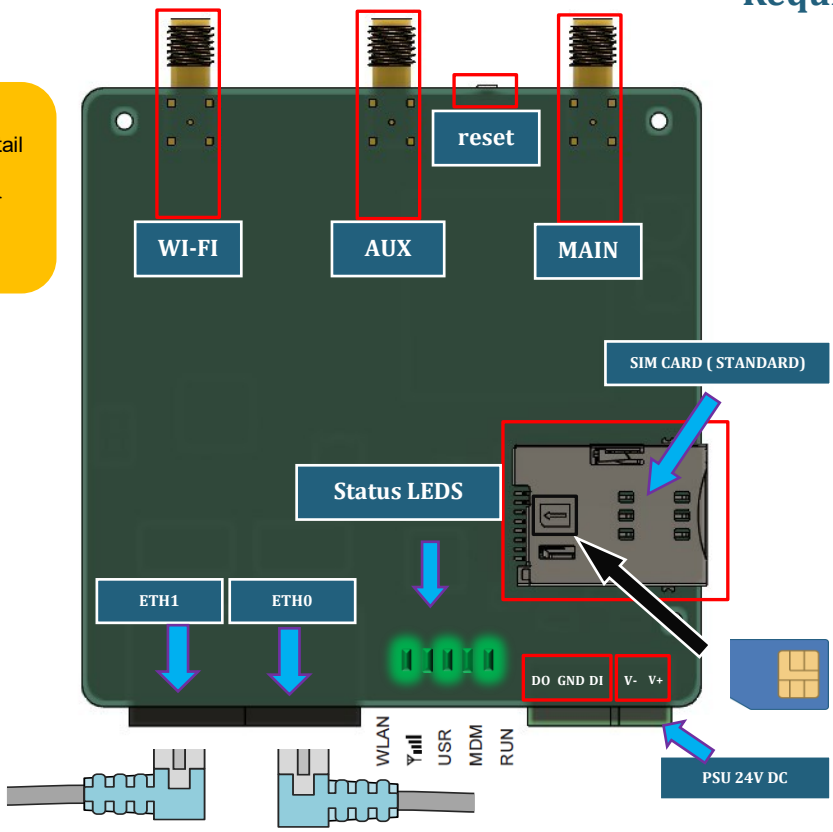
Robustel 4G Modem

IP Address: **192.168.0.1**
Password : Aesglobal!23

Note: If you wish to use a different network then the APN settings need changed. This will

Computer Required!

Note : More Detail on Robustal available on our Resouse page



SIM ORIENTATION

ALWAYS ensure that the system is switched **OFF** any time you are adding or removing the SIM card and also ensure that the orientation is correct before powering the router back on.
STANDARD SIM SIZE ONLY

PCB BOOT STATUS LEDS

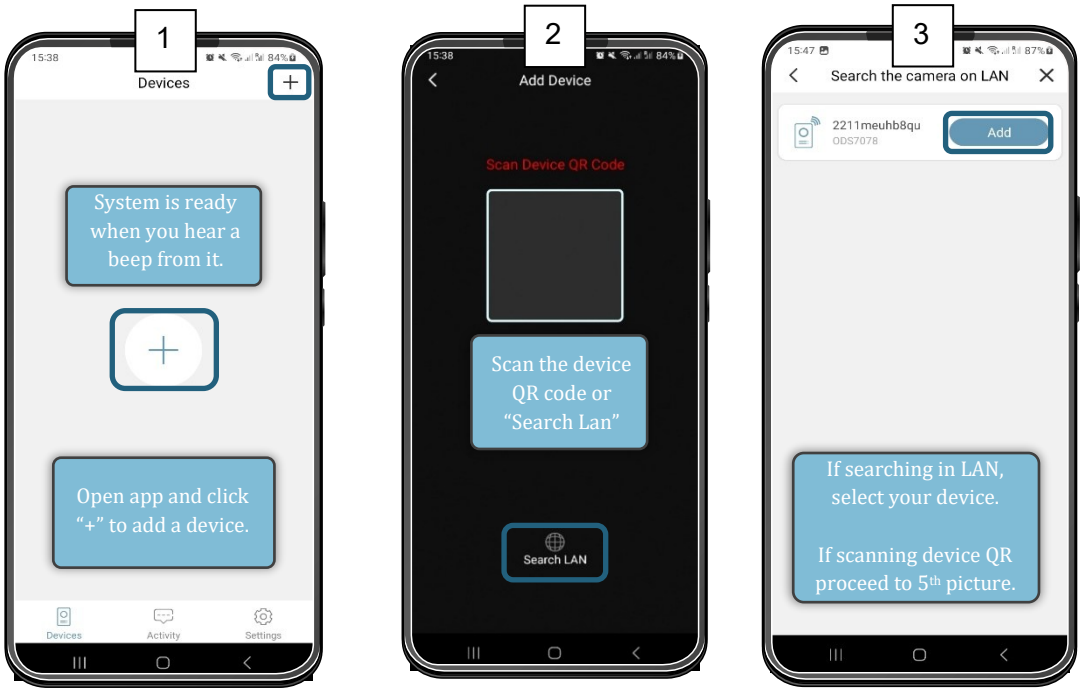
RUN: *Constant ON =* ***Initializing| Blinking - Working*** *Constant* ***OFF = PCB Powered OFF***
MDM: *Steady solid =* ***Working| Blinking = Data sent/recieved*** *Constant* ***OFF = Not Connected***
USR: *Steady solid =* ***Working| Blinking = Data sent/recieved*** *Constant* ***OFF = Not Connected***
RSSI (Represented by five bars signal.): *Steady solid =* ***Strong signal| Blinking = Medium signal*** *Constant* ***OFF = Low/no Signal***
WLAN: *Steady solid =* ***Wi-Fi is working*** *Constant* ***OFF = Not Connected***

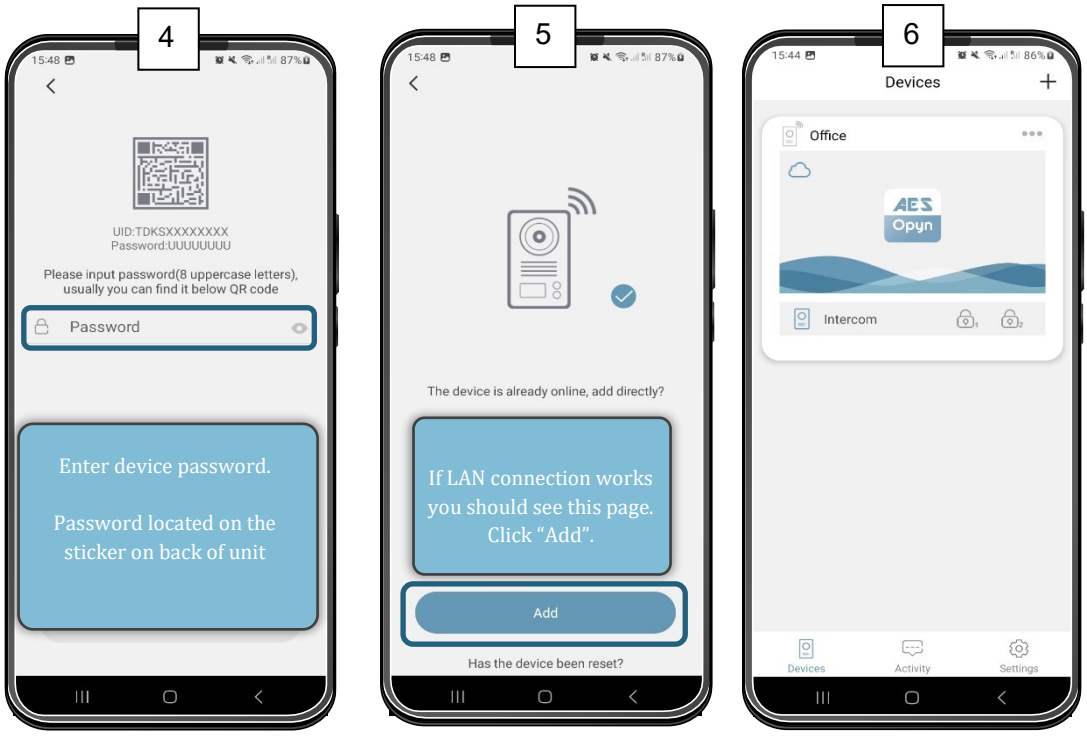
Setup

The setup process of the Opyn Pro is very straightforward. Whether you are connecting your system via LAN or WIFI we trust that you will find the setup to be fast and seamless following the steps laid out below.

1. Add Intercom to Device (LAN)

To get started download the AES Opyn app from the App Store or Google Play store, then create an account before starting the steps below.





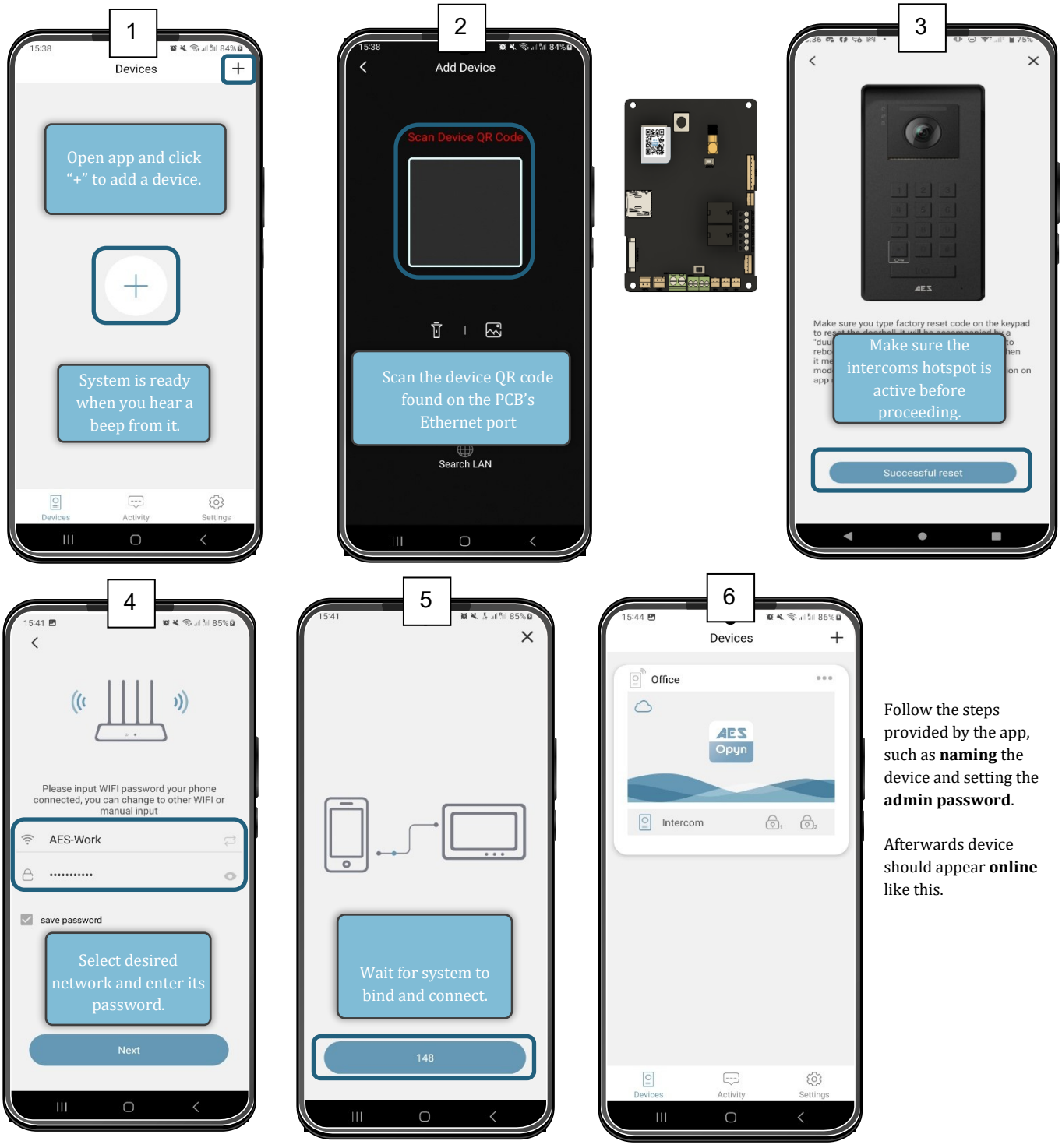
Follow the steps provided by the app, such as **naming** the device and setting the **admin password**.

Afterwards device should appear **online** like this.

2. Add Intercom to Device (WIFI)

Connecting the system to WIFI is quite easy. By following the instructions below, you should be connected to the desired WIFI network within just a couple of minutes.

Note: *If following this method, it's recommended to first connect the intercom to the WIFI near the router before completing install if intercom will be located some distance from the router.*

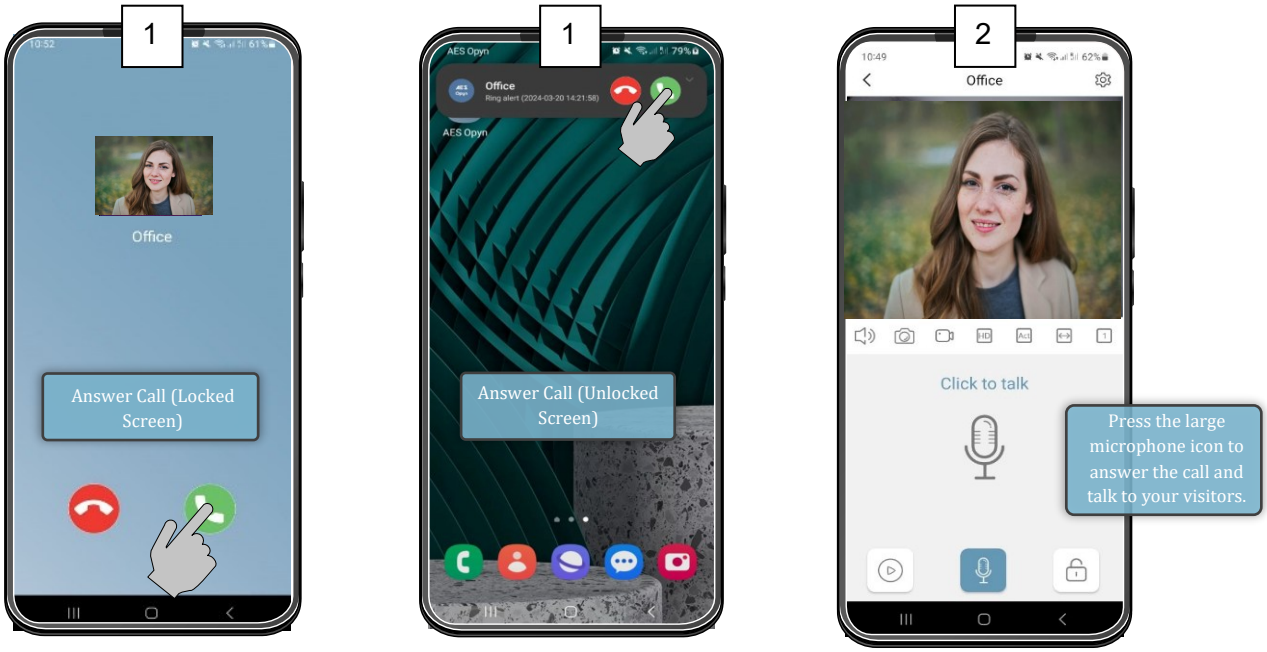


Follow the steps provided by the app, such as **naming** the device and setting the **admin password**.

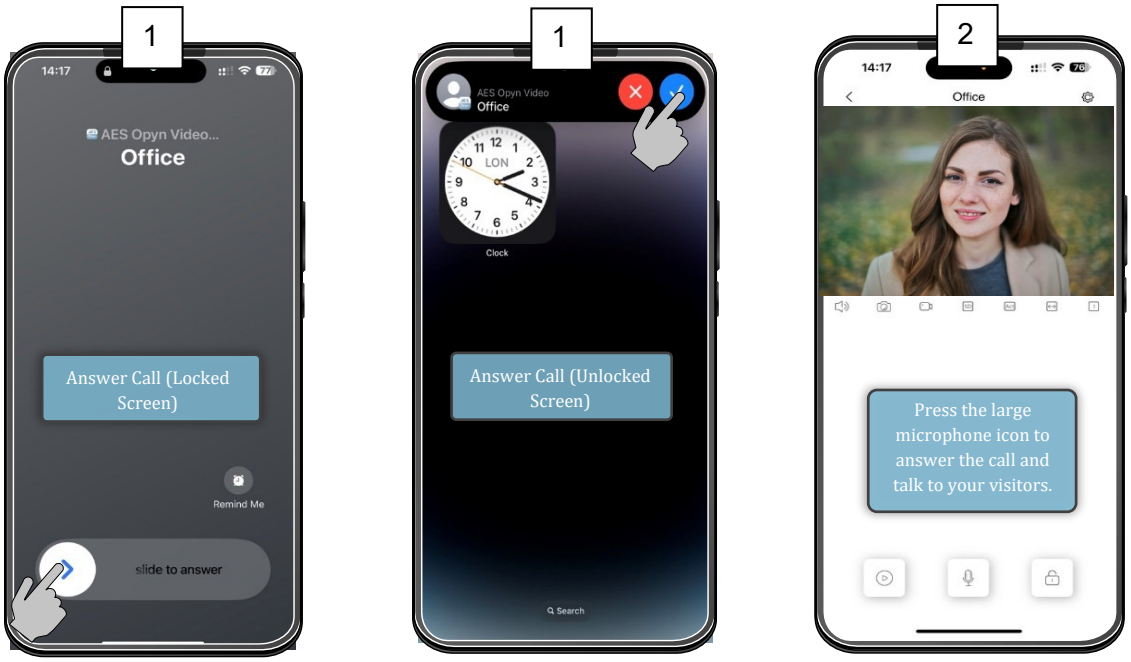
Afterwards device should appear **online** like this.

