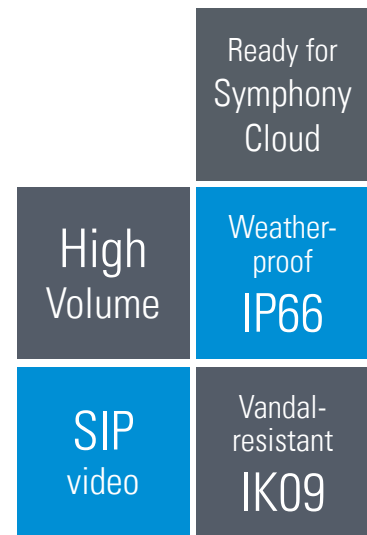


# WS 300V CM / WS 311V CM

Vandal resistant wallmount stations with built-in camera



## The Intercom video solution for security-critical applications

The vandal resistant SIP wallmount stations of series WS 300V CM and WS 311V CM with built-in high-performance colour video camera were developed and designed specifically for areas with high requirements on safety and system integration. The technology provides excellent audio quality and comprehensibility independent of background noise.

Each button of a series WS 300V CM station can be allocated to a call number and can be labelled individually. The red emergency call button of the WS 311V CM is easily visible from a considerable distance and can be pushed quickly in emergency situations.

The 3 mm thick stainless steel front panel with tamper protection and special screws offers protection against vandalism. The robust construction also provides full protection against water, dirt and dust and is IP66-rated.

The series WS 300V stations are equipped with a sensitive camera sensor that offers a superior dynamic range. Despite the flat front glass the camera still has a very wide viewing angle, both horizontally and vertically.

### Ready for Symphony Cloud Services

The Intercom stations can be connected to Symphony and use its services. Symphony is the world's first cloud-based Intercom platform with "Privacy and Security by Design". Visit the Symphony website to find out about the services currently available and if they are already offered in your country.

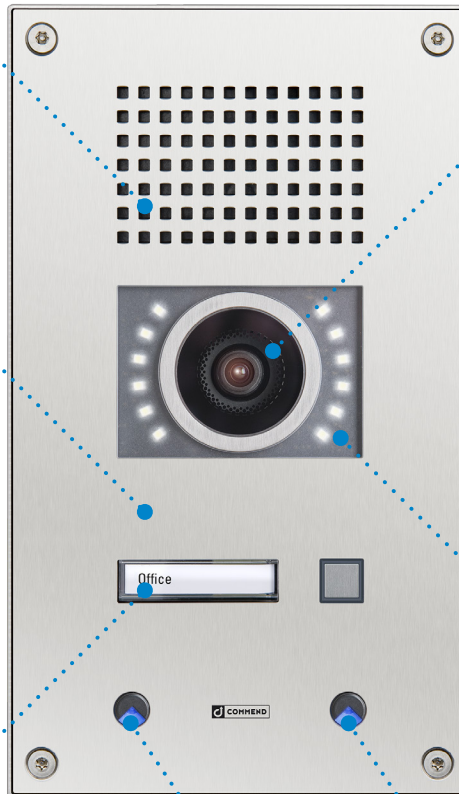
[symphony.commed.com](https://www.symphony.commed.com)

## Features and highlights

The two built-in loudspeakers support **high audio volumes and superior acoustic intelligibility**; they also allow automated playback of pre-recorded audio messages for user guidance purposes.

The **robust stainless steel construction and IP66 rating** ensure uninterrupted, trouble-free operation in publicly accessible outdoor areas while providing full protection against water, dirt and dust.

Commend offers three versions of series WS 300V stations to suit your individual needs: You can choose between **one or three call buttons**, each with its individual label, **or a red emergency call button** that can be pressed quickly in emergency situations.



The **camera** provides a very large viewing angle (150° diagonally) as well as an ultra high dynamic range. In addition, the station is equipped with flat scratch-resistant camera glass for extra sabotage protection.

**12 white LEDs** make a big difference, as they make colours visible even at night – another feature that sets the station series above other Intercom stations on the market.

Two **digital MEMS microphones** ensure high sound quality, reliability, durability and robustness. The bevelled edge of the microphones adds to the stability of the series WS 300V CM / WS 311V CM stations.

## Features and highlights



### Automated voice messages

Pressing the call button at an entrance or emergency call station triggers the playback of a customised voice message, reassuring the caller that someone will be available shortly to assist.



### Always at your service, thanks to redundancy

- Stations can be logged in at several servers simultaneously
- Calls are transmitted via the active server
- In case none of the servers can be reached, the system can try to establish a serverless connection if necessary – e.g. by calling all stations on the network



### Relays enable powerful control functions \*

Stations come with the ability to remote-control relays:

- Doors, shutters, gates and barriers open effortlessly at the touch of a button (desktop or mobile telephone) Easy control of signal lamps and other subsections
- Attendant contacts for additional indication of operating states such as error, ringing, active call, etc. (e.g. automatic activation of flashing light signal to indicate incoming calls)

\* Only with IP Secure Connector, EB1E1A, EB8E8A or EB3E2A-AUD.



