



Avigilon Intercom Touch installation guide

OP-VID-TSN-7

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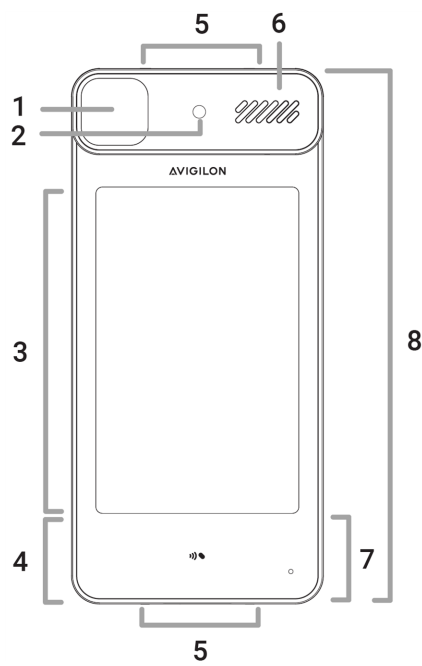
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Before you start

The Avigilon Intercom Touch combines an intercom, video security, smart reader, and touchscreen into a single compact form factor — a commercial-grade design for indoor and outdoor environments. This guide explains how to install and configure the device as part of your Alta access control system.

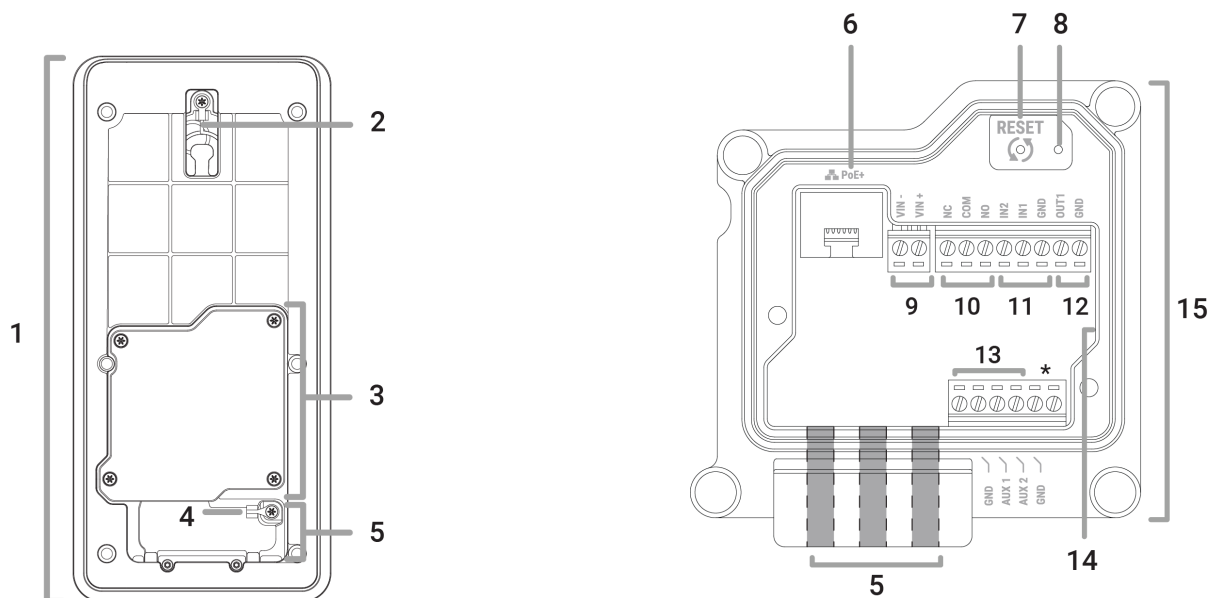
Overview

Front view



- | | |
|---|---|
| 1 | Camera and sensor |
| 2 | Night LED lighting |
| 3 | 7-inch touch screen |
| 4 | Keycard and fob reader, mobile credential reader, mobile wallet credential reader, Wave to Unlock |
| <div> TIP: To ensure the best performance of the Apple Wallet credential, place the iPhone on the credential reader area with the <i>entire screen directly facing you</i>, or place the Apple Watch with the <i>entire screen facing the credential reader area</i>.</div> | |
| 5 | Ambient LED lighting |
| 6 | Audio speaker |
| 7 | Microphone |
| 8 | IK08-rated metal housing |