3. Basic Operation

Answer Call (Android)



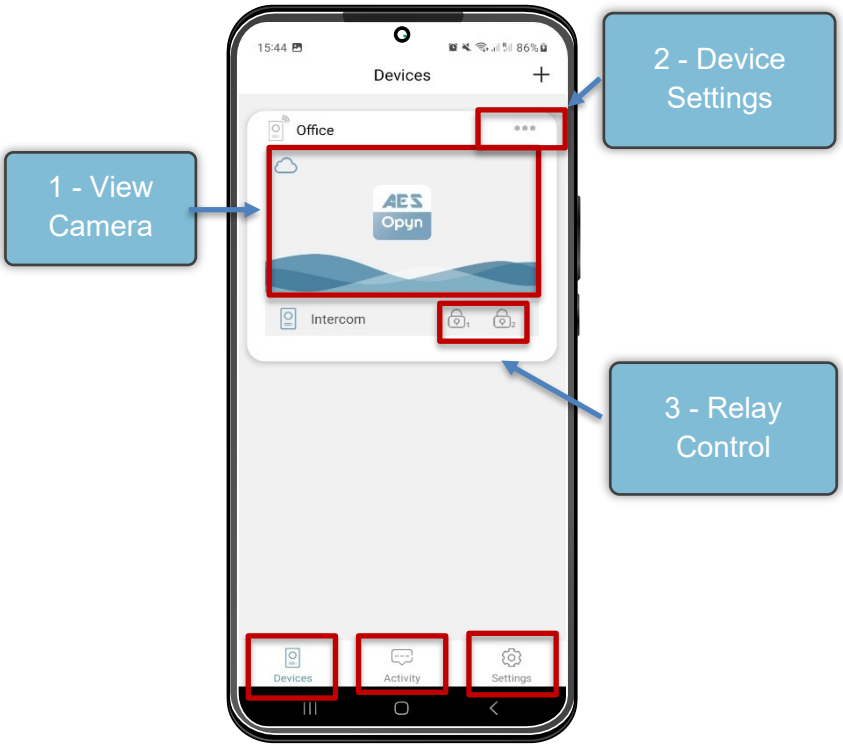
Answer Call (iOS)



App Operation

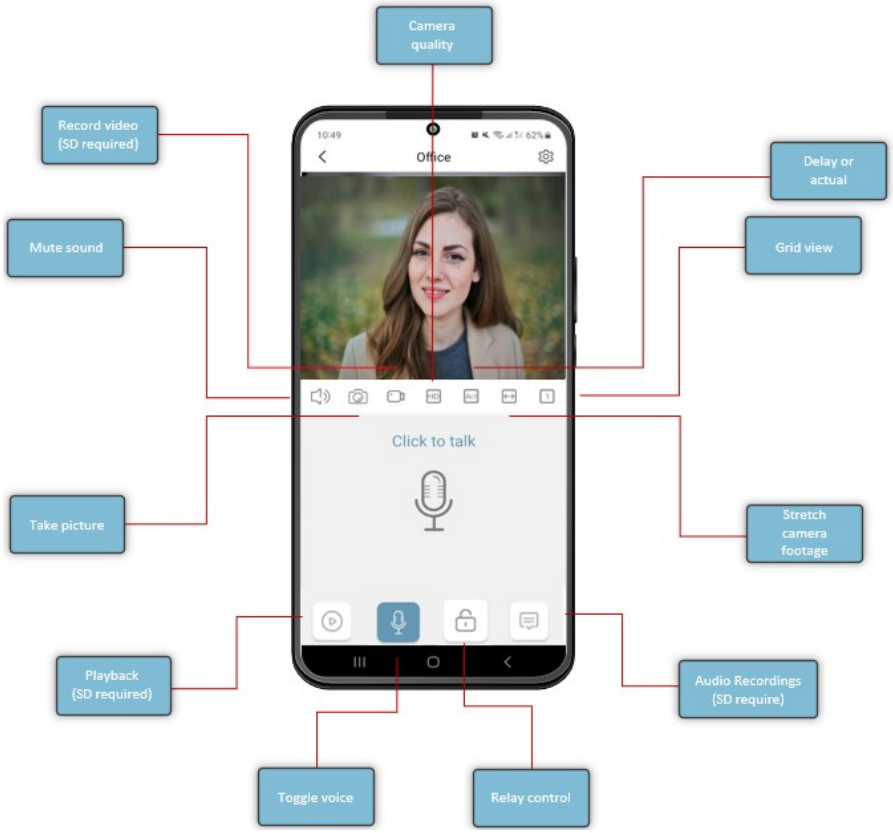
The AES Opyn app contains an impressive amount of functionality. In this section we will be covering all the app's features.

1. Devices (Home Page)

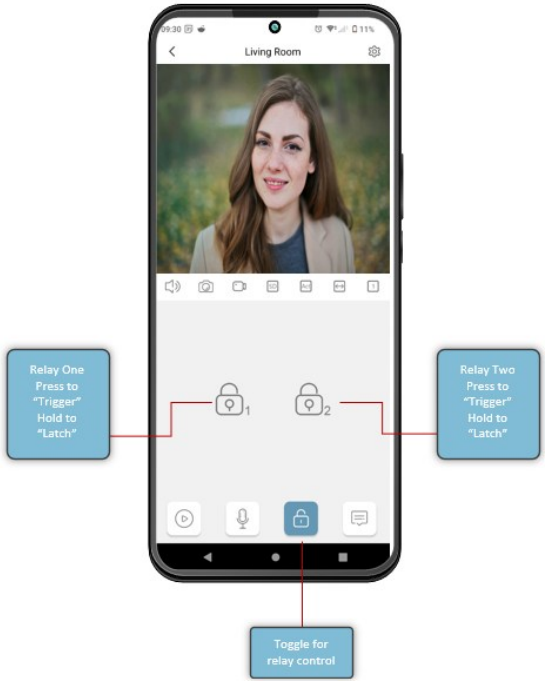


1 -View Camera – Tab the thumbnail to enter camera view.
2 -Device Settings – Click to enter the settings menu for the device.
3- Relay Control – Press desired lock icon to activate the device relay(s). Press to momentarily activate, long press to hold open.
Devices – Home screen of the app. View all devices.
Activity – View recorded events.
Settings – User and app settings

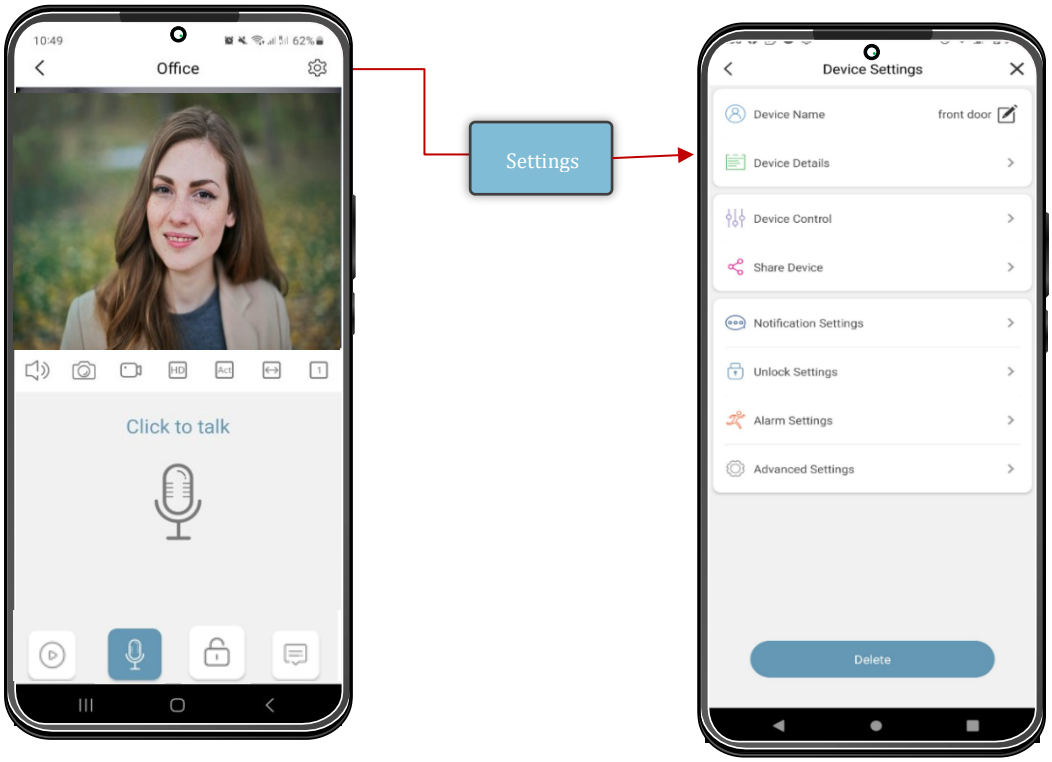
1.1. Camera View



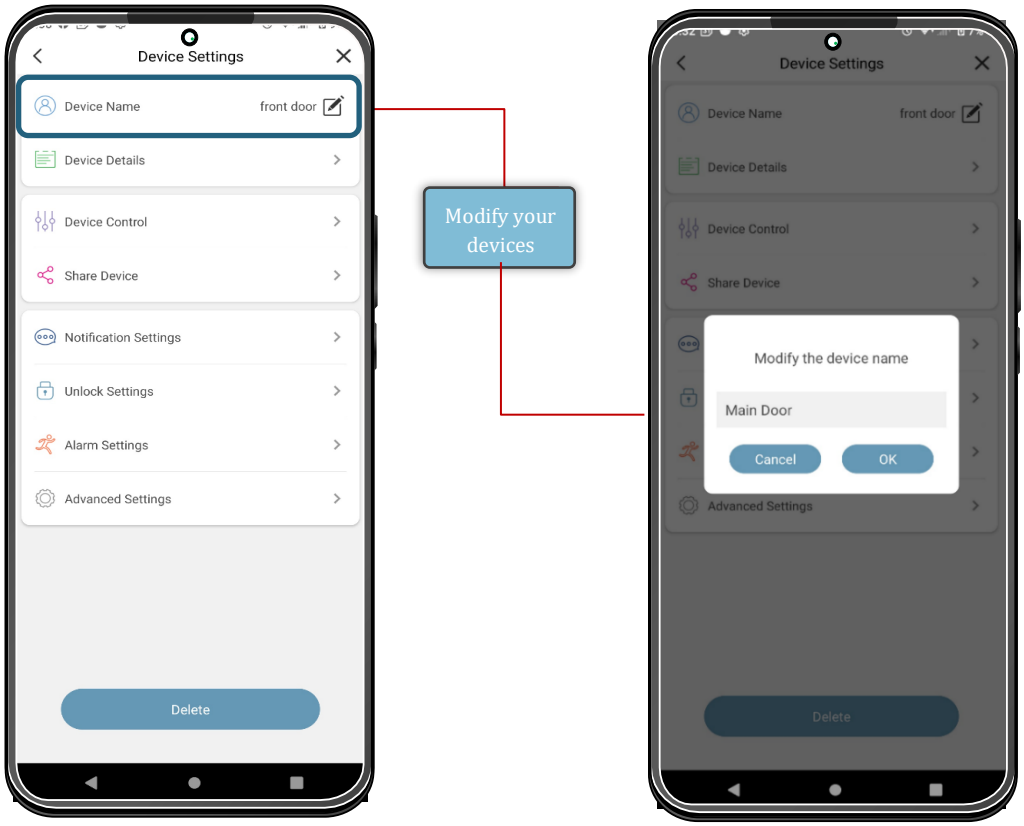
Mute Sound - Disable sound coming from the panel to the phone.
Take Picture - Take a picture via the intercom's camera.
Record Video - Record a video via the intercom's camera.
Camera Quality - Change between HD, SD or LD for video quality.
Video Mode - Change between "Actual" (Real-time stream with potential frame-drops) or "Fluent" (Slightly delayed stream with a fluent picture) video mode.
Stretch camera footage - Use the video stream's actual size or stretch to fill the preview screen.
Playback – View back pictures/videos from events such as motion detection or calls. (SD card required)
Toggle Voice - Open two-way speech to answer a call and speak to visitors.
Relay Control - Operate the system's relays/locks. Press desired lock icon to activate the device relay(s). Press to momentarily activate, long press to hold open.
Audio Recordings – Play your recorded audio messages on demand. (SD card is required)