### Location identification messages

An optional location identification message (e.g. “Emergency Call Station at Subway Station West Park”) can be defined for each station individually. The identification message is played back automatically when the operator at the control desk or query point takes the call. This way, the operator knows immediately where the call is coming from without having to ask. This is particularly important if there is no visualisation system installed at the control desk or query point, or if the call is relayed to a mobile phone.



### Quickly assign calls and reduce waiting times

In serverless communication scenarios the next free query point is found by calling each one using an action sequence. Server integration, on the other hand, allows for incoming calls to be allocated instantly and automatically to the next available operator (e.g. at a call centre). This way, waiting times for callers are reduced to an absolute minimum.



### Configuration made easy

The stations are specifically designed for easy, convenient configuration over the special web interface. A few clicks is all it takes to perform an update and even set up complex action sequences. For large-scale installations, the provisioning function helps to deploy configuration settings automatically and conveniently to thousands of connected stations at once.



### Simply compatible

Stations can be integrated seamlessly into existing Commend security and communication systems as needed. This allows adding features such as announcements, audio recording, interfacing with external systems (e.g. visualisation) and many more.



### Wide range of functions

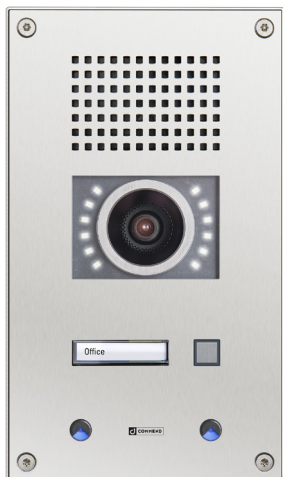
- Telephone directory
- USB ports for add-on modules or expansion modules

## Product details

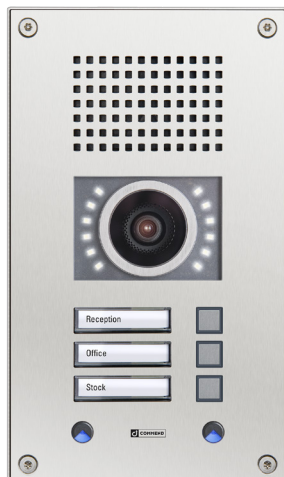
### Station versions

#### Series WS 300V CM

This series includes the following versions:



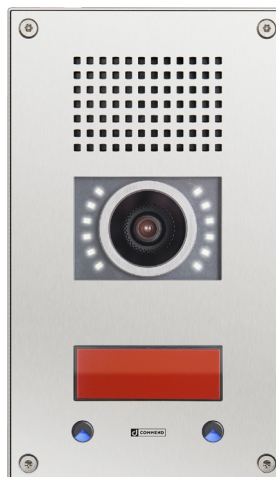
**WS 301V CM**  
One call button



**WS 303V CM**  
Three call buttons

#### Series WS 311V CM

This series includes the following version:



**WS 311V CM**  
One emergency call button

## Product details

### Accessories

#### Safety switch box IP Secure Connector

The IP Secure Connector provides high performance and high, absolute security, even if the connected Intercom station is located outdoors: If an unauthorised attempt is made to remove the Intercom station, e.g. to access the connected Ethernet cable, the IP Secure Connector interrupts the connection to Intercom station and LAN. This ensures that it is neither possible to access the network nor to open a door or gate. Furthermore, the IP Secure Connector provides power supply in form of PoE+ and has two inputs and three outputs.



#### Power injector PA 25W POE-DC

In applications where PoE sourcing equipment is not available, the optional power injector PA 25W POE-DC offers a compact, convenient solution. It supports a wide DC input range (24–48 V) and is IEEE 802.3af/at compliant. The power injector connects easily and conveniently to an Intercom station via Ethernet cable.



#### Notes:

- EB3E2A-AUD and PA 25W POE-DC are optimised for installation within the flush mount box W5FB 50V or the surface mount box W5SH 50V.
- The device supports connecting 1 USB device of the same type at any time. Example: 1 EB3E2A-AUD and 1 EB1E1A.

#### Induction loop kit AFIL-USB

With the AFIL-USB, a station can easily and quickly be equipped with an induction loop amplifier module. For this, only a free USB jack is required at the station. Thanks to its compact size, the AFIL-USB fits easily into a flush or surface mounting box.



#### Expansion module EB3E2A-AUD

The EB3E2A-AUD expansion module provides an easy way to expand the I/O and audio capabilities of a station. The expansion module is suitable for any applications where inputs and outputs are required. It has three inputs, two output relays and ports for direct connection of an external loudspeaker, external microphones and handset. Line-in and line-out connectors provide additional flexibility. The board can be connected to the station PCB through a USB cable and is immediately available in the system.