Back view — cover on and off



1	Surface mounting bracket	9	DC power input
2	Mounting lanyard	10	Relay port
3	Gasket cover	11	Input ports 1 - 2
4	Earth ground	12	Output port
5	Cable gasket slots**	13	AUX port
6	PoE+ port	14	MicroSD card and slot***
7	RESET / Admin button	15	Gasket (cover off)
8	Status LED indicator		

* Not used.
** Feed all wires through slots.
*** **Important:** The MicroSD card must not be removed unless instructed by Avigilon Alta Support.

What's included

Intercom Touch



Surface mounting bracket



Mounting template



Pin tool



Mounting screws



Drywall anchors



Security screws



Torx screwdriver



Network requirements

Important: Avoid using DNS-based content filtering on networks that host Alta Access controllers, as this can negatively affect performance, causing video and audio latency or connection problems.

If DNS-based filtering is required, configure your network firewall to exclude the Intercom Touch and any connected user devices from the filtering.

NOTE: Intercom Touch cloud calling is supported only in the following regions, based on the availability of cloud servers:

North America, South America, Southeast Asia, East Asia, and Europe

Ethernet connection and firewall configuration

Connection to LAN

- Use an Ethernet connection with DHCP to connect the video reader or video intercom reader to the local area network (LAN).

Firewall settings

- Configure firewall settings to communicate with Alta Access.
- Required outbound ports:
 - TCP port 443
 - UDP port 123 - Add pool.ntp.org to the allow list for the NTP port

Audio and video quality

- To ensure reliable audio and video, allow outbound access to the following UDP ports. Also, ensure UDP hole-punching is enabled or symmetric NAT is disabled:
 - TCP port 443
 - UDP port 123
 - UDP port 3478 – TURN/UDP servers for connectivity
 - UDP ports 50000-60000 – for WebRTC UDP connections

Additional firewall considerations

- Fortinet firewalls have anti-virus software that blocks AWS traffic by default. AWS must be on an allowlist.
- If using an external DNS, outbound UDP 53 must be open.
- Inbound port forwarding on the router, firewall, or NAT device is unnecessary.
- HTTPS certificate rewriting or TLS/SSL inspection is not allowed.

Wi-Fi unlocking from mobile app

- Ensure the ACU/SDC's inbound TCP port 443 is available within the LAN.

IP address and network segregation

- Alta Access does not provide an IP range or FQDN list of hostnames for Basic and Premium licenses. Most hostnames resolve to dynamic IPs and change during provisioning and configuration updates.
- To segregate traffic from Alta Access controllers, enable a DMZ for the controllers.

Network security best practices

Protecting edge devices

PoE access control readers, such as the video reader and video intercom reader, require a wired network connection be installed on the unsecured side of a door.

Important: To remove the risk of an attacker gaining access to the local network via the network connection, assuming they can remove the reader from the wall, Alta Access recommends that your IT team place the exposed Ethernet port on a demilitarized zone (DMZ) or perimeter network.

Improving network reliability

Important: Recommended upload speeds for one video reader or video intercom reader:

Bandwidth range	
Low	1Mb upload bandwidth for each reader
Medium	2Mb upload bandwidth for each reader
High	8Mb upload bandwidth for each reader

Double the bandwidth for each additional reader.

Higher network bandwidth is recommended for the video intercom reader for the best performance in video and audio streaming.