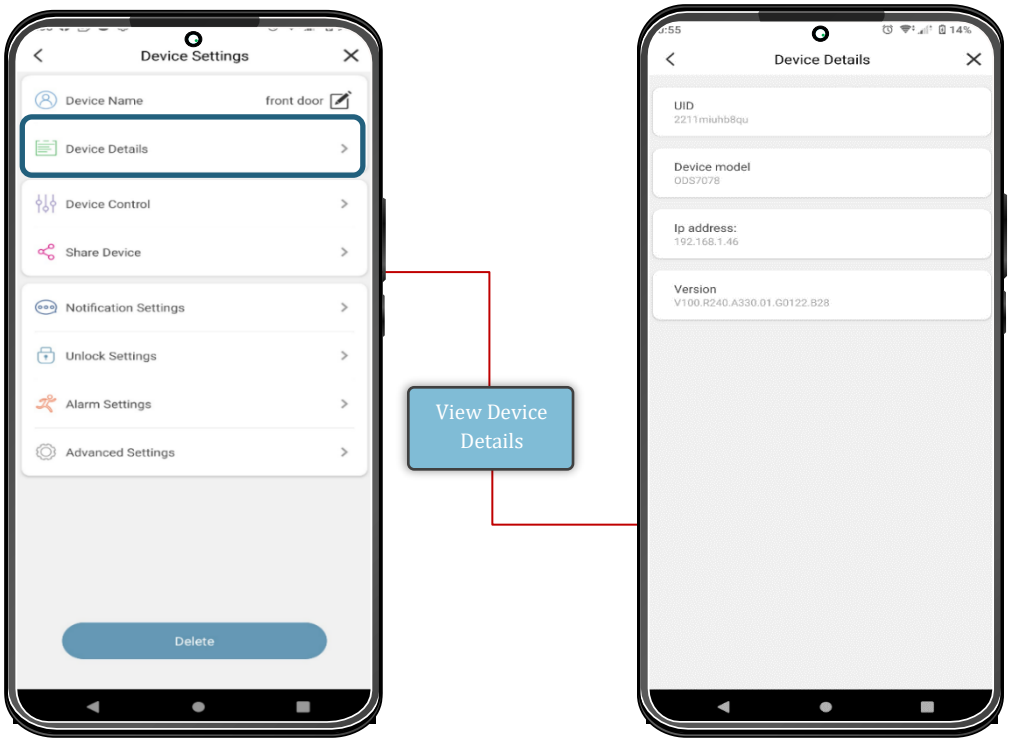
2. Device Settings



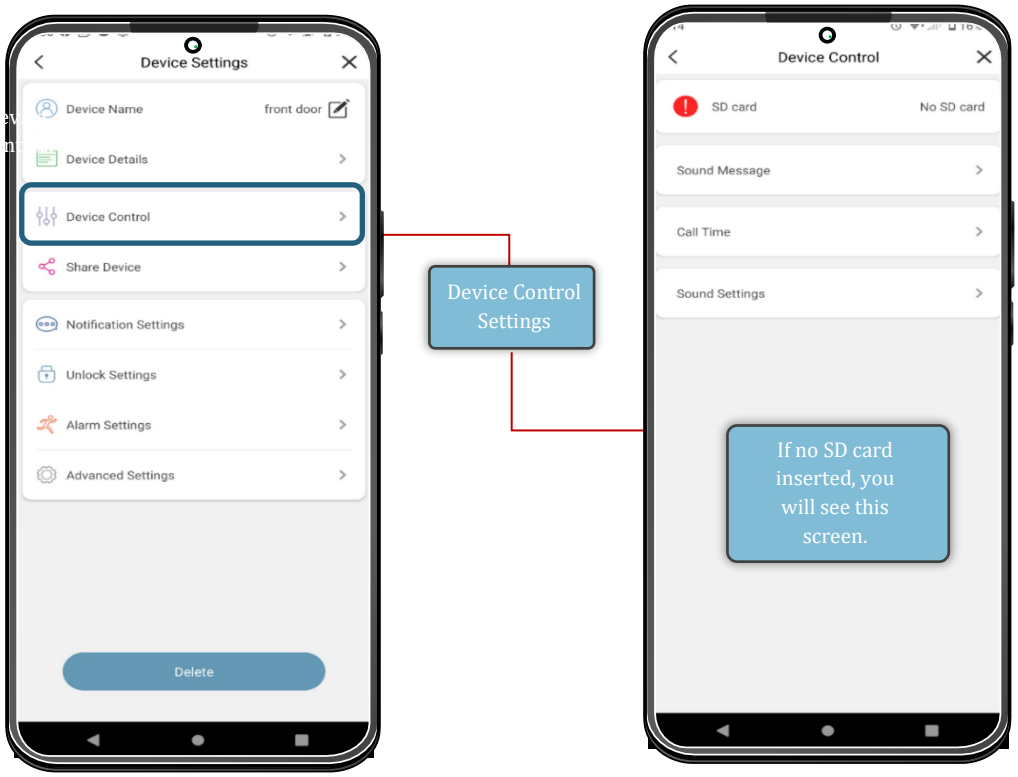
2.1. Device Name



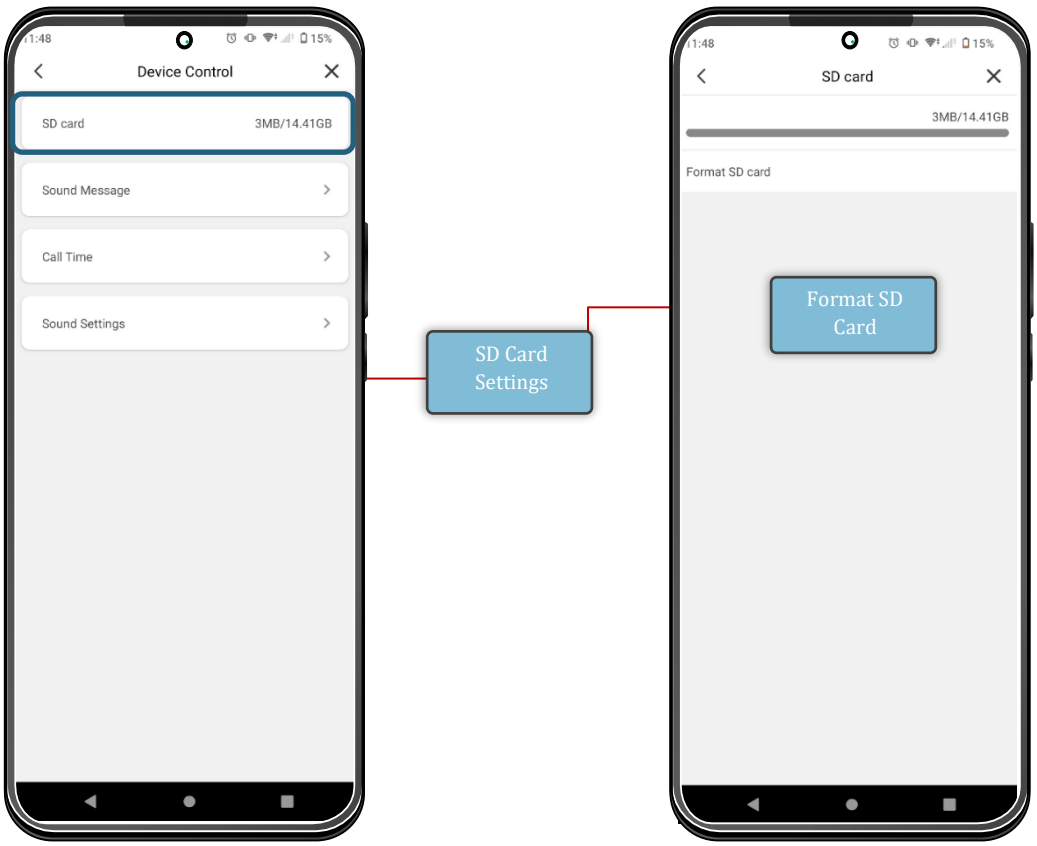
2.2. Device Details



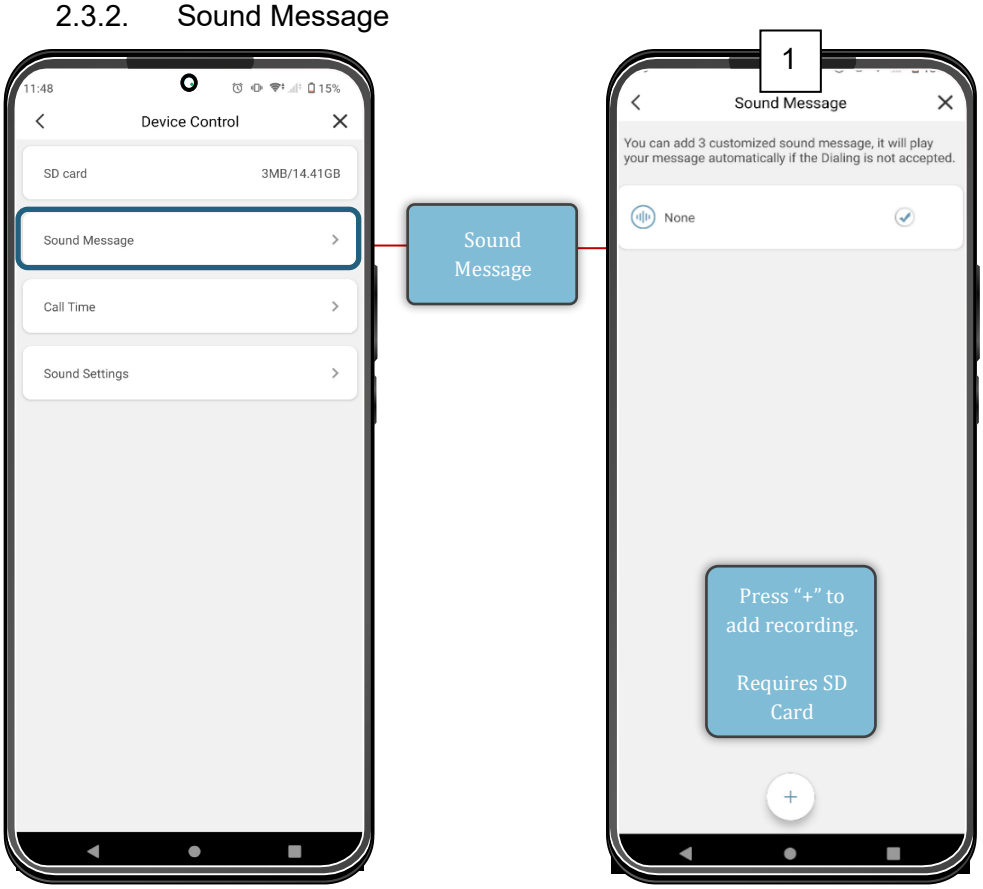
2.3. Device Control

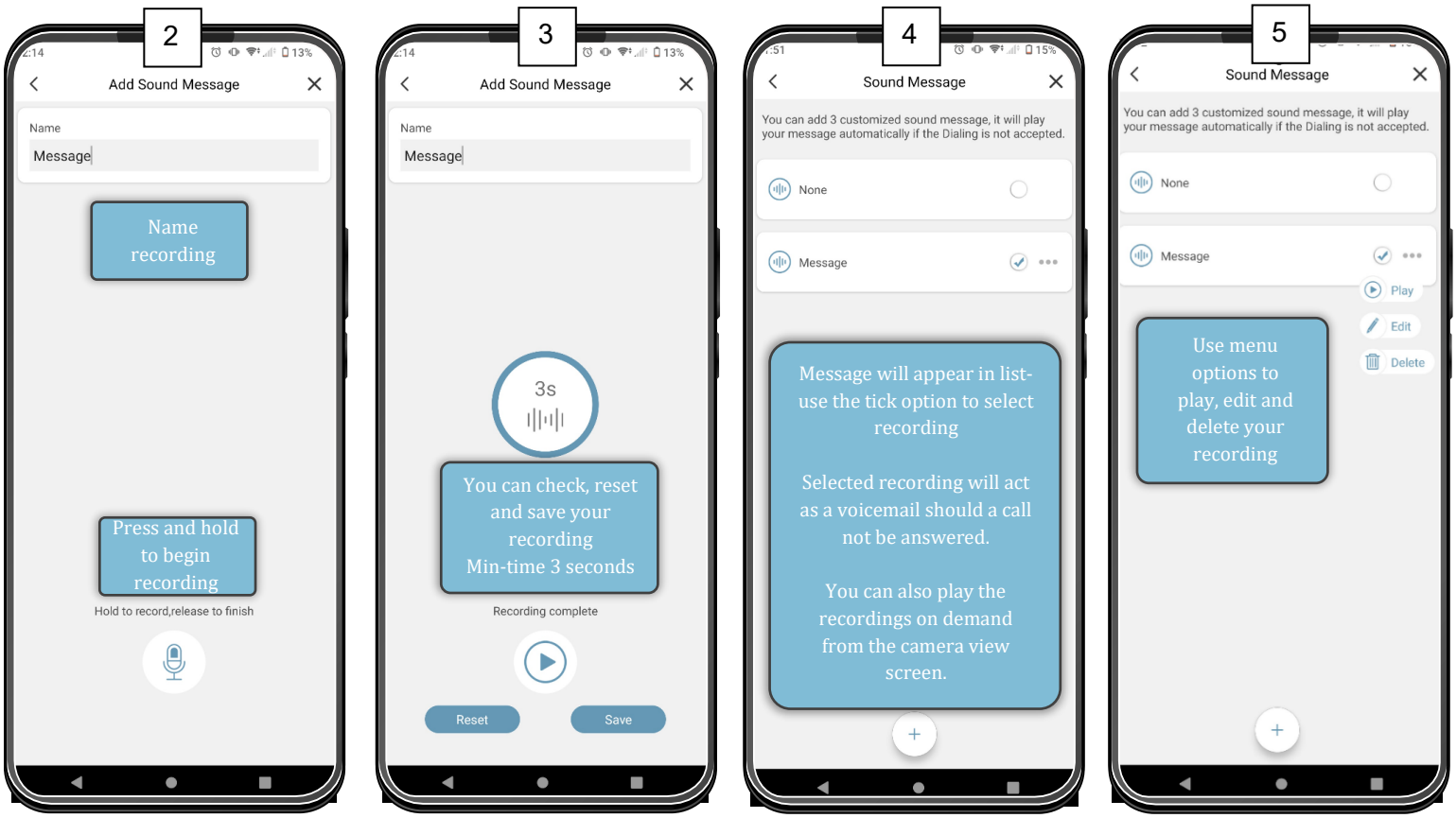


2.3.1. SD Card

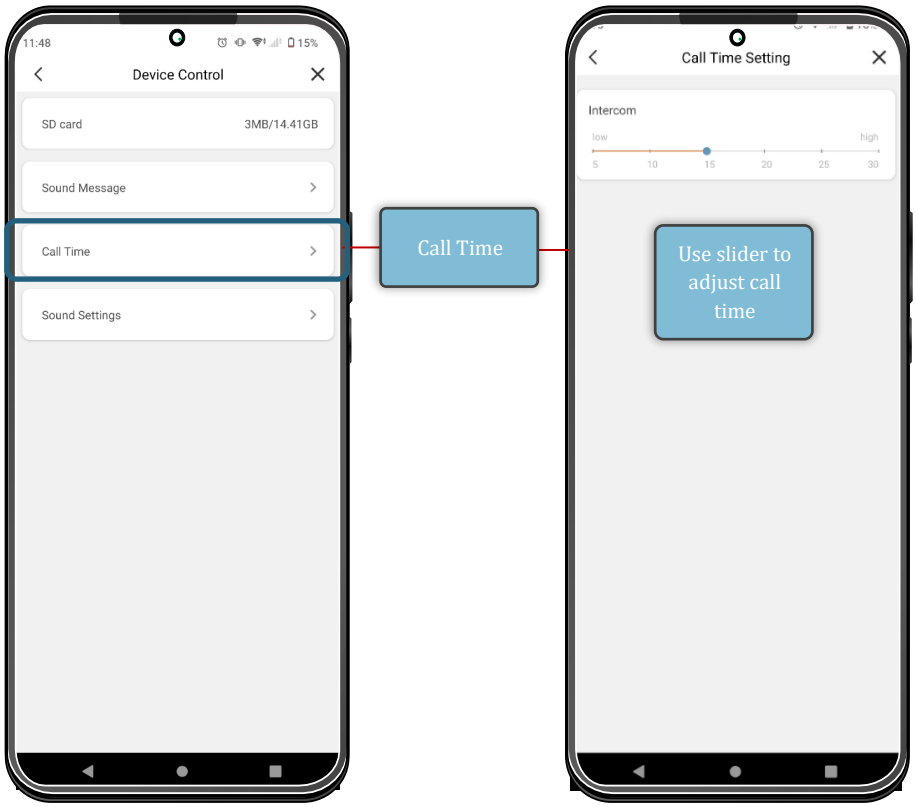


2.3.2. Sound Message

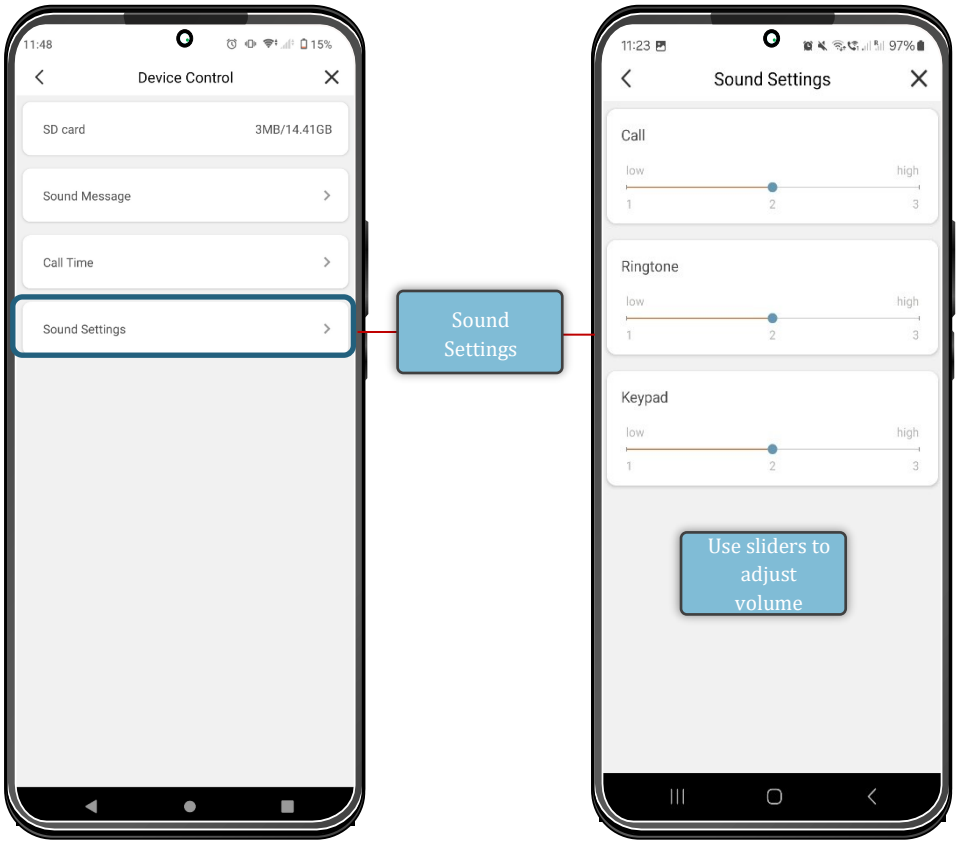




2.3.3. Call Time

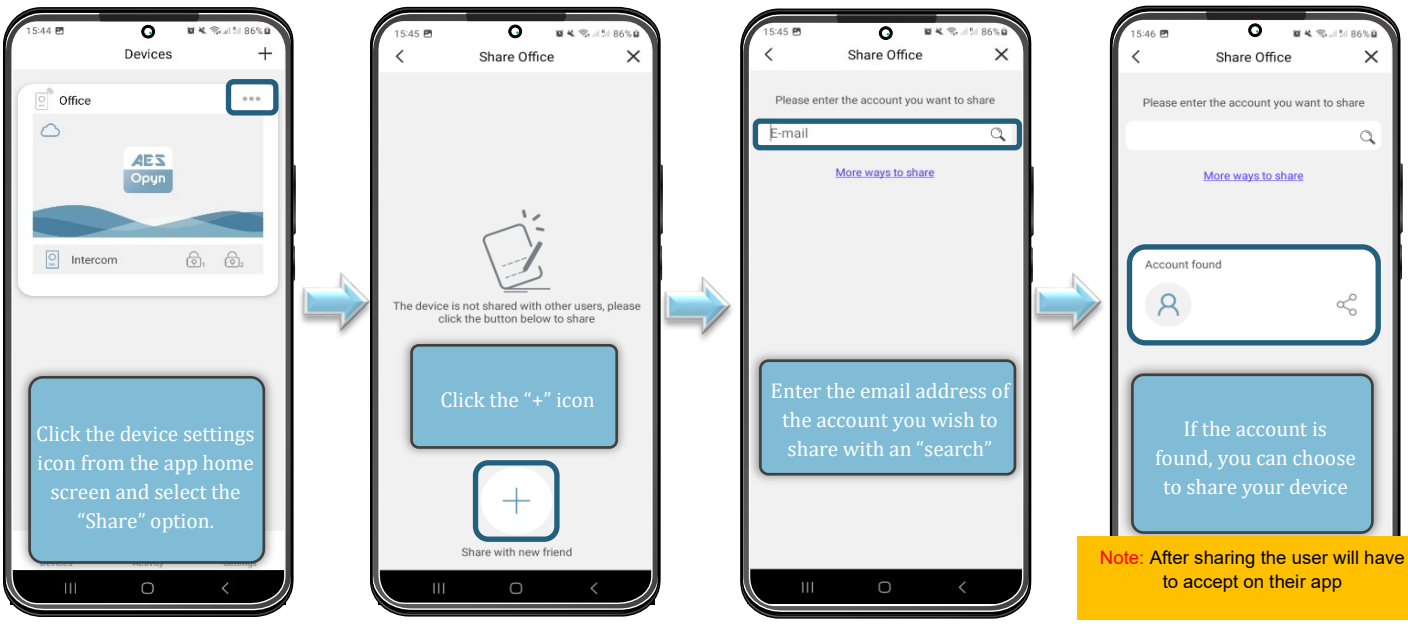


2.3.4. Sound Settings



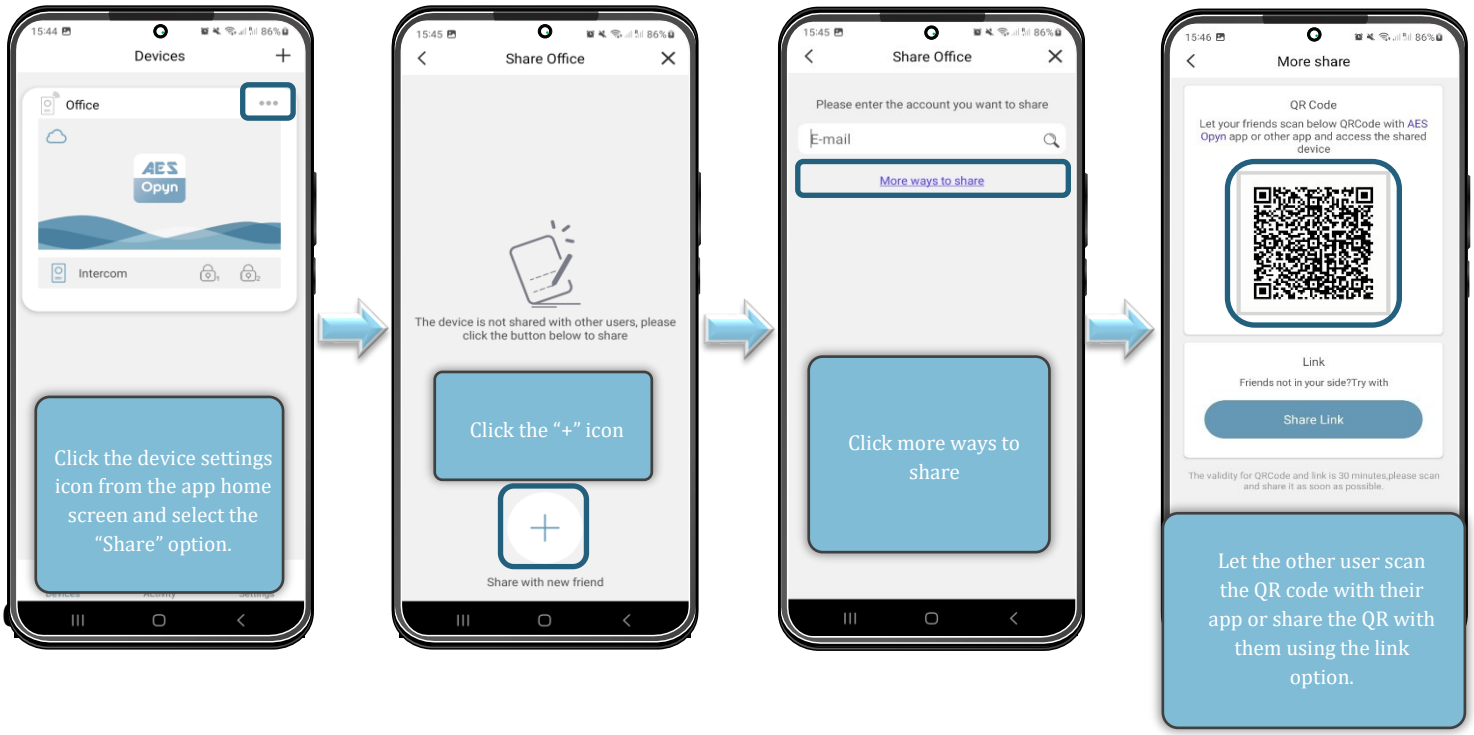
2.4. Share Device

2.4.1. Search Account

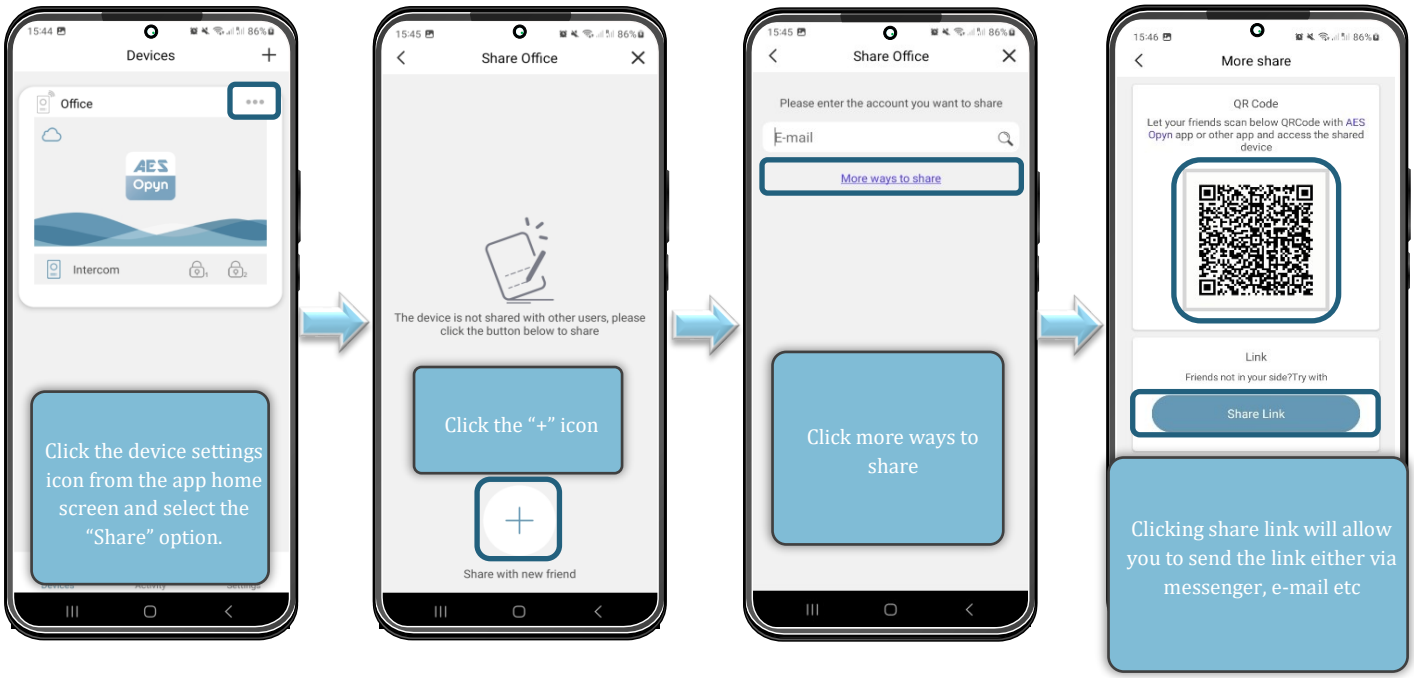


Note: After sharing the user will have to accept on their app

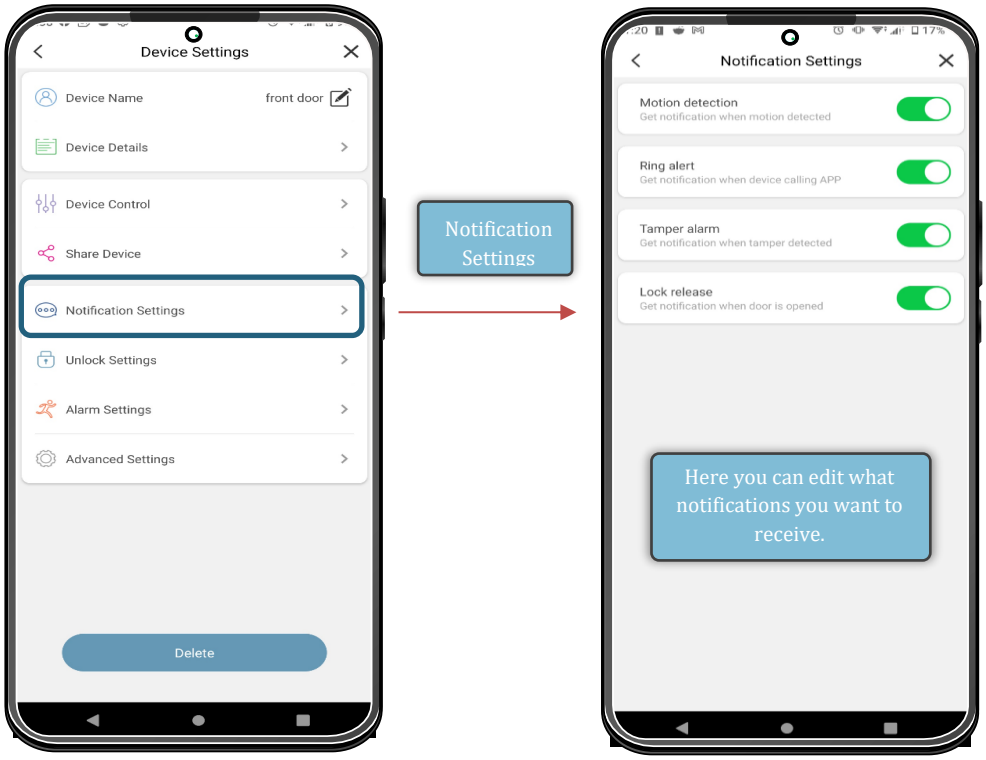
2.4.2. QR Code



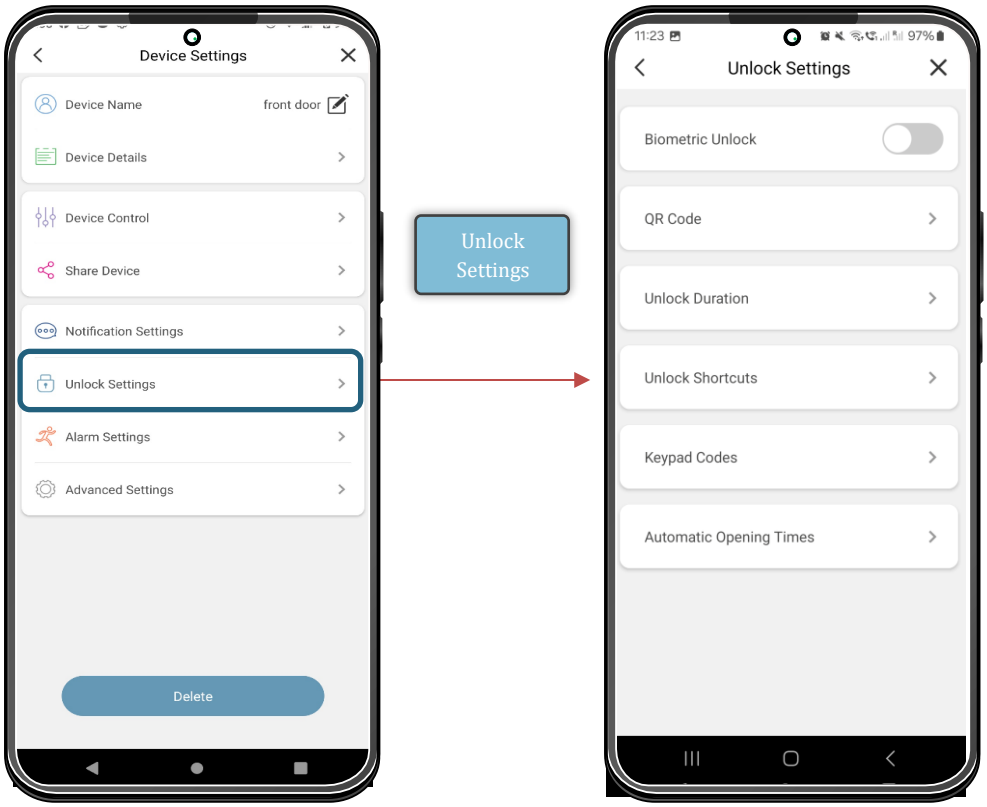
2.4.3. Share Link



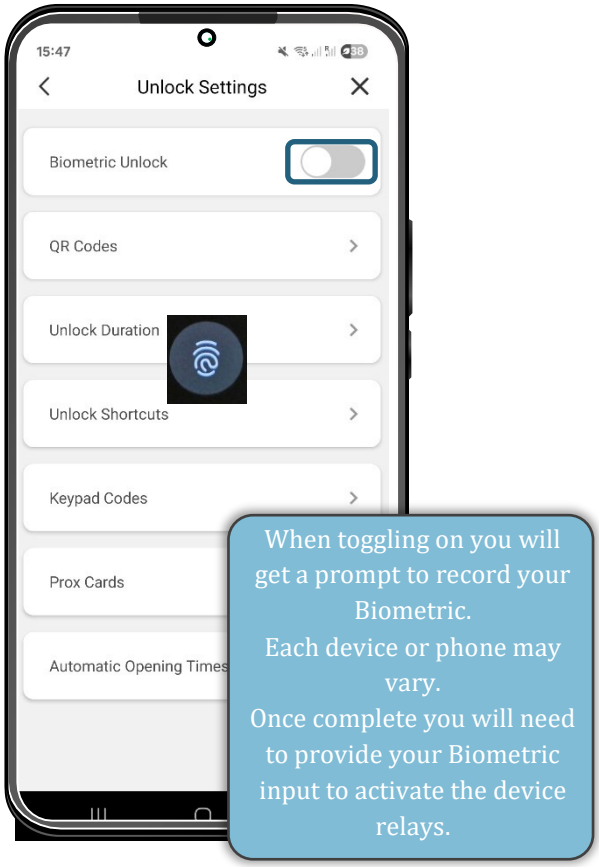
2.5. Notification Settings