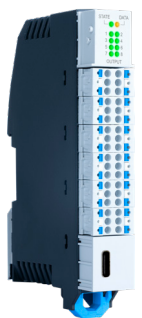
#### USB I/O module EB1E1A

With the USB I/O module EB1E1A, a base module can be expanded with an input and a relay output (normally open contact). The EB1E1A can be connected to a free USB port. By doing this, a input as well as a floating, galvanically-isolated output contact is available immediately – e.g. for use with a door opener.



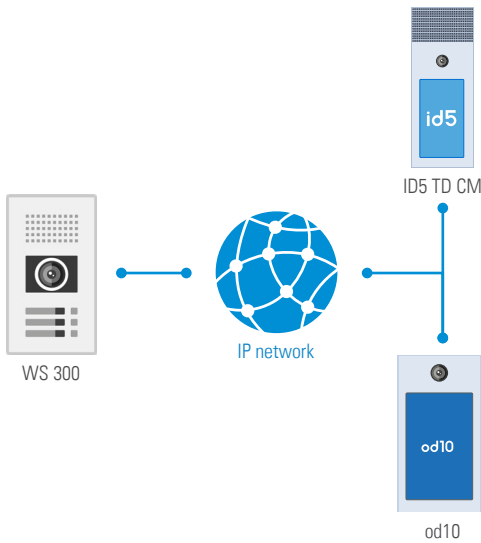
#### USB I/O module EB8E8A

A device can be quickly expanded with inputs and outputs using the USB I/O module. The total of 8 inputs and 8 outputs of the EB8E8A enable an easily scalable solution. The EB8E8A complies with Commend's strict cyber security guidelines, e.g. for switching outputs. The module is connected using USB.