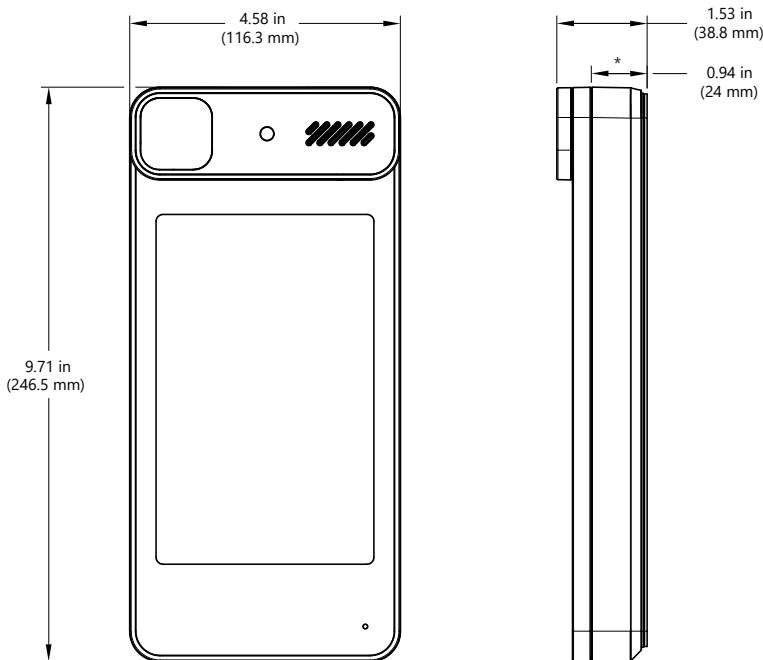
Installation

This guide explains how to install and configure the device as part of your Alta access control system.

OP-VID-TSN-7 specifications and dimensions

 **NOTE:** All national and local electrical codes apply when installing this device.

Model: OP-VID-TSN-7		
Camera	Image Resolution	5MP (2592 x 1944)
	Recording Rate	15 fps
	Video Compression	H.264
	Night Mode	White LED for night vision
	Field of View	Horizontal: 130° Vertical: 100° Diagonal: 169°
	Image Sensor	5MP CMOS
	Bit Rate	CBR
	Wide Dynamic Range	HDR (87dB)
Audio	Speaker	1 3W
	Microphone	1
	Noise Cancellation	Yes
	Audio Encoding	Yes
Interfaces	I/O Ports	1 dry relay 1 Wiegand 2 inputs 1 output

Model: OP-VID-TSN-7		
	microSD	1 slot and 1 microSD card included
	Ethernet port	1 RJ-45
	DC port	1 DC
General		
Display Size	7 inch	
LED Indicators	Status LED	
Tamper	Accelerometer sensor to detect tamper events	
Power	802.3at PoE+ or DC	
Dimensions		
Device	Surface-mount bracket included* 	
Weight	Device Only: 0.32 lbs (144 g) Device with Mounting Bracket: 0.22 lbs (100 g)	

Compatibility	
Avigilon Alta Mobile Credential	Bluetooth LE Auto Proximity Unlock Wave to Unlock
	Alta Open mobile app supported on iOS and Android™-compatible devices
Avigilon Alta Mobile Wallet Credential*	Apple Wallet
High-Frequency (13.56 MHz) Card and Fob**	Avigilon DESFire® EV3 Smart Card and Fob MIFARE Classic, DESFire, Ultralight (ISO14443A) CSN
Low-Frequency (125 kHz) Card and Fob	Avigilon Proximity Card and Fob HID® Proximity™, ProxCard®, LenelProx®

*This integration is available in the Alta Access App marketplace and requires a purchased license.

**The discontinued Avigilon MIFARE Classic 1K Fob, and Openpath EV1 and EV2 cards, are still compatible. The EV3-A card is still referred to as the Openpath DESFire EV3 Smart Card.

Environmental	
Temperature	Operating Temperature: 0°C (32°F) to 50°C (122°F)
Humidity	5% to 85% relative, non-condensing
IP Rating	IP65
IK Rating	IK08

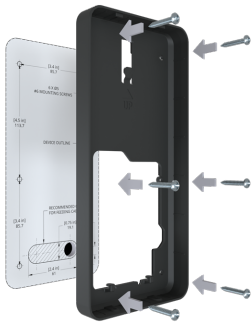
Operating temperature must not be exceeded.