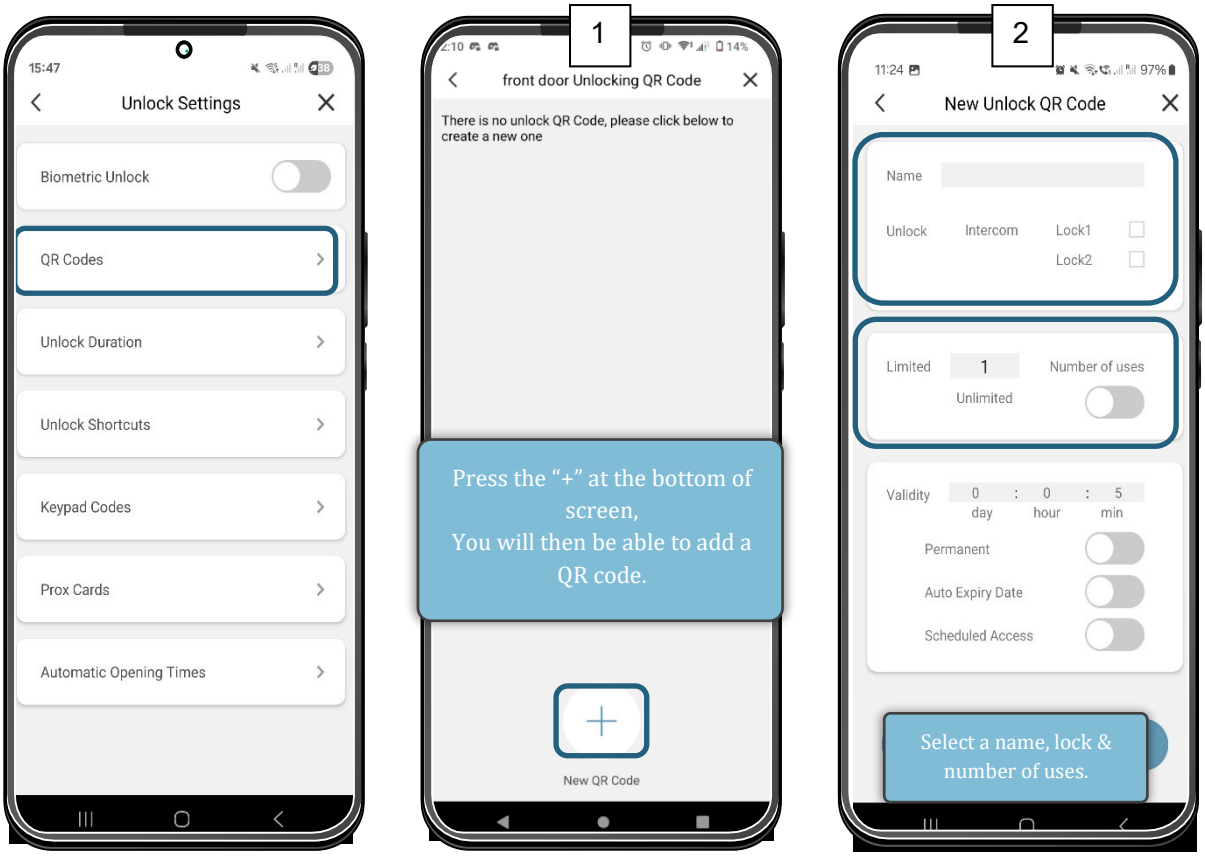
2.6. Unlock Settings



2.6.1. Biometric Unlock



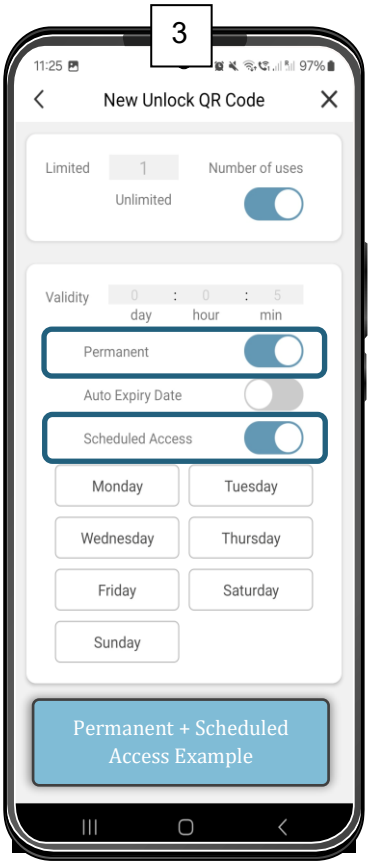
2.6.2. QR Codes



Set “Validity” time with either “Permanent”, “Auto Expiry date” & “Scheduled Access”.

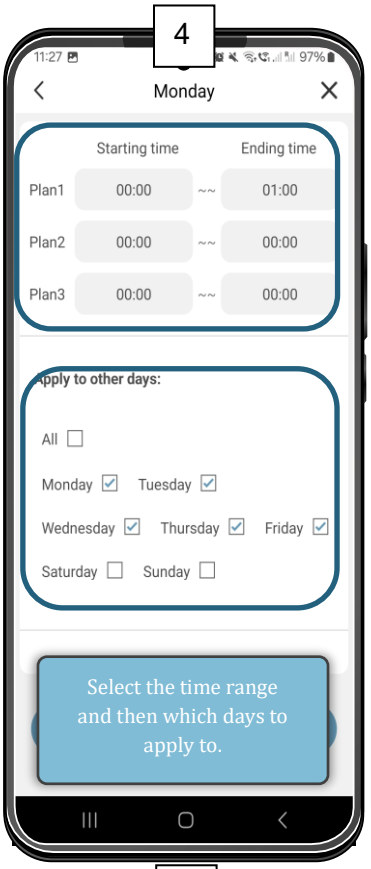
Permanent – The code will work 24/7 and never expire.
Auto Expiry – Set a start time and end time for when the code should work, then expire.
Scheduled Access – Set specific days/times in which the code should work. This option requires you to select Permanent or Auto Expiry first.

3



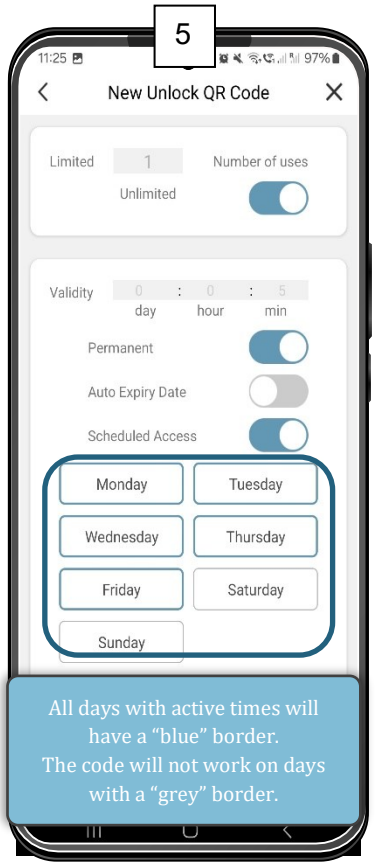
Permanent + Scheduled Access Example

4



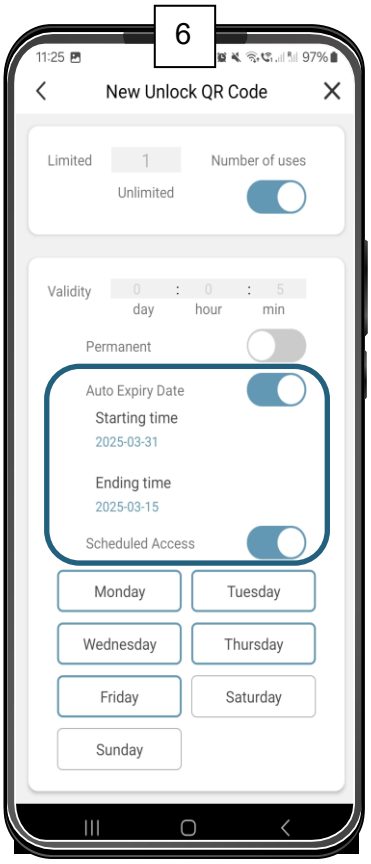
Select the time range and then which days to apply to.

5

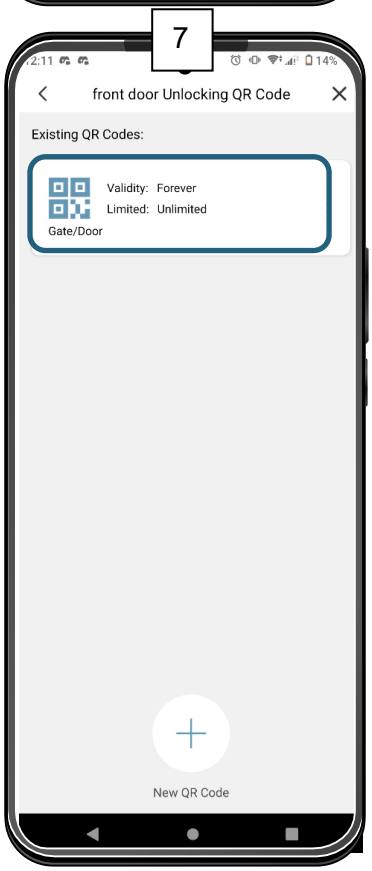


All days with active times will have a “blue” border.
The code will not work on days with a “grey” border.