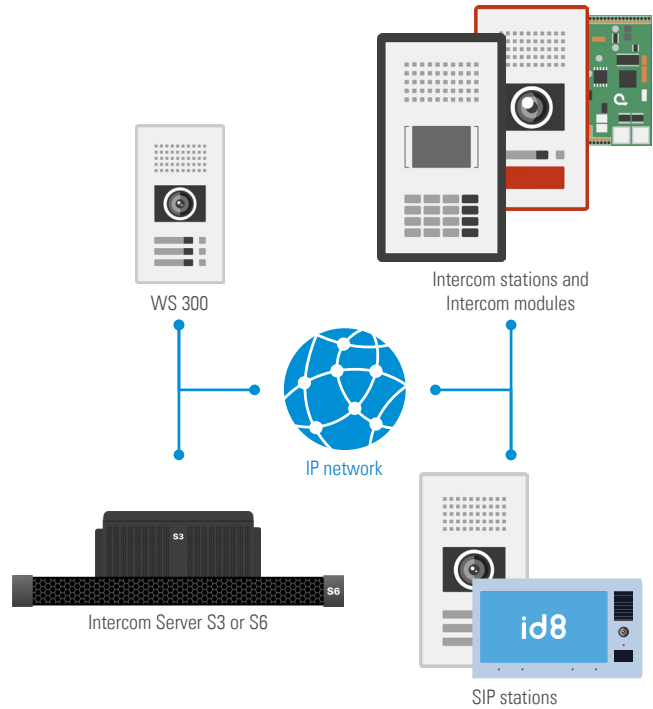


# System overview

## Operation with Symphony Mesh

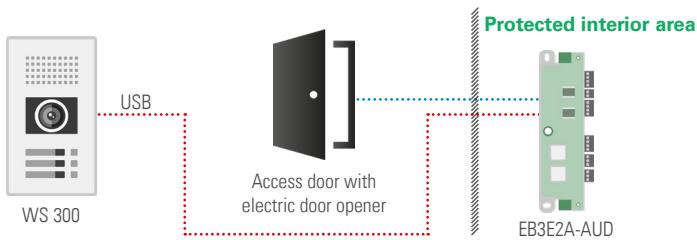


## Operation with Symphony On-Prem

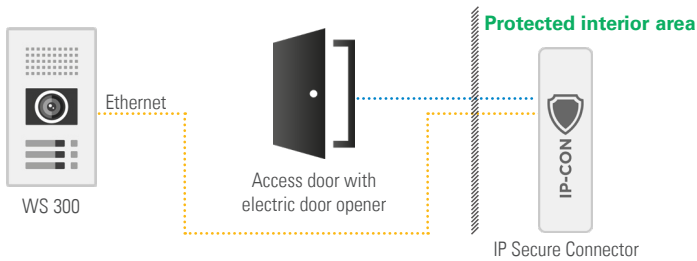


## Wall application examples

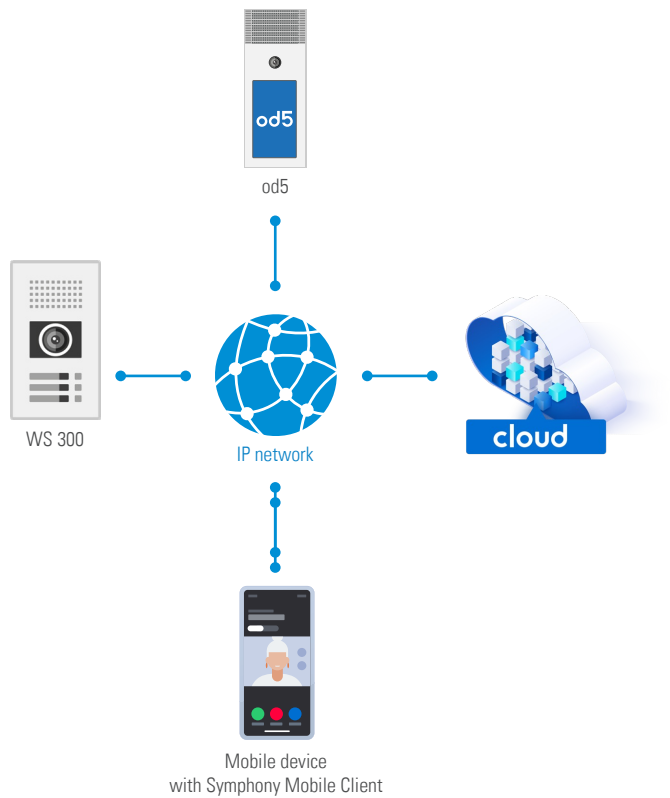
### od10 with EB3E2A-AUD (3 inputs, 2 outputs, connected via USB)

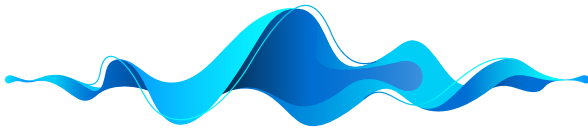


### od10 with IP Secure Connector (door opener, network security and PoE, connected via Ethernet)



## Operation with Symphony Cloud





**CERTIFIED  
ACC. TO  
ISO 27001  
IEC 62443-4-1**

## Passion meets audio

### Ultimate speech intelligibility

Because every word matters, high speech intelligibility is crucial in security and communication solutions. In everyday life, it enables natural and brilliant communication; in operational processes, it ensures improved efficiency and in an emergency often buys life-saving time.

## AI CLEANS VOICE FROM NOISE

### Echo cancellation

Our advanced echo cancellation technology leverages the power of Commend's proprietary **deep neural networks** to deliver unparalleled clarity. Experience smooth and natural conversations without any noticeable echoes or delays, ensuring effective communication every time.

### Background noise suppression

To ensure that the other party clearly understands what is being said despite high levels of ambient noise, dynamic background noise suppression together with **beamforming** reduces interfering signal components effectively.

### Dynamic volume adjustment

**IVC (Intelligent Volume Control)** automatically adjusts the loudspeaker volume of the Intercom station depending on the environment noise level – because both, too low and too high a volume, significantly reduces speech intelligibility and the user experience.

### Hands-free communication through OpenDuplex®

This technology from Commend, combined with highly sensitive microphones as well as a high volume, allows natural and hands-free communication within a unique radius of several metres.

### High volume

When there is ambient noise, the Intercom station has sufficient reserves to put out the audio signal of the other party at a higher volume than any distracting background sounds.

### Audio functions adding value

- **Loudspeaker-microphone surveillance** – constant availability of Intercom stations while greatly reducing the manual testing effort.
- **Simplex mode** – for applications requiring controlled communication, e.g. security or industrial solutions based on the push-to-talk/release-to-listen principle.
- **Audio monitoring** – fully automated (emergency) call triggering at defined sound pressure levels for more security.
- **Live sound pressure level** – continuous measurement of ambient noise with optional transfer to a management system through SNMP or HTTP-S (e.g. to visualise noise volumes).
- **Equalizer** – for fine-tuning to ambient acoustic conditions.
- **Public address functions** – as an essential element of a holistic solution approach, announcements can be made or played back at every Intercom station as well as responded to directly.

For more information, visit:  
[audio.commend.com](http://audio.commend.com)

## Cyber security at Commend

### Uncompromising protection against threats

IT infrastructures are facing a growing variety of cyber threats. This means that the defensive capabilities of each product in the system environment are key.

**Security is above all a question of trust.** At Commend, cyber security as a core competence has always been given a very high priority. From the initial product idea through implementation and operational support, privacy and security by design (PSBD) is the uncompromising target and promise to our customers against which product features and functions must be measured.