Regulatory	
Certifications	FCC (United States), IC (Canada), CE (Europe), UKCA (United Kingdom), RCM (Australia, New Zealand), NOM (Mexico), ANATEL (Brazil), BIS/WPC (India), KC, IP65, UL 294* *Performance Levels: Attack Level I, Endurance Level I, Line Security Level I, Standby Power Level I
Compliance	NDAA, TAA

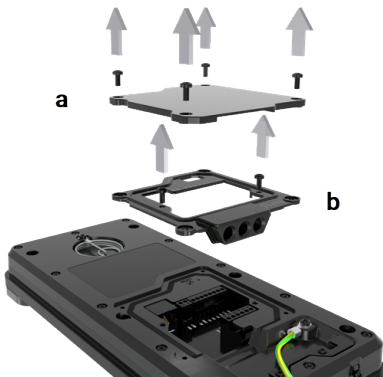
Warranty	
Avigilon Alta Access Warranty	3 years; for more information, visit avigilon.com/support/warranty

Surface mounting

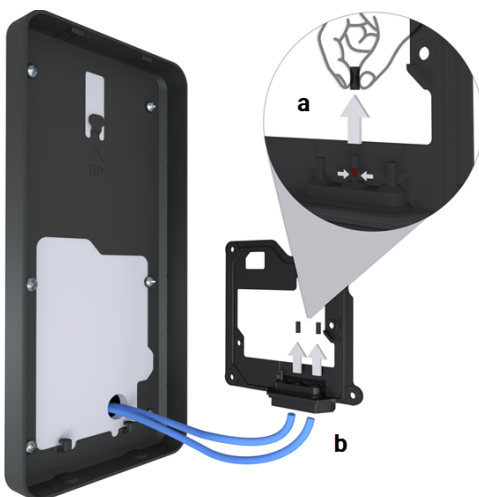
1. Use the template to mark and pre-drill the mounting location. Use wall anchors, if needed. Mount the bracket using mounting screws.



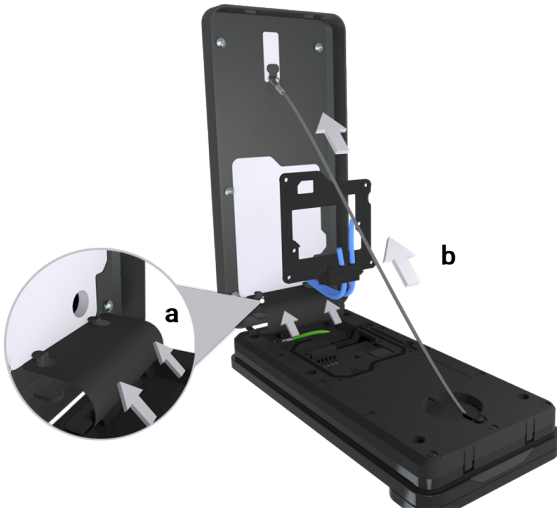
2. Unscrew the screws (a) and remove the back cover. Unscrew the screws (b) and remove the gasket seal.



3. Pinch and pull off only the tabs needed (a) on the gasket seal to create cable openings. Feed the cables (b) through the openings.



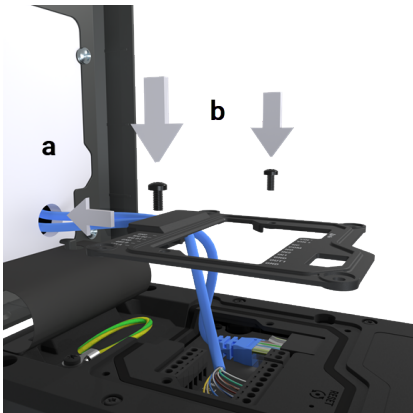
4. Attach the fabric latch to the two hooks (a) on the bottom of the bracket. Uncoil and attach the lanyard (b) to the top of the bracket.