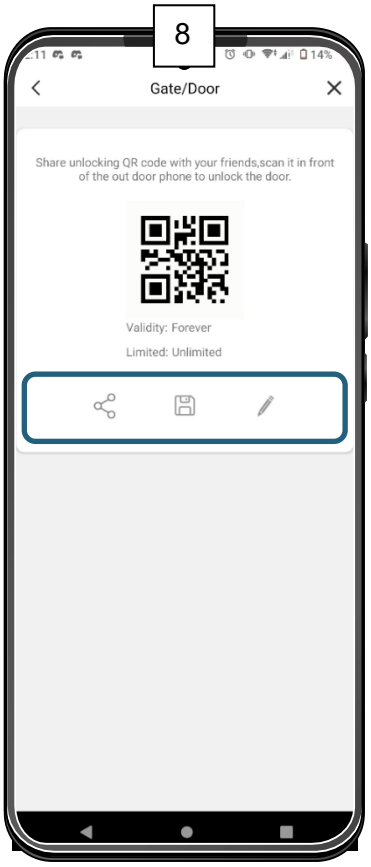
6



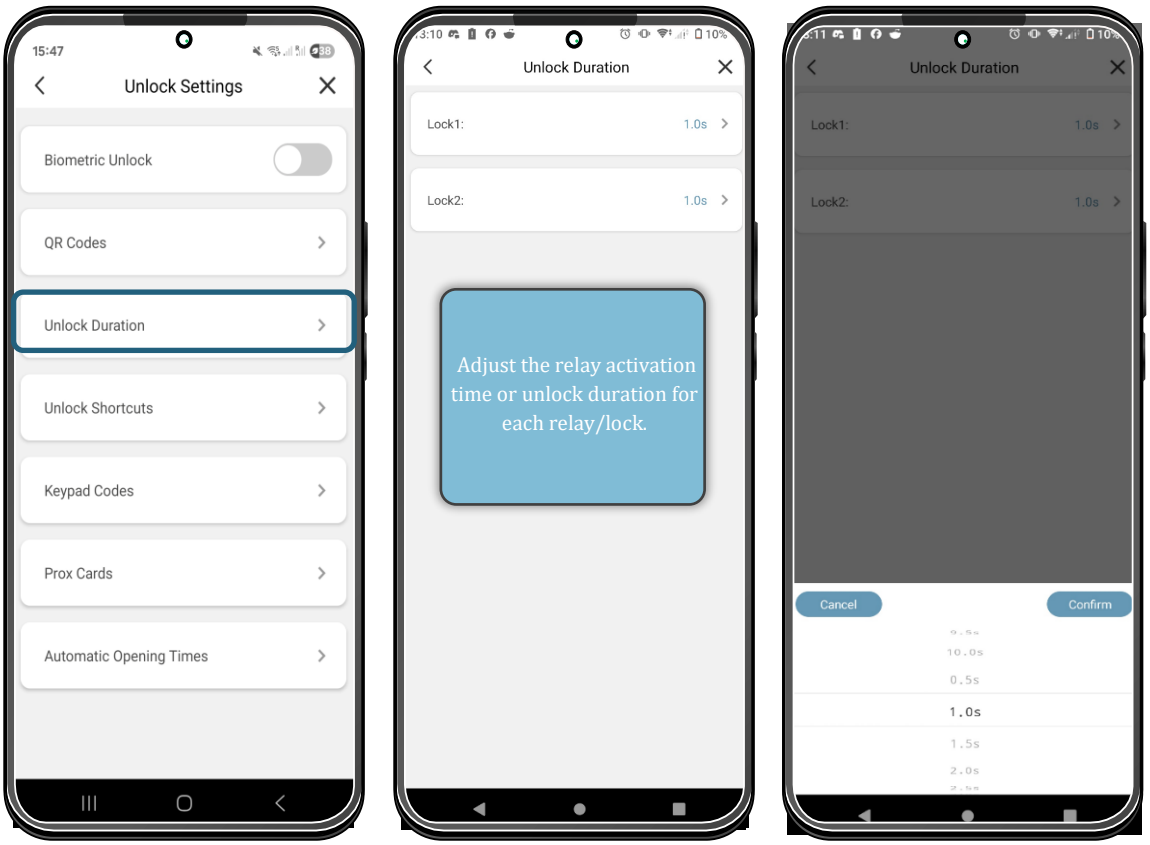
7



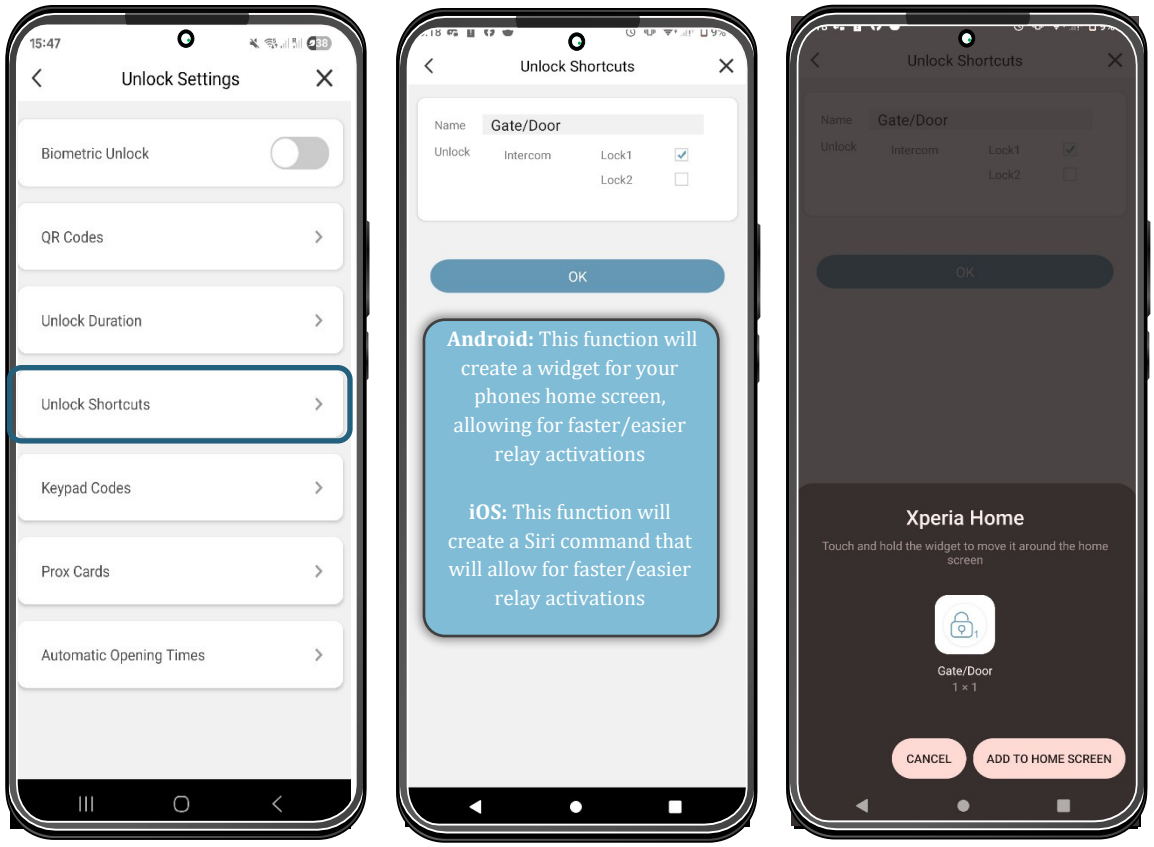
8



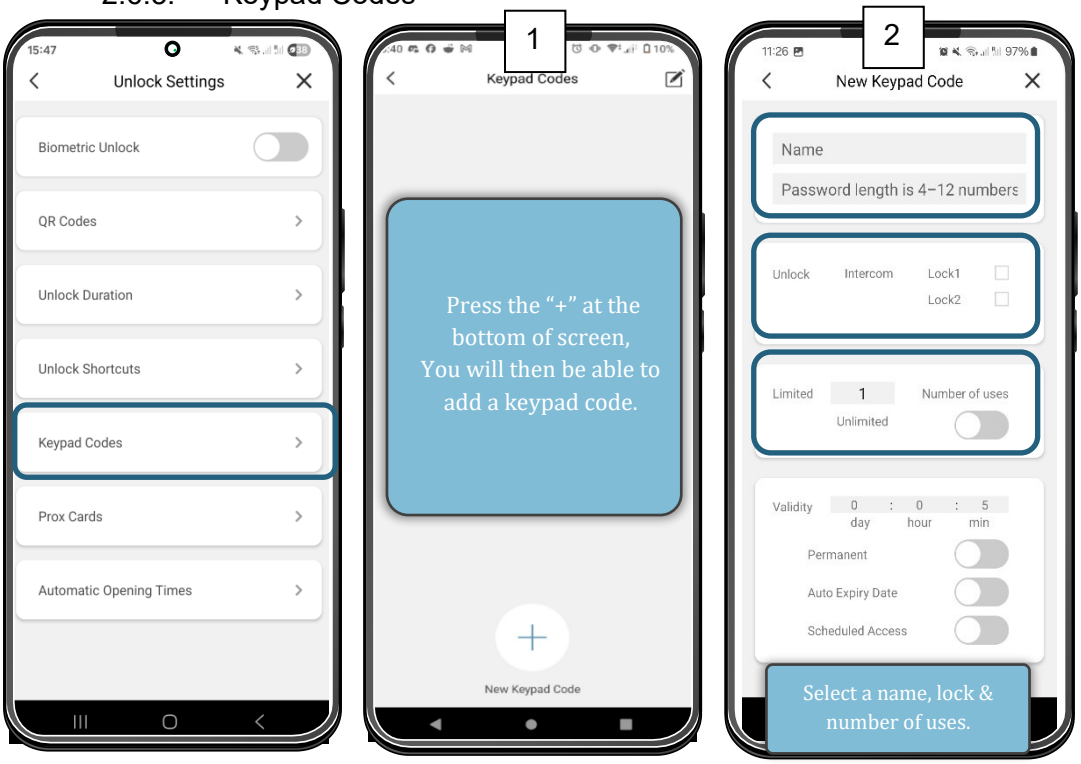
2.6.3. Unlock Duration



2.6.4. Unlock Shortcuts



2.6.5. Keypad Codes



Set "Validity" time with either "Permanent", "Auto Expiry date" & "Scheduled Access".

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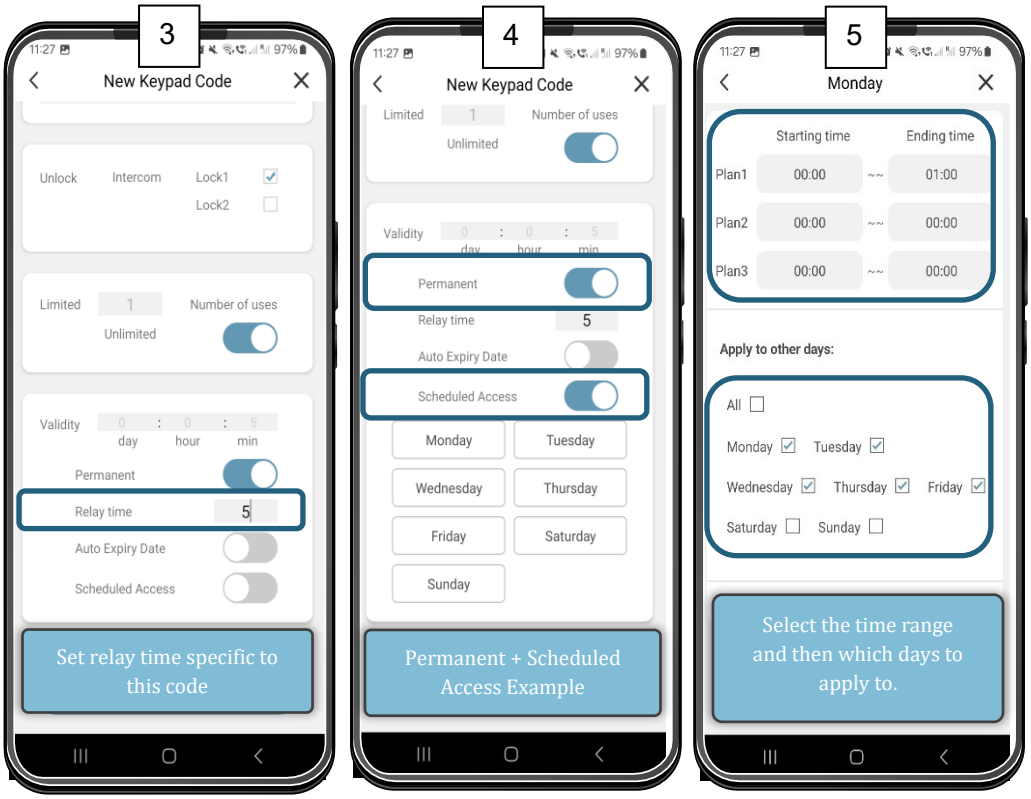
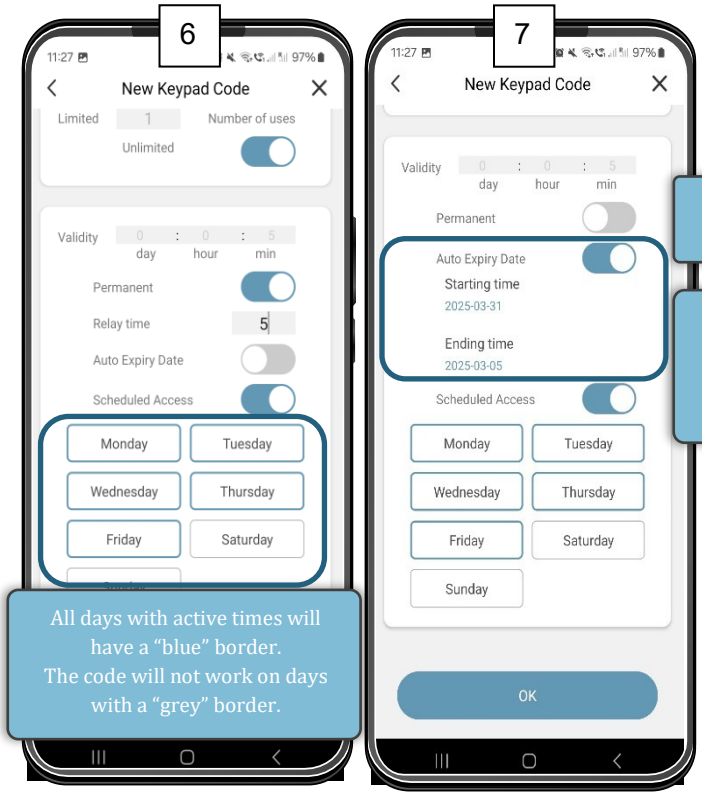
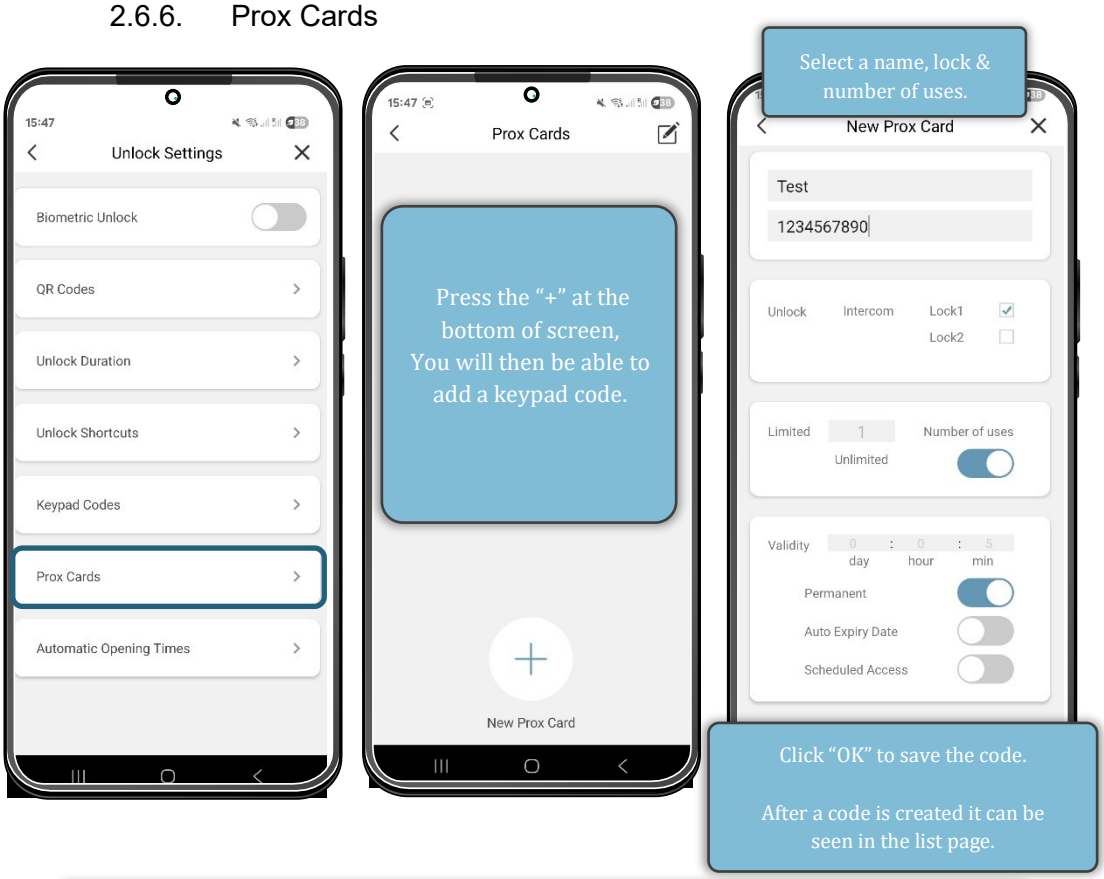
Auto Expiry – Set a start time and end time for when the code should work, then expire.
Scheduled Access – Set specific days/times in which the code should work. This option requires you to select Permanent or Auto Expiry first.





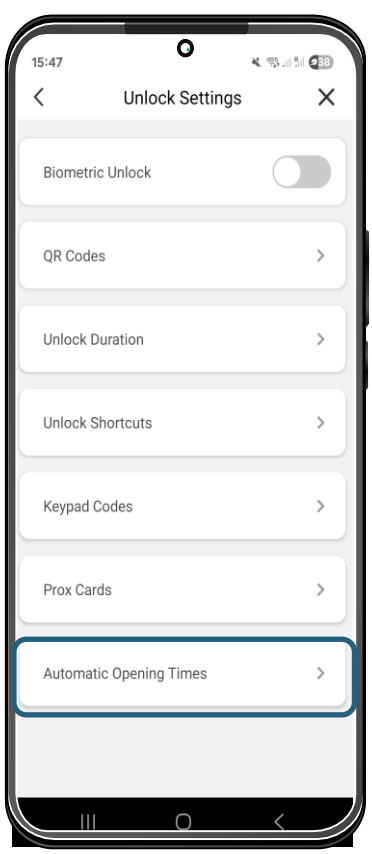
2.6.6. Prox Cards

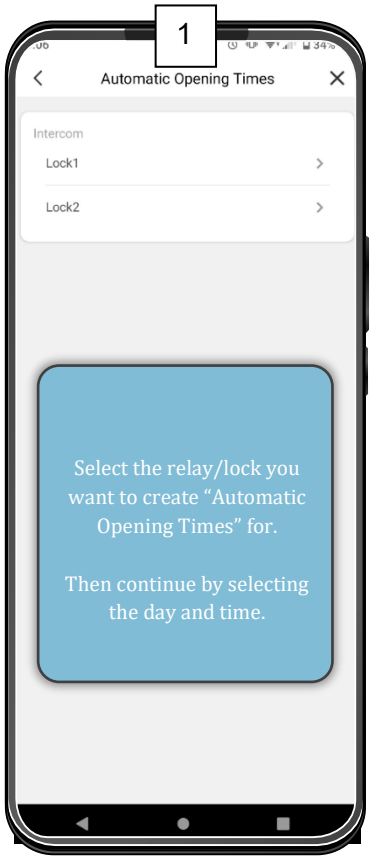


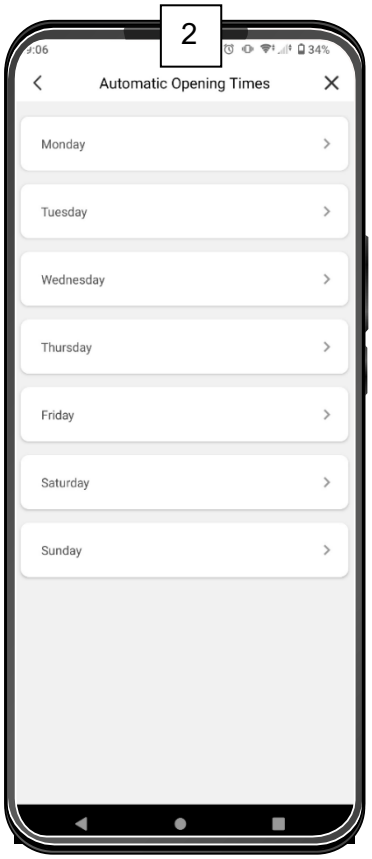
Set “Validity” time with either “Permanent”, “Auto Expiry date” & “Scheduled Access”.

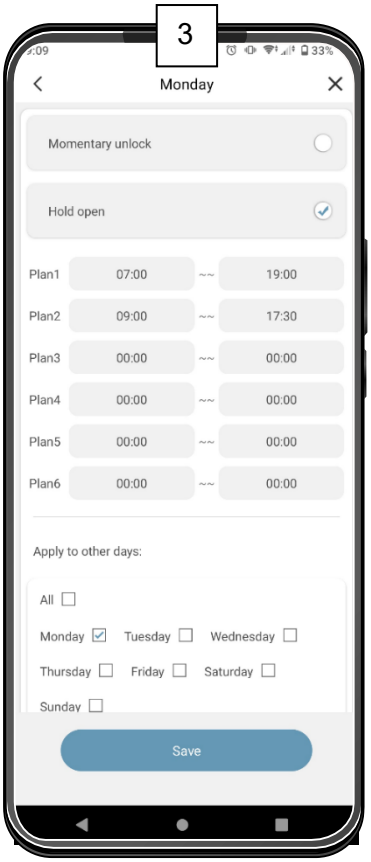
Permanent – The code will work 24/7 and never expire.
Auto Expiry – Set a start time and end time for when the code should work, then expire.
Scheduled Access – Set specific days/times in which the code should work. This option requires you to select Permanent or Auto Expiry first.