### Cyber security as top priority

- Commend as well as the hardware and software development process is rigorously certified according to the standard **IEC/ISO 27001** and subject to a company-wide information security management system (ISMS)
- Commend is a member of the **Center for Internet Security (CIS)**
- Commend's Cyber Security Board ensures the handling and transparent communication of security vulnerabilities as well as the strategic hardening of Commend systems
- Commend is certified in accordance with the **IEC 62443-4-1** standard. The Commend development team implements secure communication and automation solutions in agreement with „Security by Design“ guidelines.
- Commend continuously publishes software updates with security patches and improvements

### Physical security

- Robust devices and vandal-resistant product versions
- Tamper detection through electromechanical contacts
- USB and port-debugging protection

### Network security

- **Standard IEEE 802.1x** for authentication (network access)
- **Standard IEEE 802.1q** for VLANs (network segmentation)
- Commend IP Secure Connector for automatic interruption of the network connection in the event of a tampering attempt

### Data security

- **Encrypted and authenticated communication**
- **SIP over TLS v1.2** with secure cipher suites (> 128 bit)
- **SRTP** for tap-proof encryption of voice data
- **X.509 client certificates** for authentication and encryption
- TLS transport encryption for the protocols **HTTPS**, **SIPS** and **MQTT** to protect the web interface, APIs and video

### Application security

- Mandatory change of the default password during the first login
- Minimum password length: 12 characters
- Detection of brute-force attacks at login
- Documentation and securing of network ports

Information about the cyber security of other Commend products can be found in the respective data sheets and product manuals.

For more information, visit:  
[trust.commend.com](http://trust.commend.com)

# WS 300V CM / WS 311V CM

## Technical specifications

### Technical data WS 300V CM / WS 311V CM

<b>IP rating:</b>	IP66 (acc. EN 60529)
<b>Mechanical impact resistance:</b>	IK09 (acc. EN 62262)
<b>Front panel:</b>	stainless steel, 3 mm (0.12 in)
<b>Microphone:</b>	2 x digital MEMS microphones
<b>Loudspeaker:</b>	special membrane type for optimal sound quality, 2 x 8 Ω
<b>Amplifier:</b>	integrated class-D amplifier with 2.5 W
<b>Sound pressure level:</b>	max. 102 dB at 0.5 m (1.6 ft)/96 dB at 1 m (3.3 ft)
<b>Call indication:</b>	2 x multifunction LED (multi-coloured)
<b>Call button:</b>	WS 301V CM: 1 back-lit direct dialling button with label area WS 303V CM: 3 back-lit direct dialling buttons with label areas WS 311V CM: 1 back-lit large red emergency call button
<b>Audio bandwidth:</b>	up to 20 kHz
<b>Audio codecs:</b>	Opus, G.722, G.711 a-law and G.711 u-law
<b>Video features:</b>	codecs: H.264 (SIP video and ONVIF), Motion JPEG (HTTP video and ONVIF) and RTSP ONVIF specification: ONVIF Profile S
<b>IT security:</b>	SIP over TLS, SRTP, IEEE 802.1X, MJPEG via HTTPS, HTTPS for accessing the web interface and interfaces
<b>Protocols:</b>	IPv4, IPv6, TLS, TCP, UDP, HTTP (RFC 2617, RFC 3310), HTTPS (RFC 2818), RTP (RFC 3550), 802.1x EAP-TLS (RFC 5216), 802.1x EAP-MD5 (RFC 2284), RTCP, RTSP (RFC 2326), DHCP, DHCPv6, DNSv4, DNSv6, mDNS, SDP (RFC 2327, RFC 4566), SSDP, SIP (RFC 3261), SIP over TLS, SNMPv2c, STUN (classicstun), SMTP, DTMF Decoding (RFC 2976, RFC 2833, SIP Info), ICMPv6 (Router discovery), MQTT (ISO/IEC 20922)
<b>Operating temperature range:</b>	-40 °C to +65 °C (-40 °F to +149 °F)
<b>Storage temperature range:</b>	-40 °C to +65 °C (-40 °F to +149 °F)
<b>Relative humidity:</b>	up to 95%, not condensing
<b>Connection:</b>	RJ45 jack for Ethernet and PoE (10/100 Mbit/s) USB (Type A) and mini USB (Type A) for external devices
<b>Power supply:</b>	PoE, IEEE 802.3af/802.3at Type 1 Class 0
<b>Power consumption:</b>	idle: 3.3 W (without accessories) max.: 14.7 W (full load, with accessories)
<b>Cabling:</b>	min. Cat. 5, shielded <sup>1)</sup>
<b>Approvals and compliances:</b>	EN 61000-6-2, EN 61000-6-3, EN 55032 Class B, EN 55024, EN 60529 IP66, EN 62262 IK09, FCC Part 15 Class B, ICES-003 Class B, EN 60950-1, EN 60950-22, EN 62368-1
<b>Mounting:</b>	flush mount kit WFSB 50V surface mount kit WSSH 50V
<b>Dimensions (H x W x D):</b>	mounting with flush mount kit: 279 x 164 x 14 mm (10.98 x 6.46 x 0.55 in) mounting with surface mount kit: 279 x 164 x 50 mm (10.98 x 6.46 x 1.97 in)
<b>Weight incl. package:</b>	1,400 g (3.1 lbs)
<b>Optional accessories:</b>	PA 25W POE-DC (power injector) EB1E1A (USB I/O module) EB8E8A (USB I/O module) EB3E2A-AUD (expansion module) <sup>2)</sup> IP Secure Connector (safety switch box)

<sup>1)</sup> The maximum line length of Cat. 5 cabling in a LAN is 100 m (328 ft) – e.g. from switch to Intercom station.

