

English

intelbras

Installation guide

ICR

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ICR

Call recorder

Congratulations, you have just purchased a product with Intelbras quality and safety.

The call recorder is software developed for recording calls on TDM and IP extensions of UnniTI, Impacta 68i/94/140/220/300 and CIP 92200 line exchanges. The audio files are temporarily stored on an SD card (exchanges UnniTI and Impacta) and HD SSD (CIP 92200 central), connected to the central itself and through an application with various search filters, recordings can be played back in a multimedia¹ kit.

¹ Requires acquisition of a usage license.

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1. Minimum requirements

Minimum hardware requirements are:

- » **Computer:**
 - » Dual core processor (or other compatible processor) or higher;
 - » 2 USB ports available;
 - » At least 1 GB of RAM memory;
 - » 1 GB of available hard disk space for installing programs and databases, plus the capacity for audio information that the user wants to store.

SD card (Impacta line) and MicroSD (UnniTI line)

- » SDHC type, class 6 or higher (micro-SD cards are not supported);
- » The cards approved for operation are those from the following manufacturers: Kingston, Sandisk, Transcend, Toshiba, Samsung and Panasonic;
- » The capacity of the SD card will determine the amount of recording stored.
- » HD SSD (CIP 92200):
- » SATA solid state disk (SSD). The HD SSD accompanies the center and stores system files and call recording;
- » 4 GB of disk is available for storing call recordings, in hours equivalent to 135 hours of recording.

Note: » *To not exceed the capacity of the SD card or HD SSD, it is suggested to schedule a download every hour.*

- » *Não recomenda-se o uso de cartões micro-SD com adaptadores para a solução de gravação ICR da linha Impacta.*
- » *Para as centrais Impacta, utilizar um cabo USB de até 5 metros entre o computador e a placa CPU da Impacta para coleta das gravações. Esse cabo poderá ser um mini-USB tipo B ou um mini-USB padrão.*

The minimum software requirements are:

- » Firebird with version 2.5 (Included in the installer);
- » Windows XP SP3, Windows 7 or Windows 8 operating system;
- » Impacta Power Stations (94,140, 220 and 300):
 - » PABX version 3.18.08 or higher;
 - » Web developer 1.4.1 or higher;
 - » ICTI Manager 3.2.18 or higher;
 - » Usage license (the recording channel capacity of the call recorder is 1 to 8 channels and depends on the number of licenses purchased).

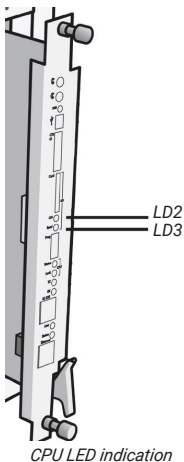
- » Central Impacta 68i:
 - » PABX version 3.22.00 or higher;
 - » Web developer 2.00.24 or higher;
 - » ICTI Manager 3.2.41 or higher;
 - » Usage licenses (the call recorder's recording channel capacity is 1 to 8 channels and depends on the number of licenses purchased, with 4 licenses already released in software).
- » CIP 92200:
 - » System version 1.06.00 or higher;
 - » Usage license (the call recorder's recording channel capacity is from 1 to 30 channels and depends on the number of licenses purchased);
 - » Call recorder application (must be downloaded from the website: *www.intelbras.com.br*).
- » UnniTI Centrals:
 - » Available for all versions.
 - » Usage license (the recording channel capacity of the call recorder is 1 to 8 channels and depends on the number of licenses purchased).