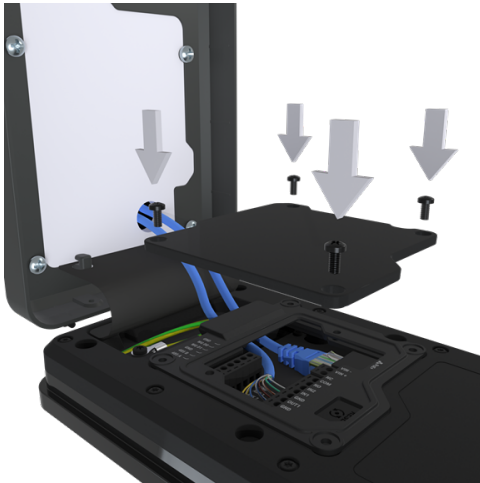
5. Connect the cables to the intercom. See [Wiring a lock, strike, sensor, REX device, entry/exit device, and Wiegand reader on page 16](#).



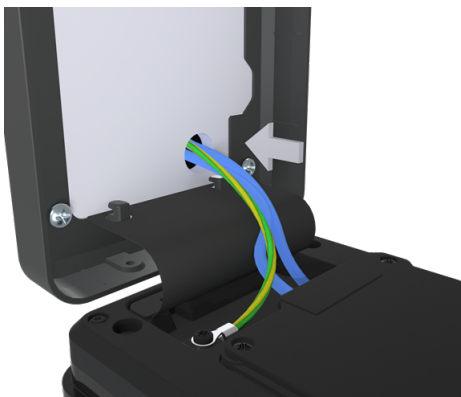
6. Adjust the cable length (a) to realign the gasket seal over the intercom. Tighten the screws to secure the gasket seal (b) and check that all connections remain secured.



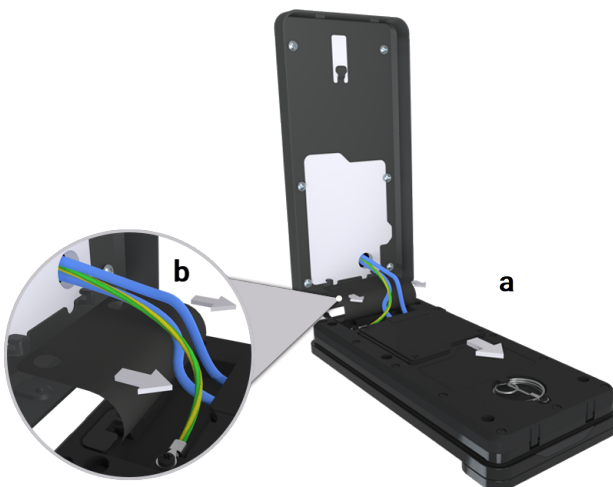
7. Provision the device. See [Provisioning on page 18](#).
8. Reattach the cover, ensuring all connections are secured when tightening the screws.