<sup>2)</sup> In order to use direct dialling button modules (e.g. WSDD 53V or WSDD 59V), an EB3E2A-AUD is required.



### Technical data camera

<b>Image sensor:</b>	1/3 inch RGB CMOS
<b>Lens:</b>	F2.4, fixed aperture, 130° diagonal angle, 125° horizontal angle, 100° vertical angle
<b>Minimum illumination:</b>	B/W: 1 lux colour: 1.5 lux
<b>Camera illumination:</b>	12 white LEDs
<b>Resolution (W x H):</b>	1280 x 960 px
<b>Frame rate:</b>	up to 30 fps
<b>Video streaming:</b>	simultaneously up to 6 HTTP(S)/RTSP H.264 video streams with individual resolution or frame rate and simultaneously up to 6 HTTP(S) MJPEG video streams with individual resolution or frame rate

### Extent of supply

- SIP station
- Screws for mounting (4 x Torx TR25 security countersunk screws, M5x10)
- Tamper detection plate
- WS 311V CM only: 3 x adhesive label (“SOS”, “EMERGENCY” and “HELP”) for the emergency call button
- Device identification document
- Short reference

### System requirements

#### Server

- VirtuoSIS (min. version 5.0) or
- S3/S6 (min. version 7.1) or
- Compatible SIP server or
- Serverless operation

#### Configuration software

- Set-UP min. version 1.5.3

### Access

The device can be accessed through IPv4 (DHCP), IPv6 (link-local) and zero-conf. For information on accessing the web interface, see the product manual.

# WS 300V CM / WS 311V CM

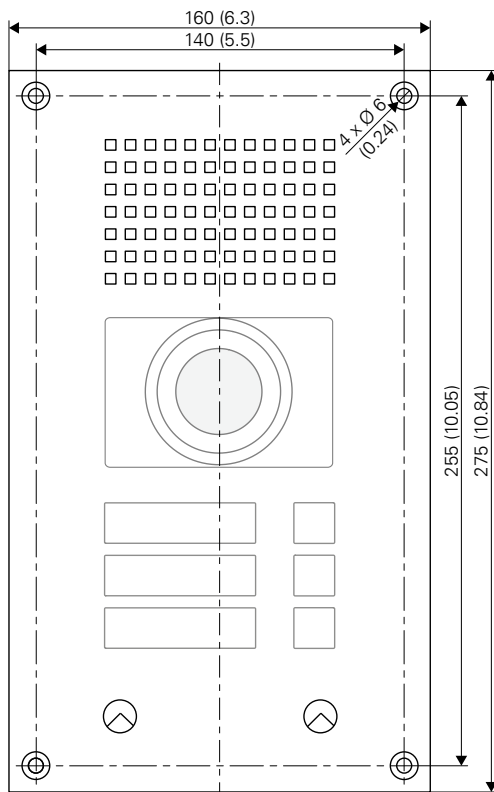
## Installation instructions

### Installation instructions

- This Intercom station shall be installed or replaced by skilled personnel only.
- Do not install the Intercom station on unstable walls or on surfaces, which cannot support the weight of the device.
- Only use recommended tools when installing the Intercom station.
- Use shielded Ethernet cables only.
- Do not make any unauthorised modifications to the Intercom station.
- For flush mounting, a flush mount kit WSFB 50V is required (available separately).
- For surface mounting, a surface mount kit WSSH 50V is required (available separately).
- Optionally, the rain protection roof WSRR 50V is available.
- If the Intercom station is installed in a third-party column, ensure sufficient air circulation to prevent condensation and extreme heat generation (e.g. by means of ventilation slots at the top and bottom of the column). It is recommended to use ventilation grilles with small animal protection. Furthermore, it is recommended to use the WSFB xx MC variants (e.g., WSFB 50V SS MC) for flush mounting, as these kits are optimised and designed for use in metal cabinets/columns/facades. The MC variants provide thermal decoupling between the kit and adjacent parts.

### Dimensions front panel

Measuring units in mm (in), not to scale!  
Front panel thickness: 3 mm (0.12")