1.1. Supported PBX Models

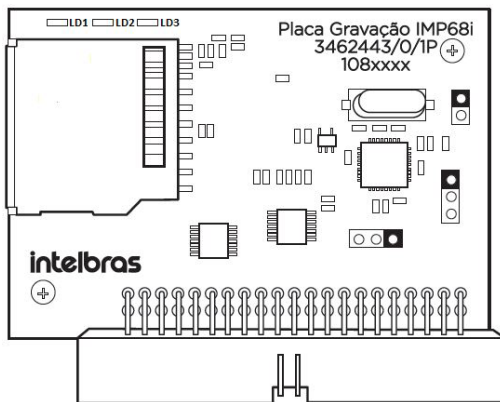
- » Impacta 68i
- » Impacta 94
- » Impacta 140
- » Impacta 220
- » Impacta 300
- » CIP 92200
- » UnniTI 2000
- » UnniTI 3000

2. Characteristics

- » Records all types of extensions:
 - » Impacta Centrals: IP¹, analogue and digital;
 - » CIP 92200: IP² and analogues.
- » Records internal and external calls³;
- » Makes recording by command;
- » Allows connection with up to 140 centers to read audio files. (ICR from version 2.0.0).
- » On Impactas 94, 140, 220 and 300, SD card communication can be signaled by two LEDs, as shown in the following figure:
 - » LD2 or ON (continuous light): indicates whether the SD card is inserted properly;
 - » LD3 or Read (flashing light): indicates whether there is communication between the control unit and the SD card.



- » On the Impacta 68i, SD card communication can be signaled by three LEDs: Status LED (LD1), SD-card LED (LD2) and Read LED (LD3).



Impacta 68i recording Card

- » LED cadence (Impacta 68i recording board)

LED	Action	Description
Status	Flashing fast	Board not initialized
	Flashing slowly	Board initialized
	Wiped out	Defective board
SD Card	Access	SD card inserted
	Wiped out	SD card not inserted
Read	Flashing	SD card active

Important:

1. The Impacta 68i recording card must be connected to the OPC1 or OPC2 slot.
2. The Impacta 68i control unit with recording card must be initialized with the presence of the SD card and while it is in operation this card cannot be removed.

¹ When the TIP 100 and the ATA 2210T (both version 1.3.8 or higher) are on the same LAN and the Channel Saving feature is enabled on the PBX, internal calls between these IP extensions will not be recorded, as the audio will not pass through the PBX. For these calls to be recorded, you will need to disable the Channel Saving feature.

² When the Intelbras IP terminals are on the same LAN and with the Allow reinvitations feature enabled in the SIP extension configuration on the PBX, internal calls between these IP extensions will not be recorded, as the audio will not pass through the PBX. For these calls to be recorded, you will need to disable the Allow re-invites feature.

³ It is the sole responsibility of the licensee using the software to inform call participants if the call is being recorded. Intelbras is not responsible for the improper use of the recorder, as well as the stored audio files. It is possible to inform that calls are being recorded through the DISA feature (automatic answer) and/or the call attendants themselves.

3. Procedures for purchasing the call recorder product

The acquisition of the call recorder will occur through the following steps:

3.1. Impacta 94, 140, 220 and 300 centrals

1. Purchase the SD card (see hardware requirements);
2. Acquire licenses with Intelbras partner, depending on the number of audio channels desired for recording;

3. Enter the SD card ID, according to the following procedure:
 - » Connect the SD card to the CPU board and access the center's web programmer with a previously registered login and password (the factory default is login: admin and password: admin);
 - » Access the *Systems>Licenses menu*.

The image shows two screenshots from the Intelbras web interface. The left screenshot displays the main navigation menu with the 'Licenças' option highlighted. The right screenshot shows the 'Licenças por SD Card' configuration page, where the 'ID:' field is populated with the value '79:4A:4A:1F:B4:DF:9F:E3:80:5D:C5:65:02:4A:D3:25' and is highlighted with a red box. Below the ID field is a table with columns 'Produto' and 'Quantidade'. At the bottom of the page, there are buttons for 'Atualizar' and 'Fechar'.