2.6.7. Automatic Opening Times



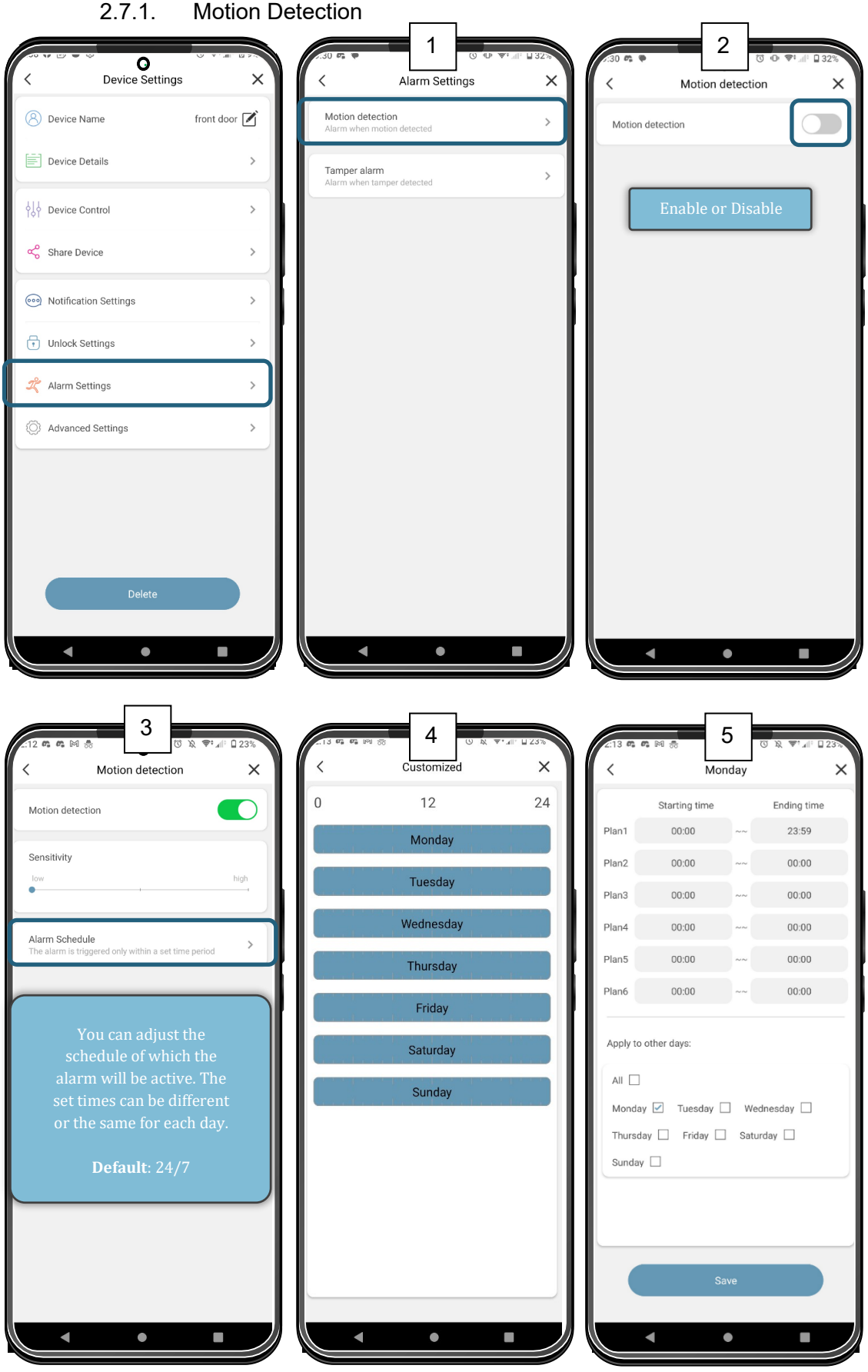




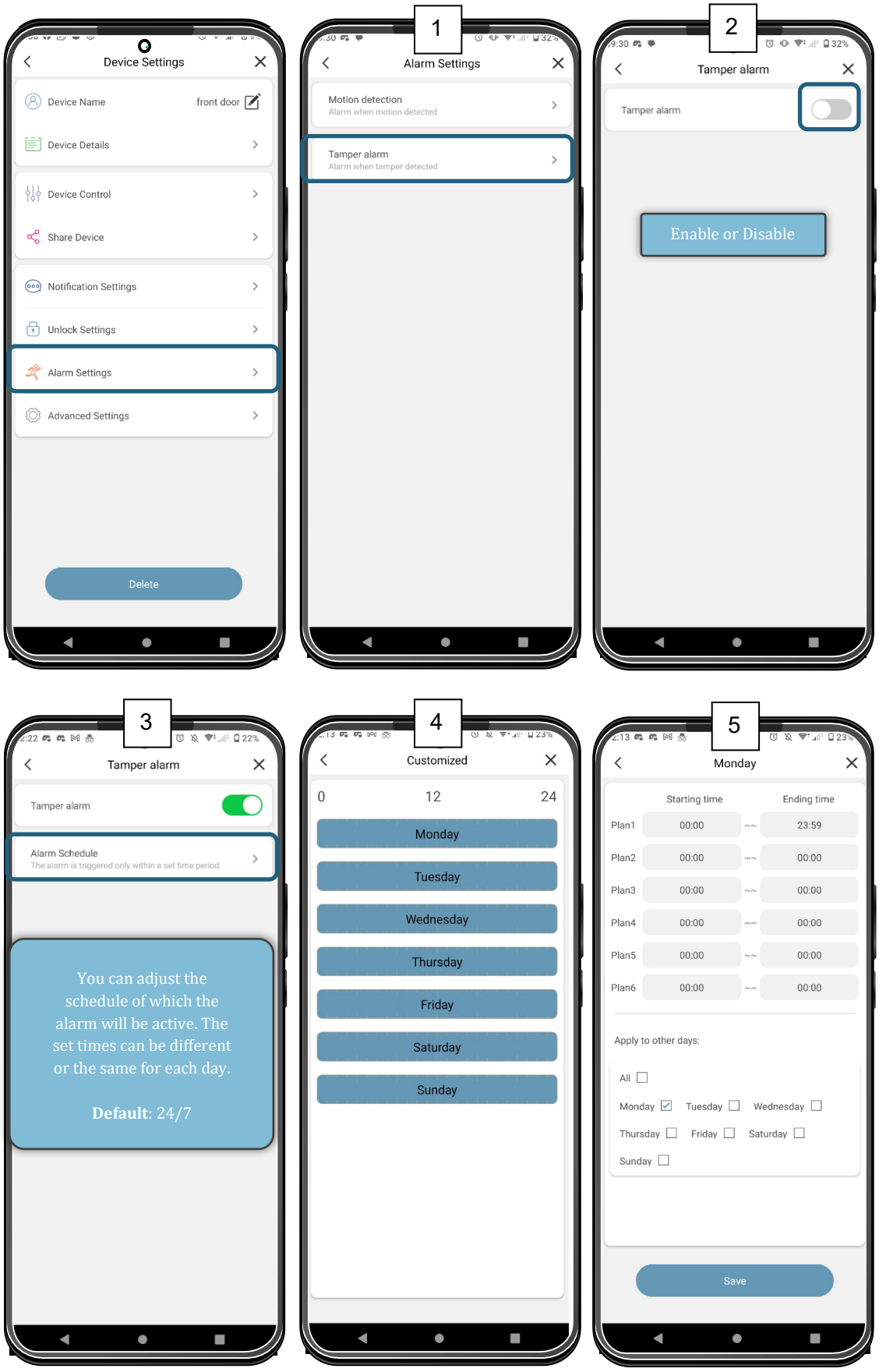


2.7. Alarm Settings

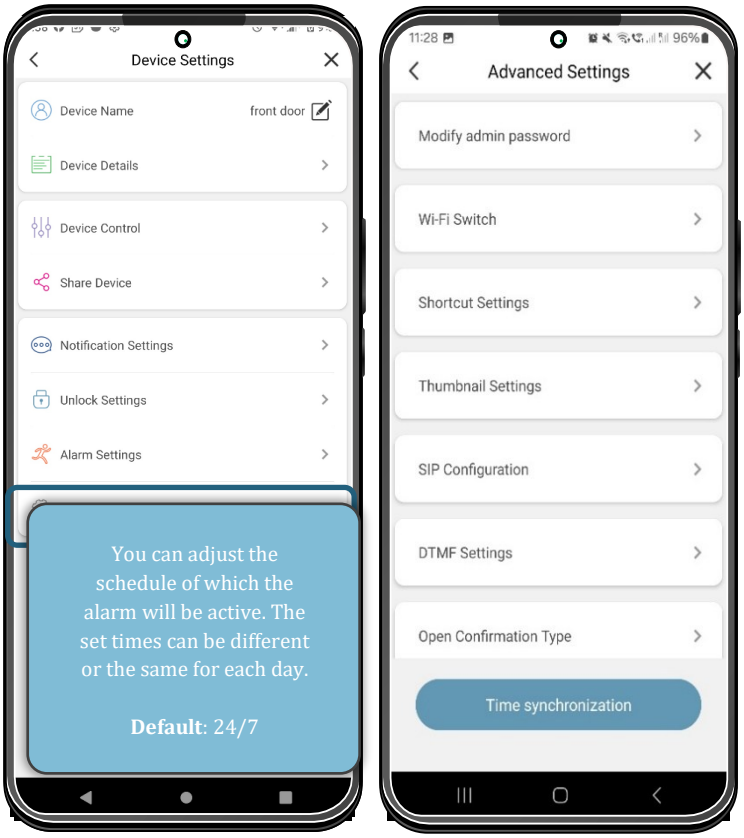
2.7.1. Motion Detection



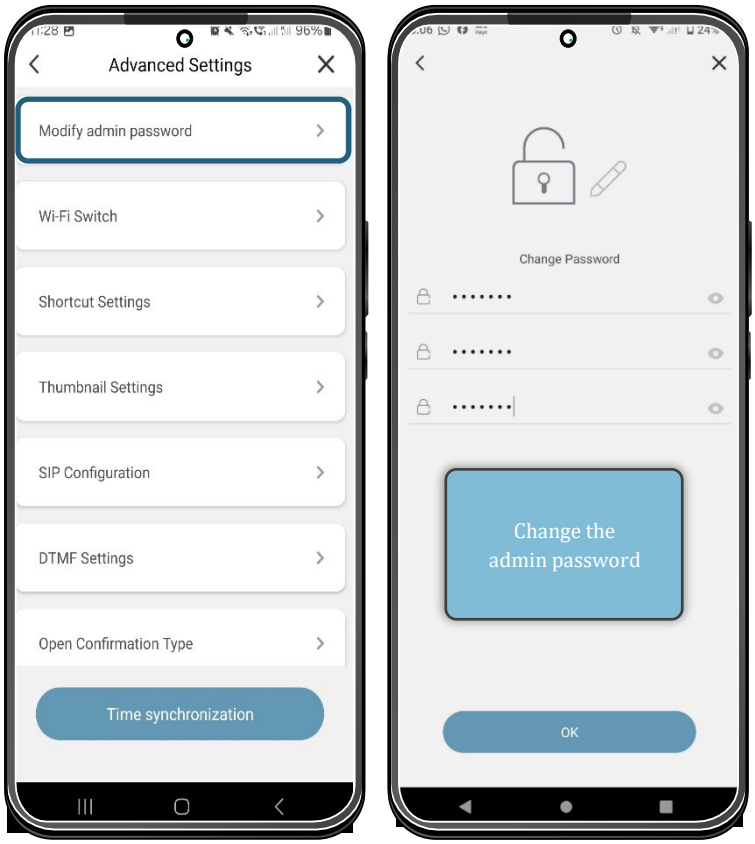
2.7.2. Tamper Alarm



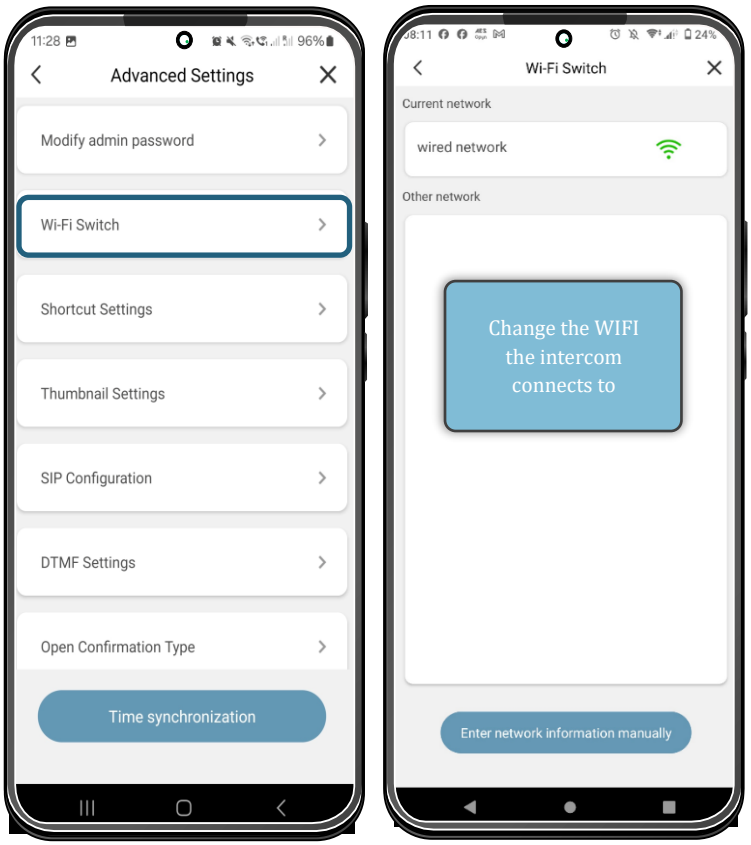
2.8. Advanced Settings



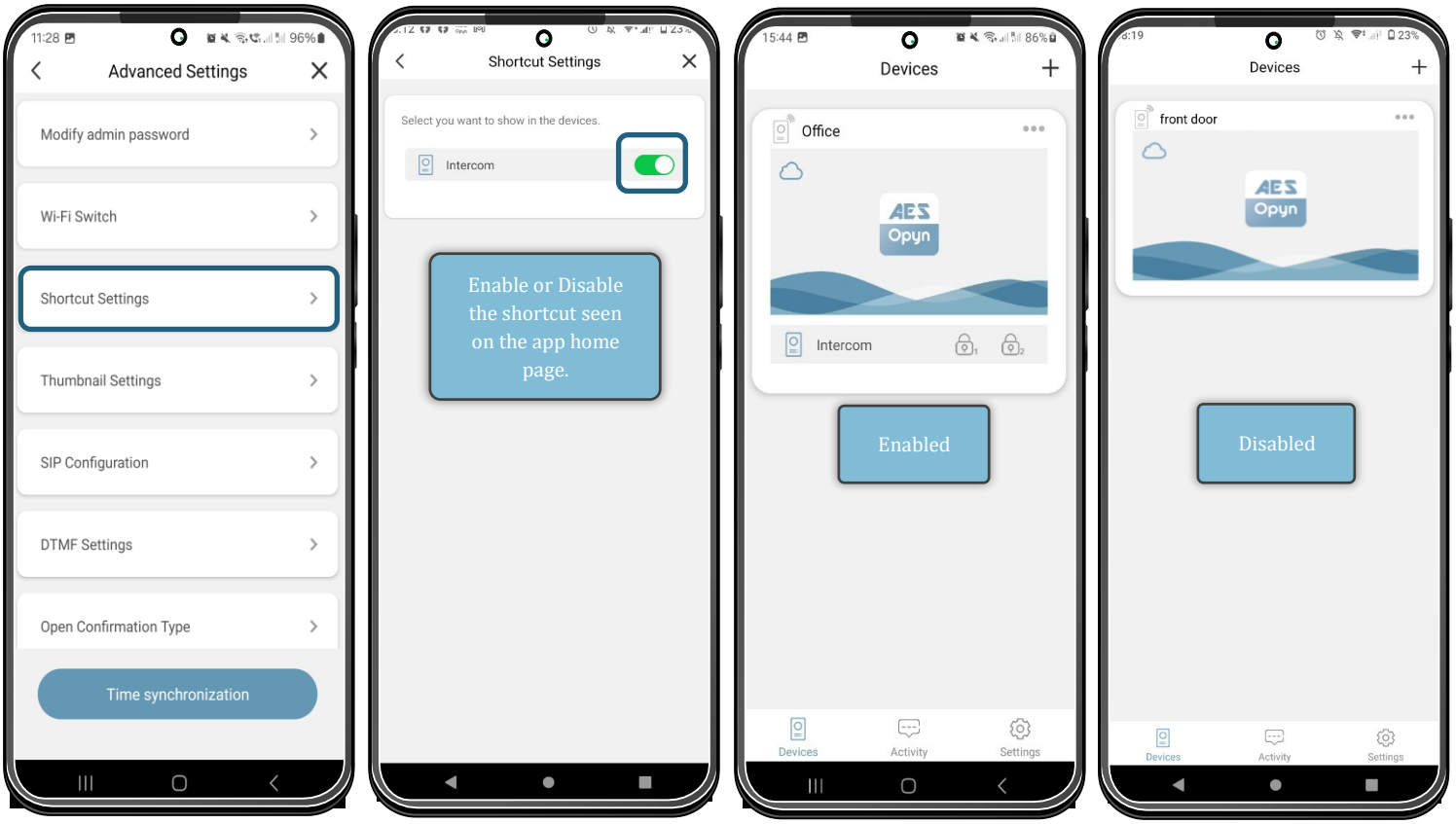
2.8.1. Modify Admin Password



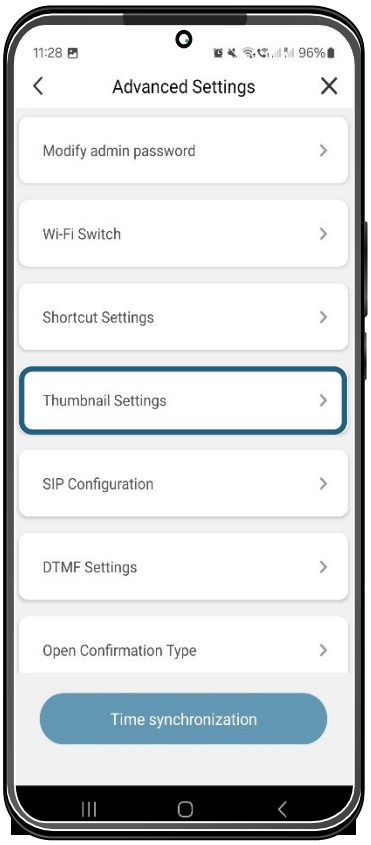
2.8.2. Wi-fi Switch



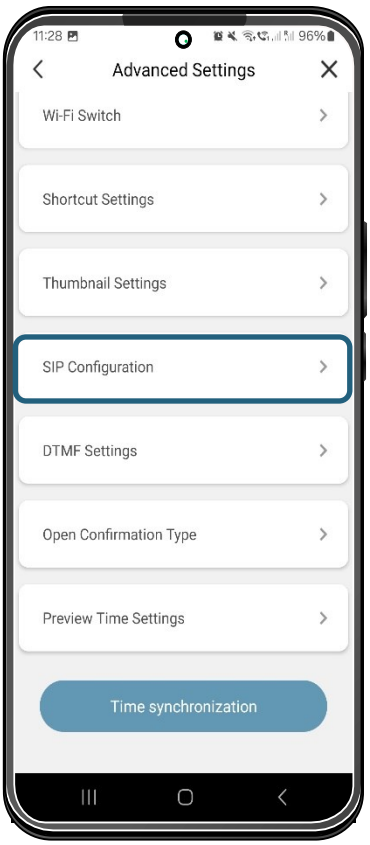
2.8.3. Shortcut Settings

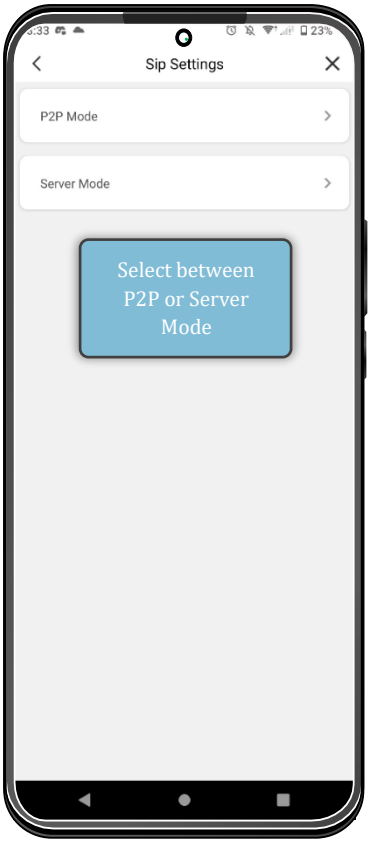


2.8.4. Thumbnail Settings