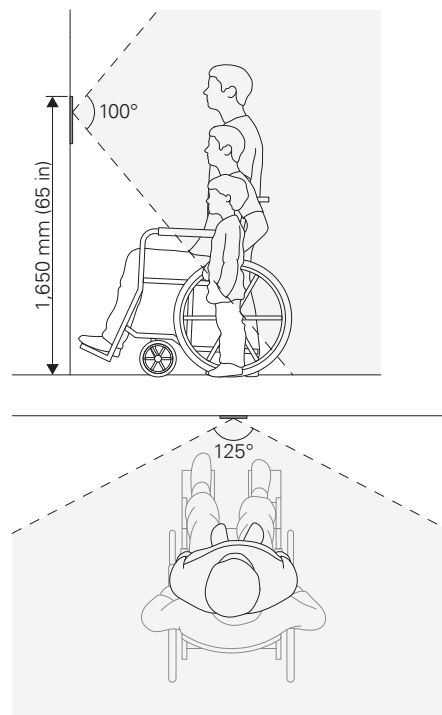


### Safety instructions

- Do not expose the Intercom station to extreme temperatures.
- Observe the country-specific standards for installation, mounting and configuration.
- Observe the precautions for handling of electrostatic sensitive devices.
- Only use accessories that comply with the technical specifications of the Intercom station.
- All connected circuits shall fulfil the following requirements:
  - Safety Extra Low Voltage (SELV) and Limited Power Source (LPS) according to IEC/EN 60950-1 or
  - ES1, PS2 circuits and Annex Q (Limited Power Source) according to IEC/EN/UL 62368-1
- Before using the Intercom station, ensure all cables are correctly connected and not damaged.
- Disconnect the Ethernet cable for any maintenance of the device.
- Allow the device to cool down completely before touching parts inside.

### Recommended mounting height

The upper edge of the button approx. 80 cm to 100 cm (2.62 ft to 3.28 ft) from the finished floor. Adapt the mounting height to the individual needs.



#### NOTE:

For barrier-free operation, it is recommended to mount the Intercom station with enough space to walls or corners.

### Mounting of EB3E2A-AUD and PA 25W POE-DC

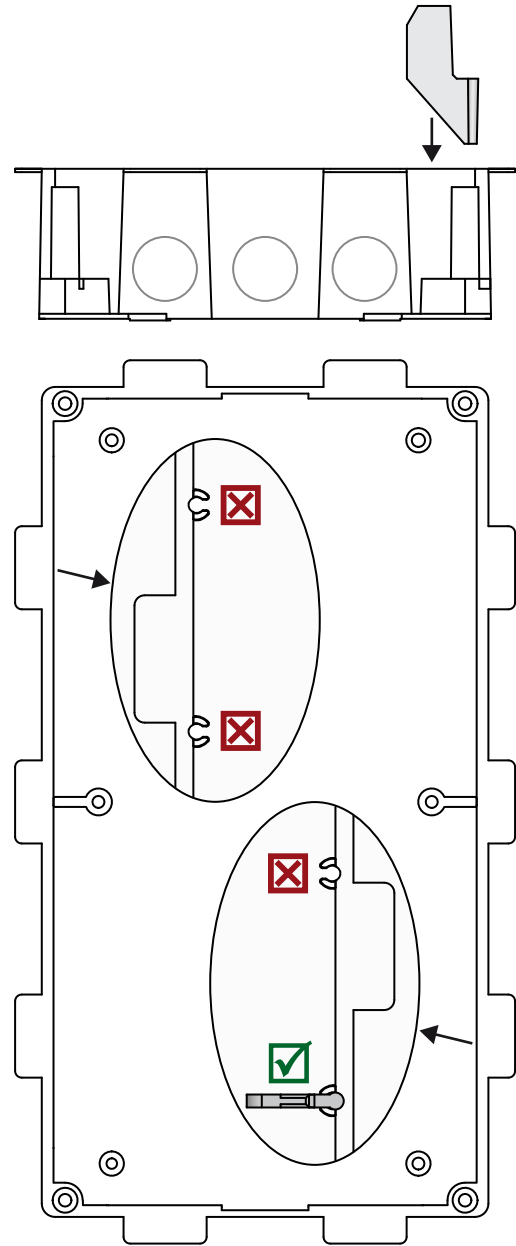
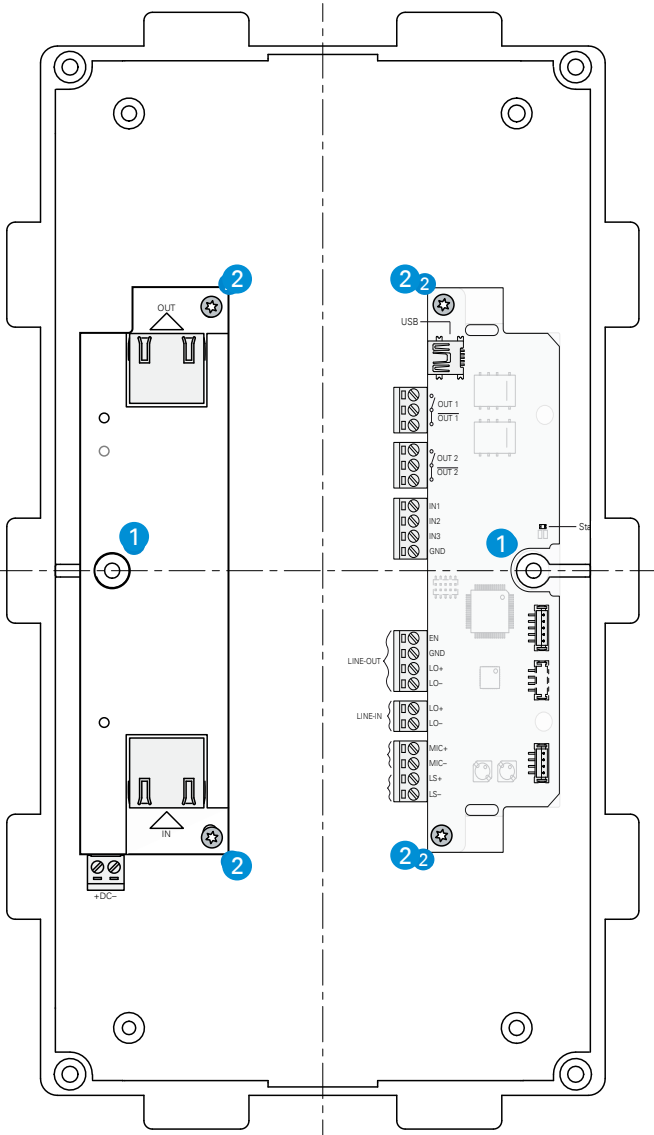
The following illustration shows the mounting of both modules (expansion module and power injector) within a flush mount box – e.g. flush mount kit WSFB 50V or surface mount kit WSSH 50V.