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- Arquivo
- Calendário
- Portas
- Roteamento
- Sistema
 - Acesso de usuário
 - Agenda Geral
 - Bilhetagem
 - CSTA/Mesa Virtual
 - Cadência de ring
 - Cadência de tom
 - Código de conta
 - DISA
 - Desvio Correio
 - Emergência
 - Facilidades
 - Informações da empresa
 - Licenças**
 - Senha geral
 - Temporizações
 - Turnos
- Interfaces
 - Rede
 - VoIP - Placa 2 e 4 canais
 - VoIP - Placa ICIP 30 canais

Todas as licenças

Tipo de licença	Produto	Quantidade
-----------------	---------	------------

Licenças por SD Card

ID:

Produto	Quantidade
---------	------------

Enviar licenças para SD Card

Arquivo para envio:

Licenças por Chave de Software

SD Card Identifier Identification

- » Receive license file, according to the card ID provided;
- » Acquire a hardware key from partner Intelbras to enable the call recorder application to run;
- » Download the Call Recorder app from the website www.intelbras.com.br.

3.2. Impacta 68i

The acquisition of the call recorder will occur through the following steps:

- » Purchase the Impacta 68i recording card from Intelbras partner.
- » Purchase the SD card (see hardware requirements)
- » With the control unit turned off, connect the Impacta 68i recording card to the OP1 or OP2 slot, the SD card to the recording card and turn on your control unit. Access the center's Web Programmer with a previously registered login and password (factory default is login: admin and password: admin). Access the menu *Systems>Licenses>Licenses by SD card*.

- » If the number of licenses required for your system is greater than 4, you must provide the SD card ID to purchase them from an Intelbras partner. The card ID is unique and the maximum number of licenses acceptable by the system is 8.

The screenshot displays the Intelbras ICIP software interface. On the left is a navigation menu with the Intelbras ICIP logo at the top. The menu items include: Programação, Arquivo, Calendário, Portas, Roteamento, Usuários, Sistema, Agente Call Center, Agenda Geral, Bilhetagem, CSTA/Mesa Virtual, Cadência de ring, Cadência de tom, Código de conta, Dia, Desvio Correio, Emergência, Facilidades, Filtros ANI, Informações da empresa, **Licenças** (highlighted), Senha geral, Temporizações, Turnos, Interfaces, Rede, VoIP - Placa 2 e 4 canais, VoIP - Placa ICIP 30 canais, Manutenção, Ajuda, and Encerrar.

The main window shows the 'Licenças' section with the following components:

- Todas as licenças:** A table listing all licenses.
- Licenças por SD Card:** A section for managing licenses on an SD card, including an ID field and a table for products.
- Enviar licenças para SD Card:** A section with an 'Arquivo' field and a 'Selecionar arquivo...' button.
- Licenças por Chave de Software** and **Licenças por Chave de Hardware:** Sections for software and hardware key licenses.

Buttons at the bottom of the window include 'Atualizar' and 'Fechar'. A red box highlights the 'Formatar SD Card' button in the 'Enviar licenças para SD Card' section.

Tipo da licença	Produto	Quantidade
Codec	Ramal IP - ICIP 30	10
Codec	Junitor IP - ICIP 30	10

Produto	Quantidade
---------	------------

- » If the number of licenses required for your system is less than or equal to 4 and if there is no license on the SD card, if it has not been used for audio recording, it must be formatted. To do this, press the Format SD card button, as shown in the image Identifying the SD card identifier. This button will only be available on the Impacta 68i with an SD card that has not yet been formatted.
- » Purchase a hardware key from an Intelbras partner to enable the ICR – Intelbras Call Recorder application to run.
- » Download the ICR – Intelbras Call Recorder application on the website *www.intelbras.com.br*.

3.3. CIP 92200 central

1. Acquire licenses with Intelbras partner according to the number of audio channels desired to perform the recording;
2. Enter the hardware key ID, according to the following procedure:
 - » Access the center's Web Programmer with a previously registered login and password (the factory default is login: admin and password: *1234*);
 - » Access the *System>Licenses menu*.