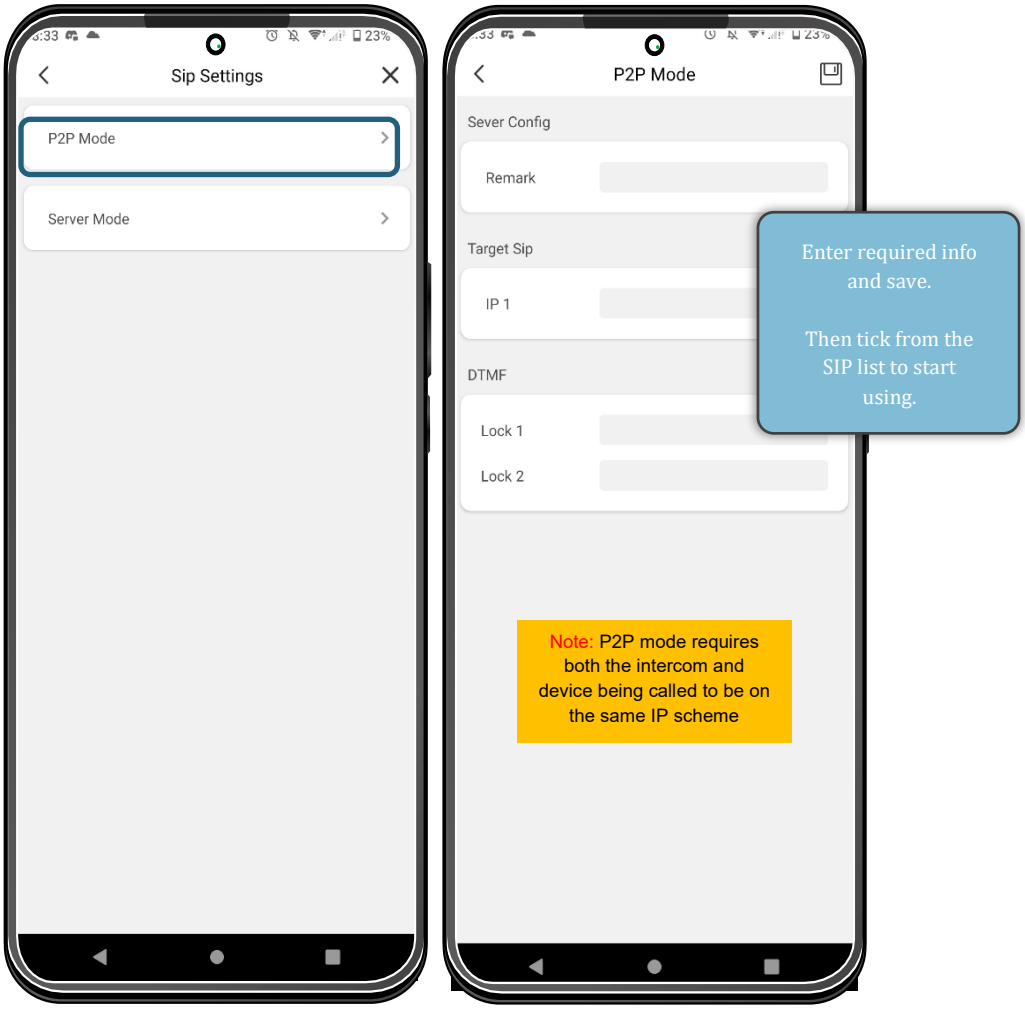
2.8.5. SIP Configuration



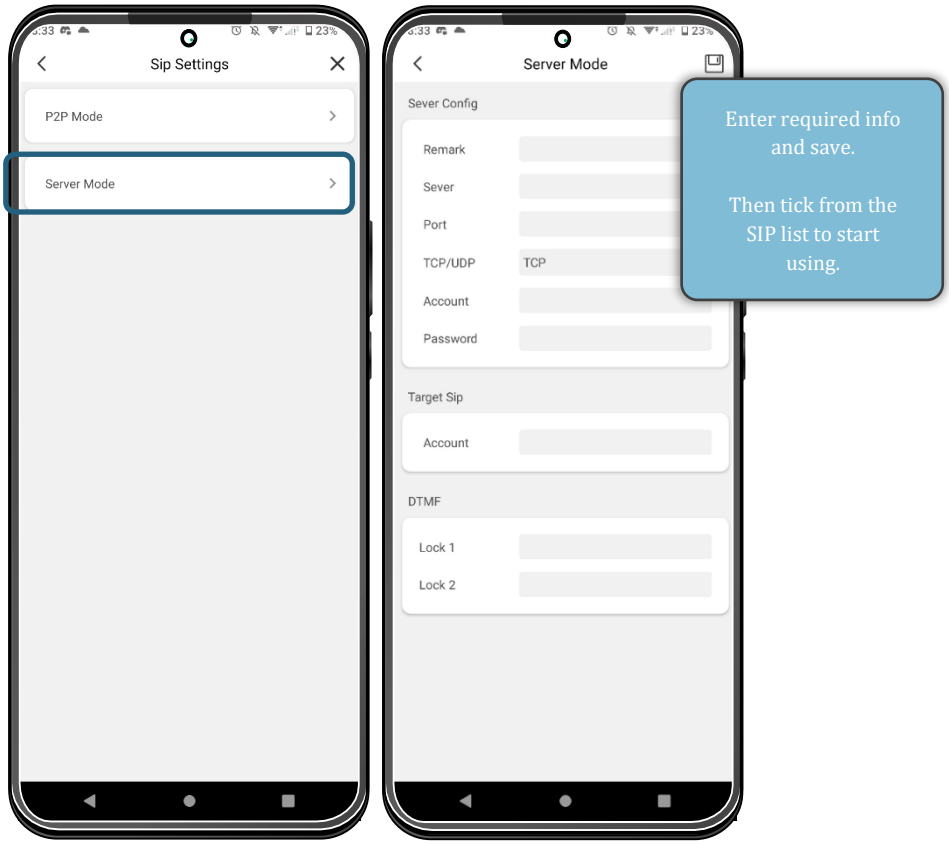


P2P Mode

This is the most common mode to use as it allows you to easily connect your Opyn Pro to other SIP devices just by being on the same network. You can also use this to call Opyn Monitor(s) allowing for seamless SIP calling.

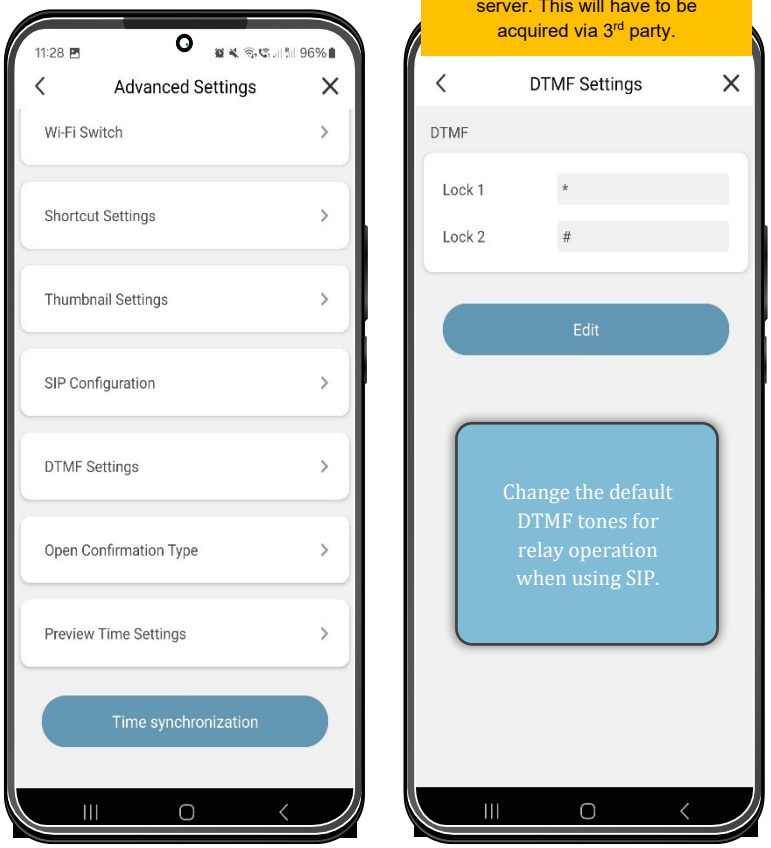


Server Mode

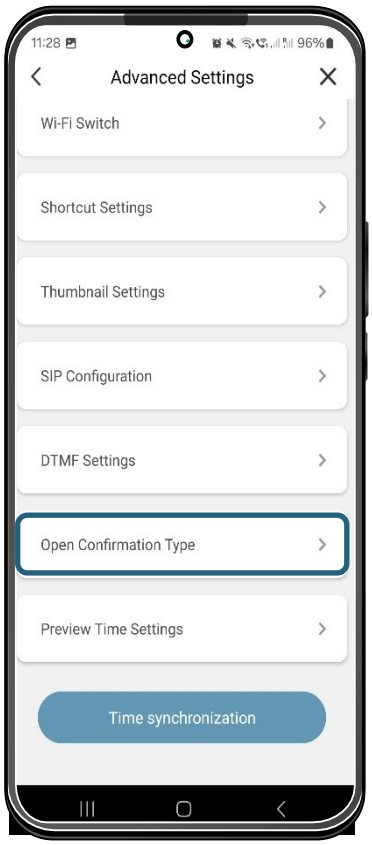


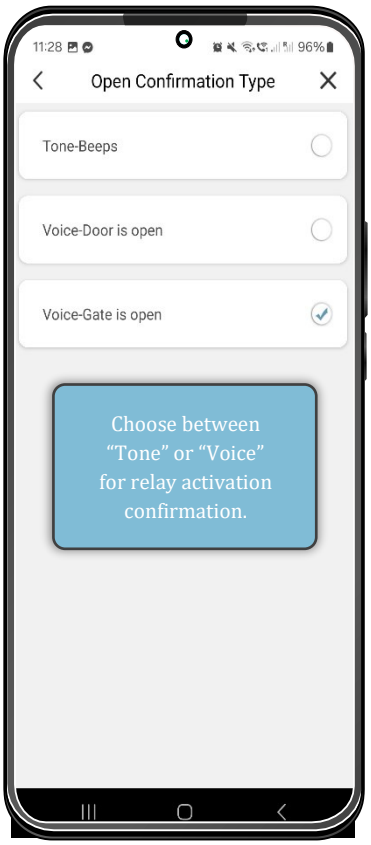
2.8.6. DTMF Settings

Note: AES does not provide a SIP server. This will have to be acquired via 3rd party.