9. Connect the grounding cable (yellow-green) to an earth ground.



10. Recoil the lanyard (a) and detach the fabric latch (b).

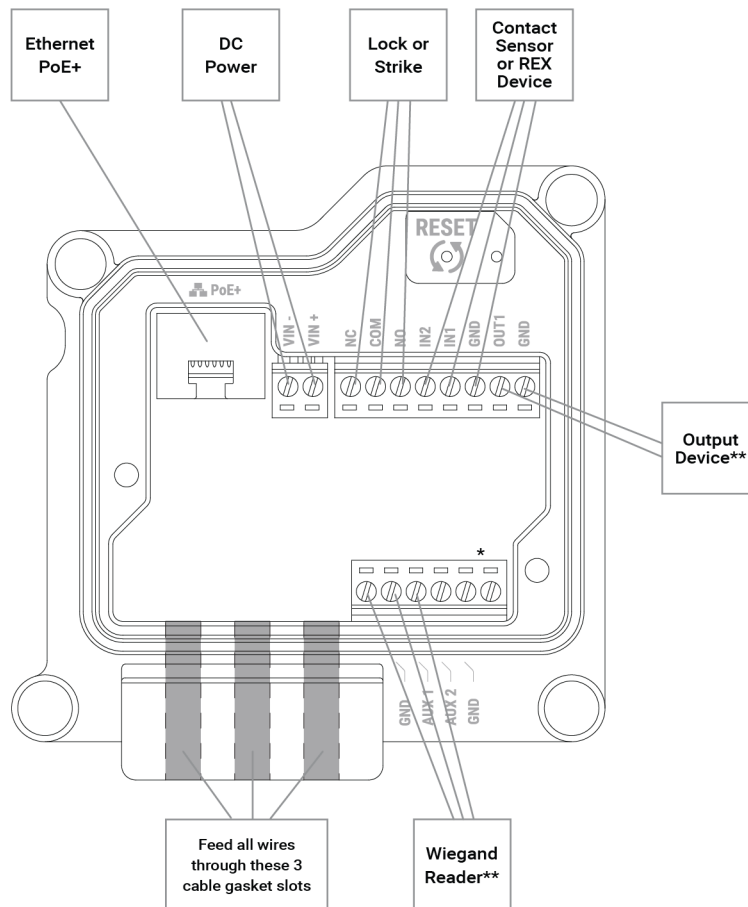


11. Slide the intercom into the top of the bracket (a). Press the intercom into place (b) and secure with the included screws (c).



Wiring a lock, strike, sensor, REX device, entry/exit device, and Wiegand reader

⚠ WARNING: Do not apply power during wiring to prevent injury. Ensure the power supply is unplugged until all wiring is complete.



* Not used.

** Requires external power supply.

NOTE: If using a Wiegand reader, wire AUX 1 to D0 and AUX 2 to D1.

NOTE: The Intercom Touch does not require the Avigilon Access Control Unit (ACU).

Powering

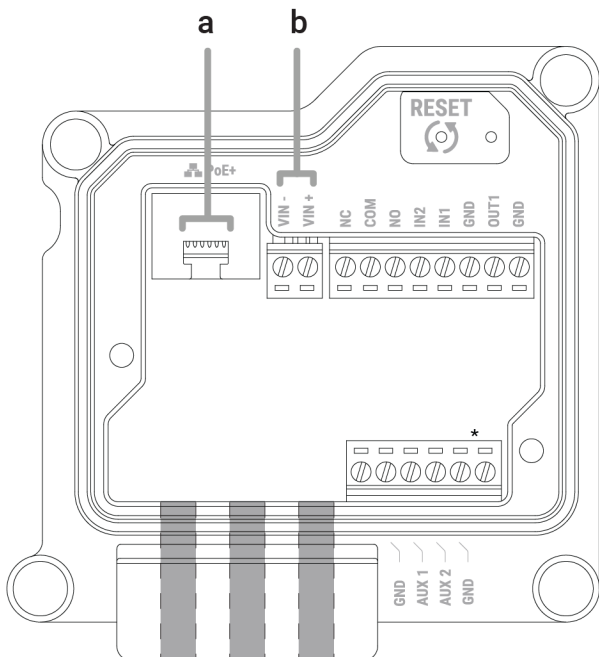
⚡ WARNING: Do not apply power during wiring to prevent injury. Ensure the power supply is unplugged until all wiring is complete.

To apply power to the Intercom Touch:

1. Use the PoE+ port (a) through the RJ-45 jack. This requires an Ethernet cable, CAT 5e or better.



Or, use DC (12V or 24V) through the V+ and V- terminals (b). This requires a cable, 26 AWG or better.



* Not used.

2. Apply power.



Example: North American power cord and outlet

For the next step, see [Provisioning on the next page](#).

Provisioning

Prerequisites

- Create the Intercom Touch in Alta Access before installing and provisioning.