- Portas
- Roteamento
- Serviços
- Sistema
- Audio
- Autoprovionamento
- Bilhetagem
- Licenças
- Calendário
- Configurações
- Música
- Log de Chamadas
- Log de Acessos
- Monitoramento
- Sistema

Licenças

Chave de hardware

Identificador: 08-CE-C9-99-F2-6F-B6-6D

Última leitura: 29/05/14 18:25

Licenças

Produto	Quantidade	Estado
Juntores IP	5	Válida
Ramais IP	5	Válida
Links E1	1	Válida
Ramais e juntores analógicos	8	Válida
Correio de voz	5	Válida
DISA	1	Válida
DAC	0	Válida
Gravador de voz	0	Válida
Criptografia de Chamada	0	Válida

Atualização de licenças

Arquivo com licenças

Escolher arquivo Nenhum arquivo selecionado

O sistema será reiniciado ao enviar o arquivo de licenças.

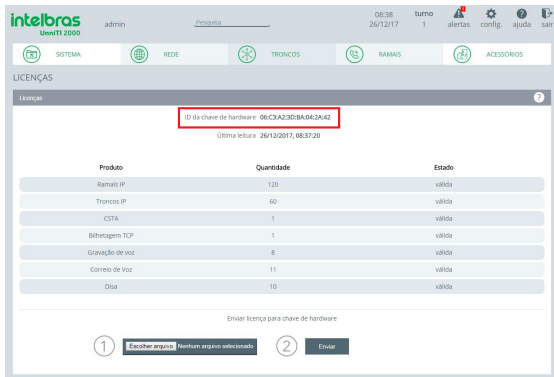
Enviar licenças

Hardware key identification

- » Receive license file, according to the hardware key ID provided;
- » Acquire a hardware key from partner Intelbras to enable the call recorder application to run;
- » Download the Call Recorder application from the website www.intelbras.com.br.

3.4. UnniTI centrals

If you want to increase the number of trunks and/or IP extensions, consult an Intelbras authorized reseller and provide the hardware key ID to purchase more licenses. A unique encrypted file will be generated for the hardware key that has the given ID.



The screenshot shows the Intelbras UnniTI 2000 web interface. At the top, there is a navigation bar with the Intelbras logo, user 'admin', and system status 'Operando'. The main menu includes 'SISTEMA', 'REDE', 'TRONCOS', 'RAMAS', and 'ACESSÓRIOS'. The 'LICENÇAS' section is active, displaying a table of licenses and a form to send a license for a hardware key.

ID de chave de hardware: 06C3A23D8A9A2A42
Última leitura: 26/12/2017, 08:37:28

Produto	Quantidade	Estado
Ramo IP	128	válida
Troncos IP	60	válida
CSTA	1	válida
Bifurcação TCP	1	válida
Gravação de voz	8	válida
Correio de voz	11	válida
Dia	10	válida

Enviar licença para chave de hardware

1 Escolher arquivo: Nenhum arquivo selecionado 2 Enviar

1. Connect the SD card to the inside of the CPU board. The SD card slot on the CPU board can be accessed by removing the control panel cover, if it is connected. If it is off, simply remove the CPU board. Access the center's Web Programmer with a previously registered login and password (by factory default, the login and password are admin). Access the System>Licenses menu;
2. Send the ID of the hardware key connected to the UnniTI center to the Intelbras representative. The hardware key ID is unique;
3. Purchase an ICR hardware key – Intelbras Call Recorder – with an Intelbras partner to enable the call recorder application to run;
4. Download the ICR application – Intelbras Call Recorder – on the website www.intelbras.com.br.

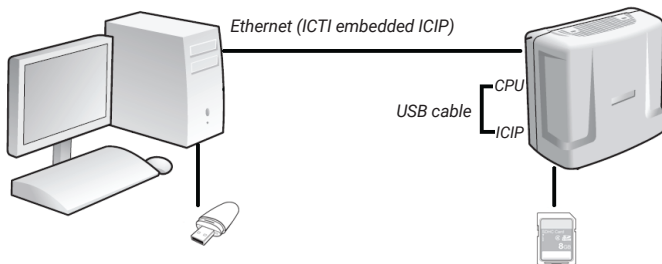
4. Installation

4.1. Physical connection

When connecting to the PABX, it is necessary to use one connection for the ICTI and another for the recorder, as shown in the following examples:

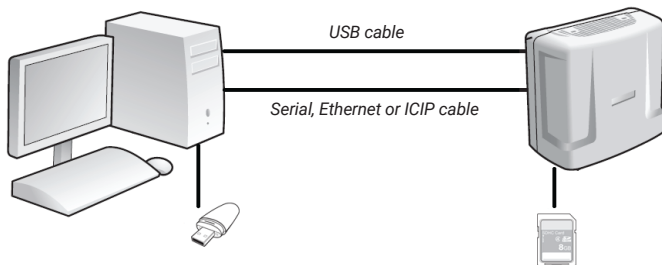
Impacta centrals

- » Via FTP from the ICIP board
 - » USB on the CPU board connected to the USB on the ICIP board;
 - » Programmer via ICIP;
 - » Release of FTP access password (via web programmer).



Example of connecting to remote ICTI

- » Without ICIP
 - » CPU board USB connected to PC;
 - » Programmer via serial with ICTI or ICTI connected to the Ethernet card.
- » Via ICIP board
 - » CPU board USB connected to PC;
 - » Programmer via ICIP.



Example of connecting to local ICTI

» Connect the hardware key to the PC that will run the Call Recorder application.

When using the call recorder, it is not possible to use the USB port to send programming from the PABX. The USB port will be dedicated to the call recorder.

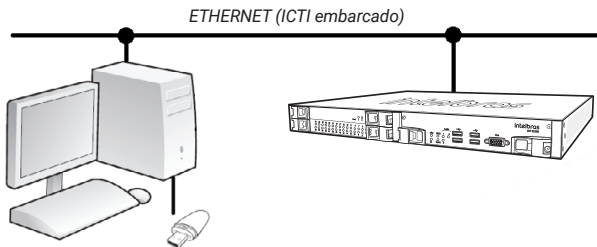
You must use the serial port or Ethernet interface to program the PBX.

For a fully remote connection between the PC and the control unit (via Ethernet), follow the procedure:

1. Connect the PC and the control unit via an Ethernet cable to the ICIP (for the ICTI) and keep a USB cable connected between the CPU and the ICIP, as shown in the image Example of connection with remote ICTI;
2. After installing the recorder, activate the FTP option in: *Call recorder>Configuration>Recording systems>Connection* to download recording files and activate the FTP option;
3. Select the Enable option in: *Web Developer>Network>FTP Interface/Recordings*.

CIP 92200 central

Access to the FTP server at CIP 92200 is granted with a Voice Recording license.



Example of connecting to ICTI

The user must connect the hardware key to the PC that will run the Call Recorder application.

To remotely connect the PC to the control unit (via Ethernet), follow the procedure:

4. Connect the PC and the control unit to the Ethernet network, as shown in the image Example of connection with ICTI;
5. In the Recorder application, configure the central IP in *Configuration>Connection with ICTI* and FTP Server (use the application's default ports).

4.2. Installing the programs

After downloading the application from the Intelbras website, run it to begin the installation. During the procedure, choose the most appropriate option from the following possibilities:

- » **Complete installation:** this is the default option used by most users, as it installs all the recorder components. It can also be used to install only the Database Manager and Database components on a computer that will be used as a database server, separating them from the recorder application programs;
- » **Station installation:** this is the installation option to be used to install application programs on computers on the local network so that other users can use the recorder, or to install the Intelbras Recording Service program on another computer;
- » **Custom Installation:** this installation option allows you to select the recorder components to install.

Attention: reinstalling the database, through the complete installation or installing just the database, over a previous installation, will irrecoverably destroy all previous information.

After installing the program, run the call recorder icon available on the desktop, as shown in the illustration or follow the path below to run it: *Start menu>Programs>Intelbras>Intelbras Recording>Intelbras Recording.*



ICR - Call Recorder

Icon

4.3. Licenses

Impacta centrals

With the recorder's hardware key connected to the computer, access the center's web programmer with a previously registered login and password (the factory default is login: *admin* and password: *admin*).