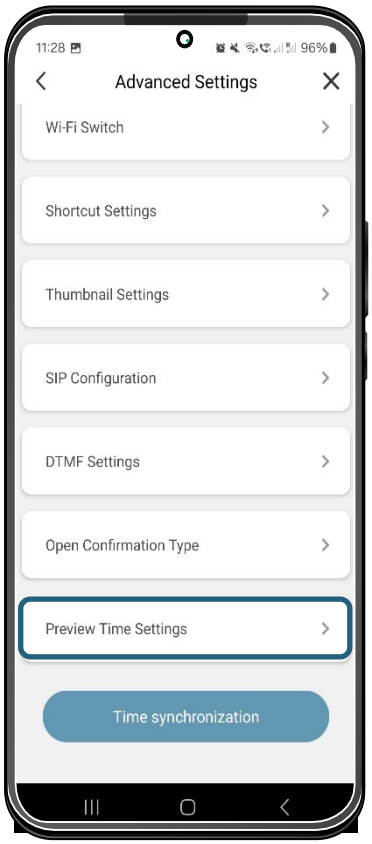


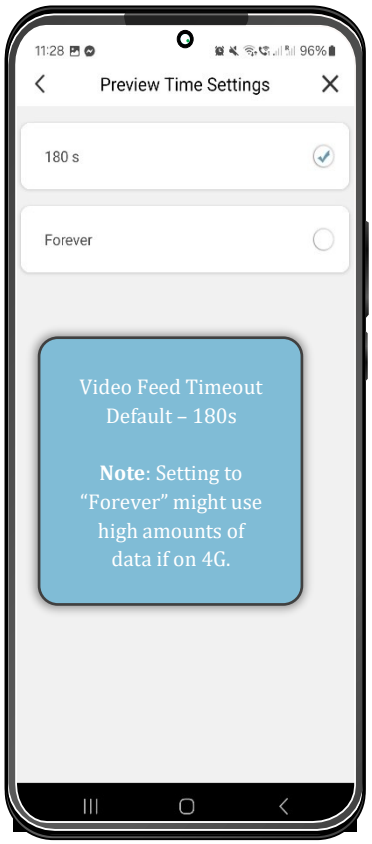
2.8.7. Open Confirmation Type



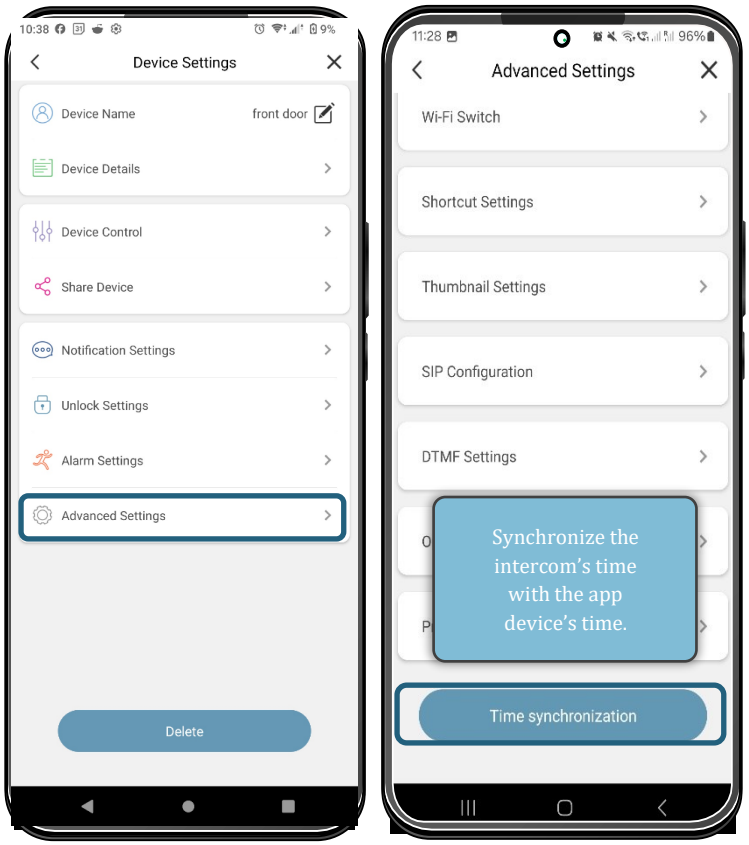


2.8.8. Preview Time Settings

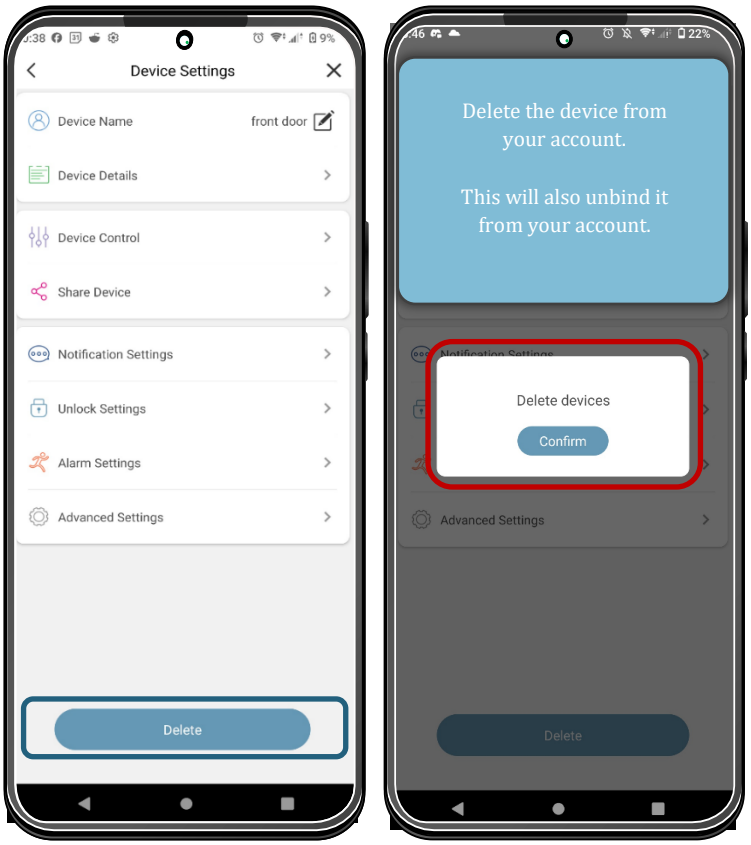




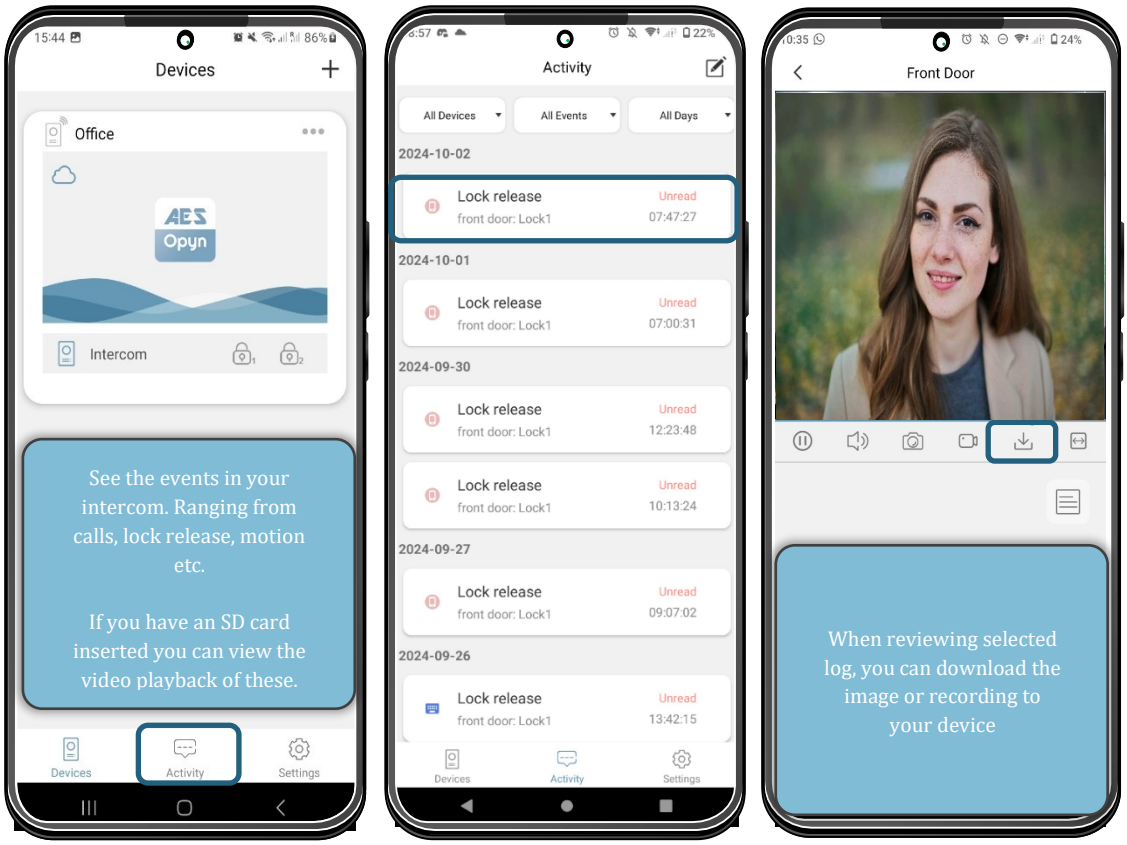
2.8.9. Time Synchronization

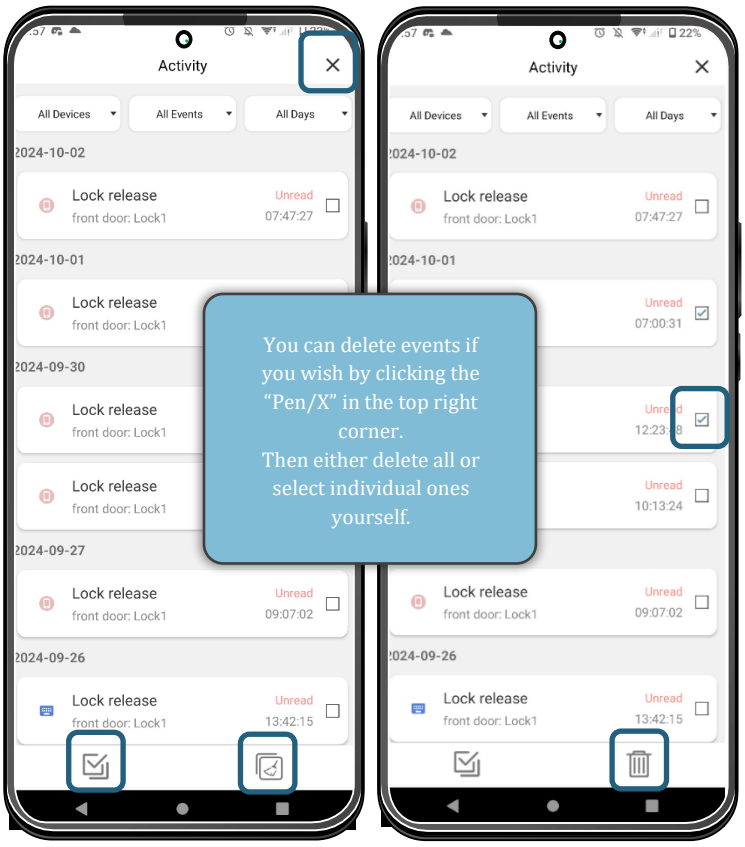


2.9. Delete

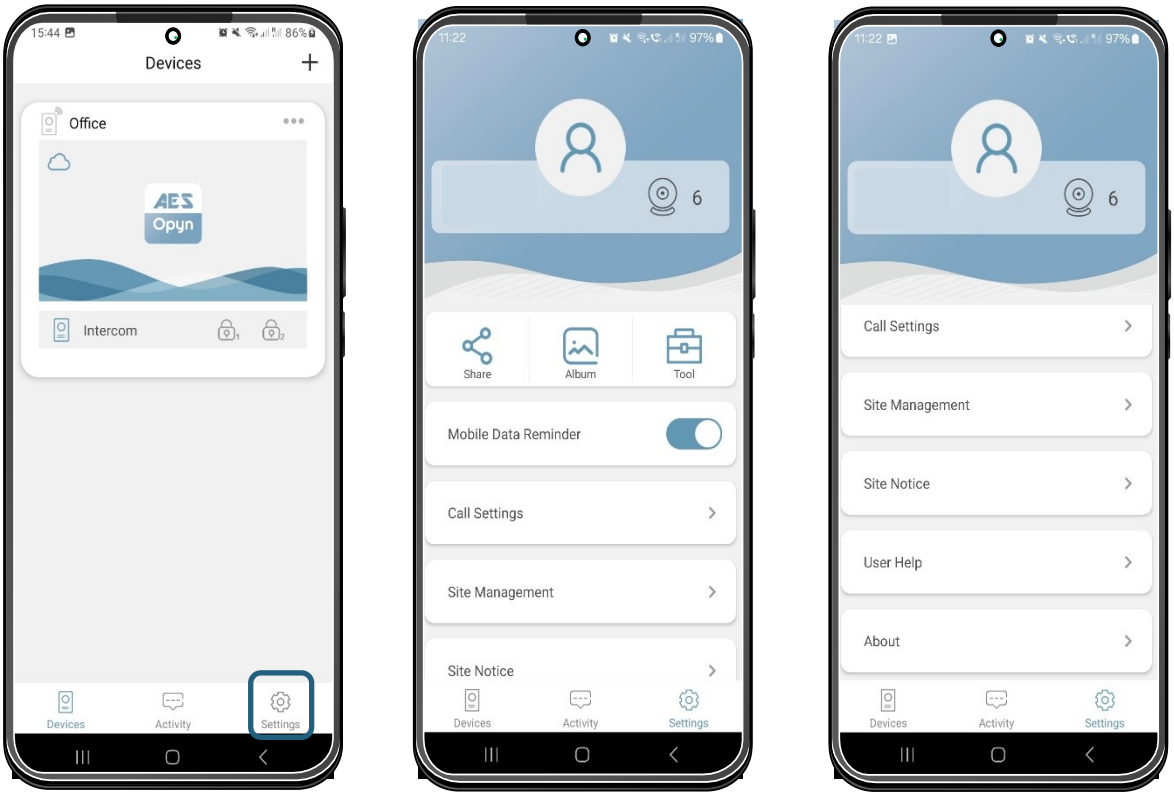


3. Activity Log

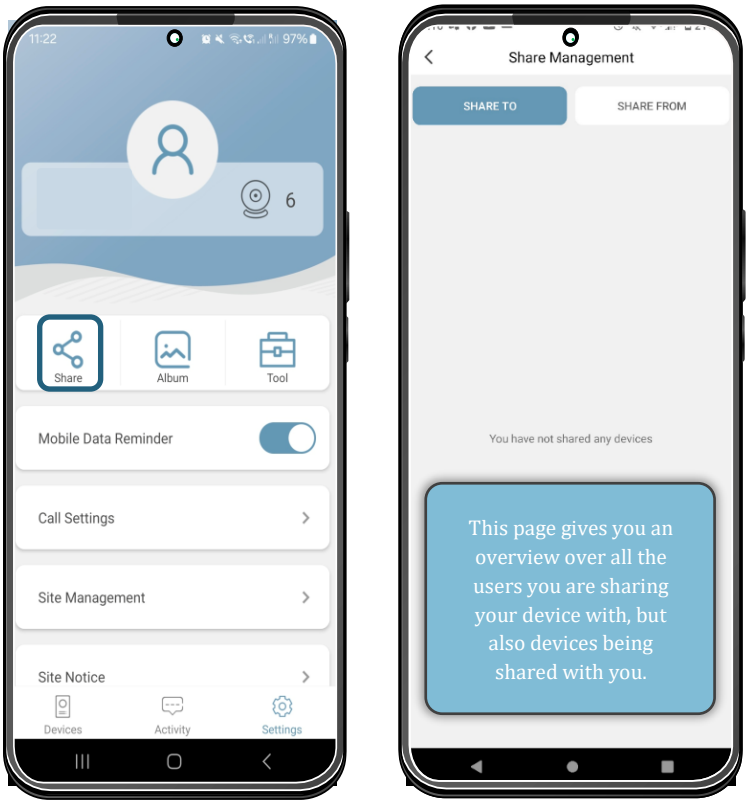




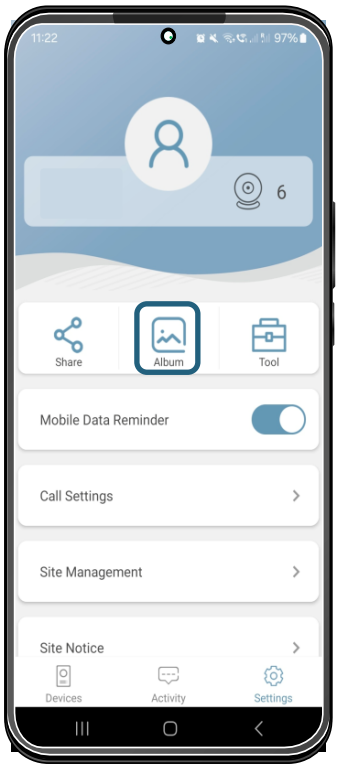
4. Settings (App)

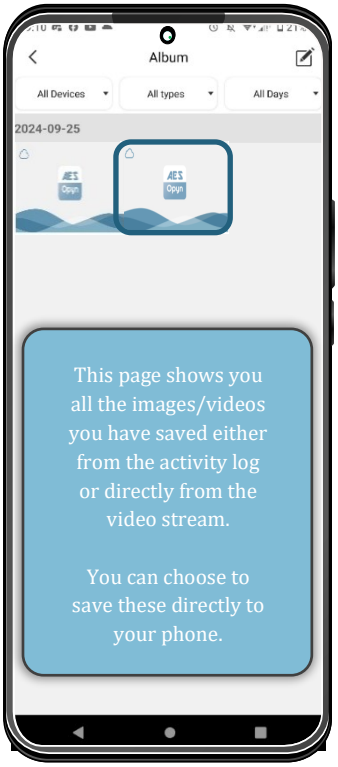


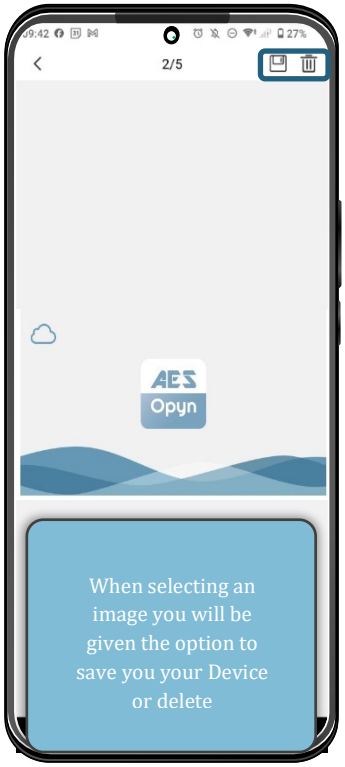
4.1. Share



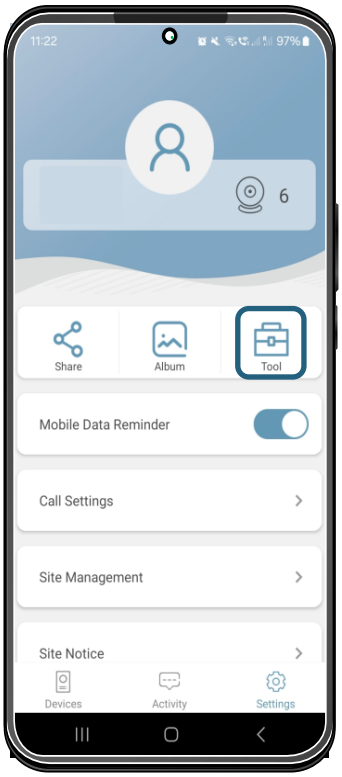
4.2. Album



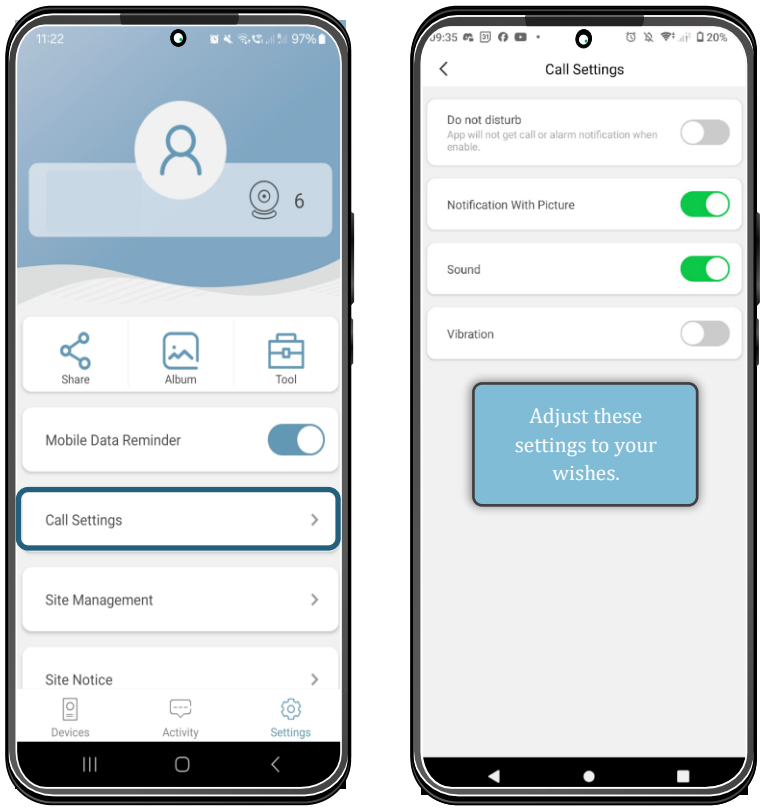




4.3. Tool



4.4. Call Settings



Do not disturb - Which will disable all notifications from the app when enabled.
Notification with picture - Relates to calls, motion, alarm notifications. Enabling this allows you to see a snapshot in the notification banner taken by the camera at the time of the event.
Ringtone Selection" - Change the ringtone for incoming calls.
Sound - Enabling or disabling this will determine if incoming calls have a ringtone or be silent.
Vibration - Enabling or disabling this will determine if incoming calls have vibration or not.

4.5. Site Management & Site Notice

These sections are reserved for users who have an "Opyn-Multi" system added to their account.

4.6. User Help

We have added a built-in "User Help" section into the app which will answer several frequently asked questions around your account, device setup, playback features and more. We hope that users will find this helpful and prevent them from having to go look for the answer elsewhere.

4.7. About

This page will give you information about the app version and the date it was released along with access to our T&C's and Privacy Policy.

Integration

Connect your Opyn Pro intercom(s) to either your Amazon Alexa or Google Home devices.

1. Amazon Alexa

1.1. Download the “AES Opyn” app via Google Play or App Store.
1.2. Launch the app and register an account (or login if you have already registered)
1.3. Connect and set up your AES Opyn device(s) via the app.
1.4. Search for the “AES Opyn” skill in the “Amazon Alexa” app skill directory.
1.5. Click “Enable” and proceed to link your AES Opyn and Amazon account.
1.6. Once successfully linked your devices should get automatically added to your Alexa app.
1.7. You can add your more device(s) using the “discover devices” option on the Alexa app.
1.8. After adding the device(s) you can rename them to your liking and start using the voice control commands.

Example Commands:

- Unlock Relay – “Alexa, unlock “X”
- View Camera – “Alexa, show me “X”
(X = Device/Lock Name in Google Home App)

Note: To use the lock/relay control voice commands you will need to setup a 4-digit PIN via the Alexa app.

2. Google Home

2.1. Download the “AES Opyn” app via Google Play or App Store.
2.2. Launch the app and register an account (or login if you have already registered)
2.3. Connect and set up your AES Opyn device(s) via the app.
2.4. Search for the AES Opyn Pro service in the “Google Home”, home control service directory.
2.5. Connect/Link your AES Opyn and Google Home accounts.
2.6. The Opyn Pro devices you had connected to your “Opyn” app then automatically appear in your Google Home app.
2.7. You can rename your device(s) to your liking and start operating the system.

Example Commands:

- Unlock Relay – “Ok Google, unlock “X”
- View Camera – “Ok Google, show me “X”
(X = Device Name in Google Home App)

Note: When using the lock/relay activation voice command you will be prompted to provide a PIN. This will be the intercoms “admin” password.

Intercom Operation

1. Factory Reset

If you need to default the system back to its factory settings this can be done by entering the reset code sequence into the keypad.
Default Sequence: *1590#
(Note: This can be changed)

2. Unbind Device

If you wish to clear the device of all users and do not have access to their app you can delete them manually by entering the following sequence into the keypad.
Default Sequence: *1910#
(Note: This will remove admin and all shared users)

3. Change “Reset Code”

If you wish to change the reset code from its default value this can be done by entering the following sequence into the keypad.
Sequence: XXXX#CODE# (XXXX # Current Code, CODE = New Code)
(Note: If you lose or forget this code a master reset on the system will be needed)

4. Create Local Network

If you need to configure the WIFI again due to changing router or network password, but the device is already “offline”. Use the **hotspot button** or this sequence to create a temporary local network used in the setup.
Default Sequence: *1920#
(Note: This will not remove any other programming)

5. Change PTE Relay

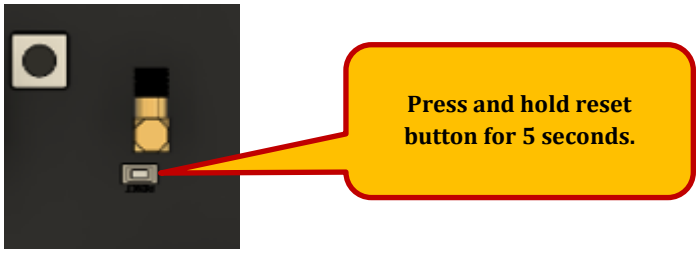
If you wish to change which relay the PTE or “Exit Button” activates you can do this with one of these two keypad sequences
Lock 1 Sequence: *1110#
Lock 2 Sequence: *1111#
(Note: The default lock used is Lock 1)

6. Change Call Mode

To change the system’s call mode, use on of the following keypad sequences:
1. Call answered when microphone on receiving device is activated (Default):
Sequence: *1310#
2. Call answered only when “Green Phone” on receiving device is pressed:
Sequence: *1311#

7. Master Reset

If you need to default the system and no longer know the reset code due to it being changed or lost, you can use this process to completely reset the system.



Certifications

CE-RED

Manufacturer: Advanced Electronic Solutions Global Ltd
Address: Unit 4C, Kilcronagh Business Park, Cookstown, Co Tyrone, BT809HJ, United Kingdom
Complies with the following essential requirements for:
EN 301 489-1 V2.2.0 (2017-03) (Electro-Magnetic compliance)
EN 301-489-17 V3.2.0 (2017-03) (Electro-Magnetic compliance)
EN 62479:2010 (Maximum output power)
EN60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013(Electrical Safety)

Notified body: Shenzhen HUAK Testing Technology Co., Ltd.
CNAS Number: L9589

This declaration is issued under the sole responsibility of the manufacturer.

Signed by:

Paul Creighton, Managing Director. Date: 18th September 2025

FCC

FCC ID: 2ALPX-OPYN-PRO
Grantee: Advanced Electronic Solutions Global Ltd

This device complies with Part 15 of FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Output power listed is conducted. This device must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

RF Exposure Statement
To maintain compliance with FCC's RF Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm from all persons. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter

Cybersecurity

Information about the Wi-Fi outdoor Station: ports 443, 8443, 9443 are open by default for the related services:

· **443:** Mainly used by the App to manage the configuration of the Indoor Station.

· **8443**: Mainly used for multimedia streaming between the App and the Indoor Station.

· **9443:** mainly used for local web configurations.

Wi-Fi function:
Mainly used to provide a direct network connection between the outdoor station and the cloud for the call forwarding function and the remote preview of the outdoor station via App. Users can enable and disable the network services via the Wi-Fi switch. The device has no external physical detection interfaces: consequently the risk to network security is not significant.