**NOTES:**

- The power injector must always be placed on the left side within the flush mount box.
- The expansion module comes with a back cover. For mounting within the flush mount kit WSFB 50V or surface mount kit WSSH 50V, the back cover must be removed. The screws for the back cover can be used to mount the expansion module into the flush mount box.

### Mounting of tamper detection plate

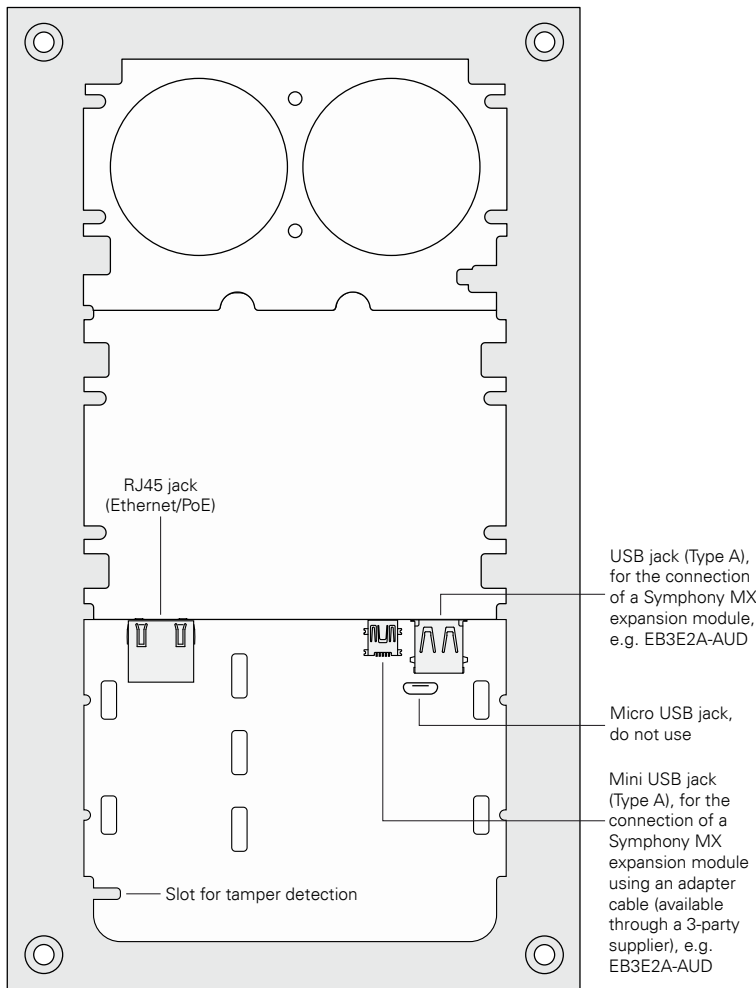
Install the tamper detection plate (for triggering the tamper detection alarm; in extent of supply) into the flush or surface mount box as shown in the following assembly drawing.



- 1 Put the modules onto the designated assembly pins within the flush mount box (no screws).
- 2 Use the supplied screws to fasten the modules to the flush mount box.

## Connection

The following illustration shows the connection of the power injector or a switch and expansion module to the Intercom station.



- Using a USB hub, multiple Symphony MX expansion modules can be connected to the USB jack (Type A) or the mini USB jack (Type A).
- The device supports the connection of 1 Symphony MX expansion module of the same type at the same time, e.g. 1 EB3E2A-AUD and 1 EB1E1A.

## Quality tested. Reliable. Smart.

COMMEND products are developed and manufactured by Commend International in Salzburg, Austria.

The development and manufacturing processes are certified in accordance with **EN ISO 9001:2015**.



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## A strong worldwide network

COMMEND is represented all over the world by local Commend Partners and helps to improve security and communication with tailored Intercom solutions.

[www.commend.com](http://www.commend.com)