Access the *Systems>Licenses* menu, click on *Select file* to search for the license file purchased from Intelbras and click on Send to be sent to the PBX, as shown in the following figure:

The screenshot displays the Intelbras web interface. On the left is a navigation menu with the Intelbras logo at the top. The menu items include: Arquivo, Calendário, Portas, Roteamento, Sistema (highlighted), Acesso de usuário, Agenda Geral, Bilhetagem, CSTA/Mesa Virtual, Cadência de ring, Cadência de tom, Código de conta, DISA, Desvio Corneio, Emergência, Facilidades, Informações da empresa, Licenças (highlighted), Senha geral, Temporizações, Tumos, Interfaces, Rede, VoIP - Placa 2 e 4 canais, VoIP - Placa ICIP 30 canais, Manutenção, Ajuda, and Encerrar.

The main content area is titled 'Todas as licenças' and contains a table with the following data:

Tipo da licença	Produto	Quantidade
Software	CSTA	1
SD Card	Gravação de voz	8

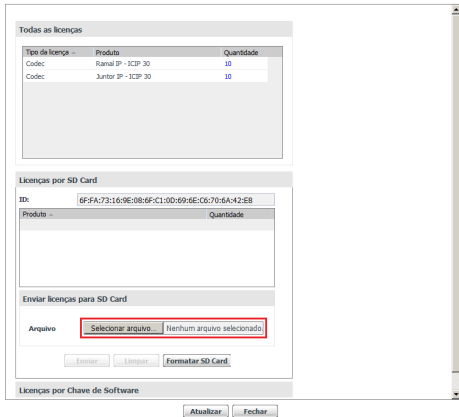
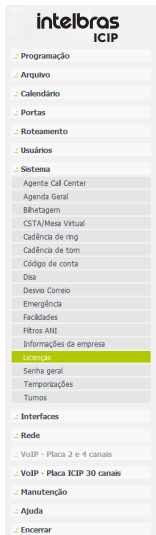
Below this is the 'Licenças por SD Card' section. It features an ID field with the value '9E:59:86:E9:AB:19:FE:BA:6E:F7:56:33:07:22:04:BE'. A table below shows the license details for the selected SD Card:

Produto	Quantidade
Gravação de voz	8

There is a section for 'Enviar licenças para SD Card' with an 'Arquivo para envio' field containing the path 'C:\Users\na048019\Desk' and a 'Selecionar arquivo' button. Below this are 'Enviar' and 'Limpar' buttons.

At the bottom of the interface, there is a section for 'Licenças por Chave de Software' with 'Atualizar' and 'Fechar' buttons.

Selecting the license file on the Impacta 94, 140, 220 and 300 exchanges



Selecting the license file in the Impacta 68i central

This page displays the number of licenses and the SD card ID. With this unique ID it is possible to purchase new licenses. It is possible to check the number of licenses available on the web developer screen in the Quantity field.

Note: check if the number of licenses is the same on your invoice and on the web developer. If there is any difference, contact your dealer. Purchased licenses are associated with the SD card's unique ID.

UnniTI central

To send licenses to the hardware key, access the web manager with your registered login and password (by factory default, the login and password are admin). Go to the *Systems>Licenses* menu, click *Choose file*, select the file, and then click *Submit*.

The screenshot shows the UnniTI 2000 web manager interface. At the top, there is a navigation bar with the Intelbras logo, user 'admin', and search bar. Below this is a menu with icons for SISTEMA, REDE, TRONCOS, RAMAS, and ACESSÓRIOS. The main content area is titled 'LICENÇAS' and shows hardware key information: 'ID da chave de hardware: 06C3A23D8A9A2A42' and 'Última leitura: 26/12/2017, 08:37:20'. Below this is a table of licenses:

Produto	Quantidade	Estado
Ramais IP	120	válida
Troncos IP	60	válida
CSTA	1	válida
Bifurcação TCP	1	válida
Gravação de voz	8	válida
Correio de voz	11	válida
Dixa	10	válida

At the bottom of the page, there is a section titled 'Enviar licença para chave de hardware'. It contains two buttons: 'Escolher arquivo' (highlighted with a red box and a circled '1') and 'Enviar' (highlighted with a circled '2').