 **NOTE:** You get 5 free Intercom Touch user licenses per organization.

Provision the ACU using Alta Access web browser

1. Before you start, you'll need a user account for the Avigilon Alta Access web app. To create and register for an account, visit:

alta.avigilon.com/signin

2. Follow the steps in Alta Access to create an organization and add devices.
3. To connect devices to an organization, use the Alta Access mobile app.



 **NOTE:** The latest version of the Alta Access mobile app is required.

4. Use the included pin tool to press the **RESET** button on the back of the intercom.

 **NOTE:** Pressing the button for more than 10 seconds will reset the intercom.

5. Tap **Scan for Devices** or  button, and follow in-app instructions.
6. Tap **Provision device**.

Provision the ACU using Alta Access mobile app

1. Install the Alta Access mobile app.
See [Avigilon Alta Access mobile app](#).
2. Sign in and select the organization you are working on.
3. Use the included pin tool to press the **RESET** button on the back of the intercom.

 **NOTE:** Pressing the button for more than 10 seconds will reset the intercom.

4. Tap the name of the device you created in Alta Access.
5. Tap **Provision device**.

When processing is complete, any connected expansion boards are created in Alta Access and the ACU becomes registered on the  **Devices > Intercoms** page.

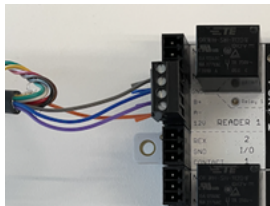
Maintenance

 **TIP:** To prevent damage to your Avigilon equipment, follow these guidelines:

- Always disconnect power. Whenever possible, turn off the power to the expansion board, or elevator board, before connecting or disconnecting any wires. This is the safest way to prevent electrical shorts.
- If power cannot be disconnected:
 - Instead of removing individual wires, detach the entire terminal block from the board, and then connect or disconnect wires from the terminal block's screw connectors while it's detached. For example:



- Once wiring is complete, plug the terminal block back onto the board. For example:



Troubleshooting Avigilon Intercom Touch

 **WARNING:**
Disconnect power before servicing.

If your Intercom Touch is experiencing issues, go to [Alta Access](#) to diagnose the issue and restart the device, if necessary. For information on using the Device dashboard, see the [Alta Access web app - Admin guide](#).

Regulatory notice

 **NOTE:** All national and local electrical codes apply when installing this device.

Any changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

UL 294

The following performance levels are defined for the Intercom Touchas per UL 294:

Attack:	Level I
Endurance:	Level I
Line Security:	Level I
Standby:	Level I

FCC

This device complies with part 15 of the 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. To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm should be maintained between the antenna of Avigilon Smart Reader(s) and persons during operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the User will be required to correct the interference at his own expense.

OP-VID-TSN-7: FCC ID:2APJVOPTSN

RF Radiation Hazard Warning

To ensure compliance with FCC and Innovation, Science and Economic Development Canada RF exposure requirements, Smart Hubs device must be installed in a location where the antennas of the device will have a minimum distance of at least 20 cm from all persons. Using higher gain antennas and types of antennas not certified for use with this product is not allowed. The device shall not be co-located with another transmitter.

Installez l'appareil en veillant à conserver une distance d'au moins 20 cm entre les éléments rayonnants et les personnes. Cet avertissement de sécurité est conforme aux limites d'exposition définies par la norme CNR-102 relative aux fréquences radio.

Innovation, Science and Economic Development Canada

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development Canada. To reduce potential radio interference to other Users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Innovation, Sciences et Développement économique Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par d'Innovation, Sciences et Développement économique Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

This device complies with Innovation, Science and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC Company Number: 25142

Intercom Touch OP-VID-TSN-7: IC: 25142-VTSN

More information

Technical support

For Avigilon support, see support.avigilon.com.

Product documentation

For the cloud-native Avigilon Alta product documentation, see docs.avigilon.com/category/alta.

Avigilon warranty

Warranty terms for Avigilon products are provided at avigilon.com/support/warranty.

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Revisions

Date	Description
December 2025	Initial release of guide