CIP 92200 central

Access the center's Web Programmer with a previously registered login and password (the factory default is login: admin and password: 1234).

Access the *System>Licenses* menu, click on *Select file* to search for the license file purchased from Intelbras and click on *Send licenses* to be sent to the PBX, as shown in the following figure:

- Portas
- Roteamento
- Serviços
- Sistema
- Audio
- Autoprovisionamento
- Bilhetagem
- Licenças
- Calendário
- Configurações
- Música
- Log de Chamadas
- Log de Acessos
- Monitoramento
- Sistema

Licenças

Chave de hardware

Identificador: 08-CE-C9-93-F2-6F-B6-8D
Última leitura: 29/05/14 18:25

Licenças

Produto	Quantidade	Estado
Juntores IP	5	Válida
Ramais IP	5	Válida
Links E1	1	Válida
Ramais e juntores analógicos	8	Válida
Correio de voz	5	Válida
DISA	1	Válida
DAC	0	Válida
Gravador de voz	0	Válida
Criptografia de Chamada	0	Válida

Atualização de licenças

Arquivo com licenças: Escolher arquivo lic_08CECC215_014225953.lic

O sistema será reiniciado ao enviar o arquivo de licenças.

Enviar licenças

Selecting file

This page displays the number of licenses and the hardware key ID. With this unique ID it is possible to purchase new licenses. It is possible to check the number of licenses available on the web developer screen in the Quantity field.

Note: check if the number of licenses is the same on your invoice and on the Web Programmer. If there is any difference, contact your dealer. Purchased licenses are associated with the hardware key's unique ID.

How to expand licenses

To increase the number of licenses in your center, it is not necessary to change the SD card (Impacta and UnniTI) or the hardware key (CIP 92200). Simply contact an authorized Intelbras reseller with the ID and request the purchase of more licenses. After purchase, a file will be sent to be sent to the SD card or hardware key via web programmer.

5. Application configuration

The following settings are for the Call Recorder software. To program an extension to record automatically (recording will be done from the moment the call is answered), follow the procedure:

1. Open the ICR – Intelbras Call Recorder program;
2. Access *Configuration>Recorder Extensions*;
3. Press the *New* button;
4. Select the desired extension(s). The number of simultaneous recordings depends on the number of channels purchased;
5. Select the desired recording permissions for this extension(s). E.g.: records all internal calls; records all originating calls; records all incoming calls;
6. Press the *Ok* button to save.

To configure an extension to record manually by command (recording will be done as soon as the command is entered), follow the previous procedure from items 1 to 6 and during the call, execute the commands according to the procedure in Operation.

Important: you must configure the backup of audio files to be able to use them on any multimedia system. For more details, consult the product manual available on the website: www.intelbras.com.br.

6. Operation

6.1. Record calls manually (UnniTI and Impacta centers)

- » To manually record calls from the speaking extension, simply press *Flash + #79 + **.
- » To interrupt/stop recording the call, simply press *Flash + #78 + ** or hang up the phone.
- » To record calls from other extensions, simply press *Flash + #79 + extension number + **.
- » To stop this recording, simply press *Flash + #78 + extension number + ** or hang up the phone.

Note: *to enable recording of third-party calls, the extension where the call will be recorded must have permissions enabled, check the Application Configuration item.*

6.2. Record calls manually (CIP 92200 central)

- » To manually record calls from the speaking extension, press *Flash + *79 + **.
- » To interrupt/stop recording the call, press *Flash + *78 + ** or hang up the phone.
- » To record calls from other extensions, press *Flash + *79 + extension number + **.
- » To stop this recording press *Flash + *78 + extension no. + ** or hang up the phone.

Note: *to enable recording of third-party calls, the extension where the call will be recorded must have permissions enabled, check item 5. Application configuration.*

Warranty term

It is established that this warranty is granted upon the following conditions:

Client's name:

Client's signature:

Invoice number:

Date of purchase:

Model:

Serial number:

Retailer:

1. All the parts, pieces and components of the product are guaranteed against possible manufacturing defects, which may arise, for the term of 1 (one) year – this being 90 (ninety) days of legal guarantee and 9 (nine) months' contractual warranty –, counting from the date of purchase of the product by the Consumer, as appears in the product purchase bill of sale, which is an integral part of this Term throughout the domestic territory. This contractual warranty includes the free exchange of parts, pieces and components which have a manufacturing defect, including the expenses with labor used in this repair. If there is no manufacturing defect, but defect(s) arising from misuse, the Consumer shall bear these expenses.
2. The installation of the product shall be executed in accordance with the Product Manual and/or Installation Guide. If your product requires the installation and configuration by a qualified technician, seek a suitable specialized professional, the costs of these services not being included in the product amount.
3. Having perceived the defect, the Consumer shall immediately contact the nearest Authorized Service which appears in the report offered by the manufacturer – they are the only ones authorized to examine and remedy the defect during the warranty term foreseen herein. If this is not respected, this warranty shall lose its validity, as it shall be characterized as product infringement.
4. If the Consumer requests home service, it shall contact the nearest Authorized Service to inquire about the technical visit rate. If it is necessary to remove the product, the ensuing expenses, such as those of transportation and insurance of the taking and return of the product, shall be the Consumer's responsibility.

5. The warranty shall lose its validity totally in the occurrence of any of the following cases: a) if the defect is not one of manufacture, but is caused by the Consumer or by third parties foreign to the manufacturer; b) if the damage to the product arises from accidents, disasters, agents of nature (lightning, floods, landslides, etc.), humidity, voltage in the electrical network (excess voltage caused by accidents or excessive fluctuations in the network), installation/use in disagreement with the user's manual or arising from natural wear of the parts, pieces and components; c) if the product has undergone effects of a chemical, electromagnetic, electrical or animal (insects, etc.) nature; d) if the serial number of the product has been falsified or erased; e) if the appliance has been infringed.
6. This warranty does not cover loss of data; therefore, it is advisable that if it is the case of the product, the Consumer makes a backup regularly of the data which appears in the product.
7. Intelbras is not responsible for the installation of this product, or for possible attempts at fraud and/or sabotage in its products. Maintain the updates of the software and applications used up-to-date, if it is the case, as well as the network protection required for defense against hackers. The equipment is guaranteed against defects in its usual conditions of use, it being important to bear in mind that, as it is electronic equipment, it is not free of fraud and scams which may interfere with its correct functioning.
8. After its useful life, the product must be delivered to an authorized Intelbras service center or directly disposed of in an environmentally appropriate manner to avoid environmental and health impacts. If you prefer, the battery, as well as other unused Intelbras brand electronics, can be disposed of at any Green Eletron collection point (waste management facility to which we are associated). If you have any questions about the reverse logistics process, please contact us at (48) 2106-0006 or 0800 704 2767 (Monday to Friday 8am to 8pm and Saturdays 8am to 6pm) or via e-mail support@intelbras.com.br.
9. LGPD – Data processing by Intelbras: this product processes personal data, but Intelbras does not have access to data from this product.
10. LGPD - Product security in data processing: this product has encryption in the storage of personal data.

These being the conditions of this complementary Warranty Term, Intelbras S/A reserves the right to alter the general, technical and esthetic features of its products without prior notice. All the images of this manual are illustrative.

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talk to us

Customer Support:  +55 (48) 2106 0006

Forum: forum.intelbras.com.br

Support via chat: chat.apps.intelbras.com.br

Support via e-mail: suporte@intelbras.com.br

Customer Service / Where to buy? / Who installs it?: 0800 7042767

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