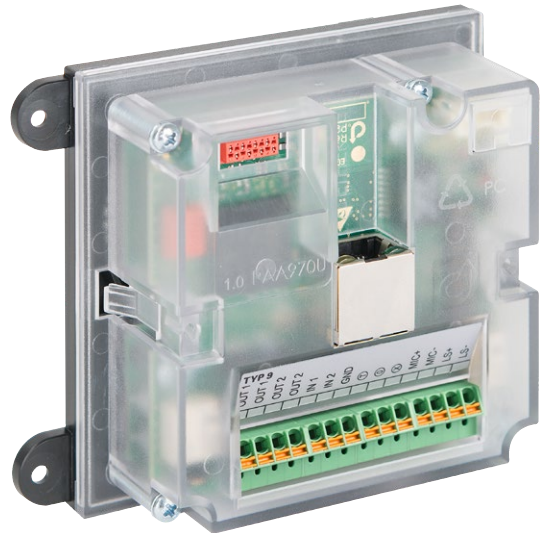


# ET 962H / ET 970H

Compact IP Intercom modules



c **UL** US

16 kHz  
eHD Voice

High  
Volume

Rugged  
Housing

Fully  
IP-based

## The perfect built-in solution

The hybrid Intercom modules ET 962H and ET 970H have been developed for installation in existing housings or for construction of special Intercom terminals. As they support both VoIP connections and SIP solutions (hybrid), the Intercom modules can easily be integrated into any Voice over IP system as well as any existing Commedia Intercom system. The desired operation mode is selected via the configuration software.

Applications for the Intercom module ET 962H and ET 970H are all kinds of call and emergency call stations, where the station is built-in and only the external call button is used. This means, special solutions for e.g. emergency call pillars, elevator cabins, ticketing machines or barriers at entrances and exits can be created, which optimally satisfy function and optical appearance of the customer specifications.

Furthermore, the modules are perfectly suited for use as door stations at entrance areas and gateways, due to two integrated relay outputs.

## Features and highlights

- High volume capacity and superior speech quality, thanks to integrated 10 watt class-D amplifier and eHD Voice
- Built-in inputs and outputs for connection of e.g. door openers – can be extended via expansion jack
- One compact and robust housing with single RJ45 connector for easy installation
- Modules for custom designed stations
- Spring clamp terminals provide an easy and fast cable connection
- Special audio functions ensure superior speech quality in any situation
- The high-sensitivity microphone supports speaking distances of up to 7 m, making the device ideally suited e.g. for wheelchair users
- Sound output or playback of pre-recorded messages can be used to provide information and reassurance to callers
- Ready for connection of induction loop systems, which enables persons wearing hearing aids with an induction loop to receive Intercom audio signals in clear, uninterrupted quality

## Key benefits at a glance

ABS polycarbonate housing

Small dimensions

Two low power RGB LEDs

*ET 962H only:* The built-in loudspeaker supports high audio volumes and superior acoustic intelligibility; audio output or playback of pre-recorded messages can be used to provide information and reassurance to callers.

The built-in high-sensitivity microphone supports speaking distances of up to 7 m from the microphone, making the device ideally suited e.g. for wheelchair users.

### ET 962H:

- Built-in loudspeaker
- Built-in microphone

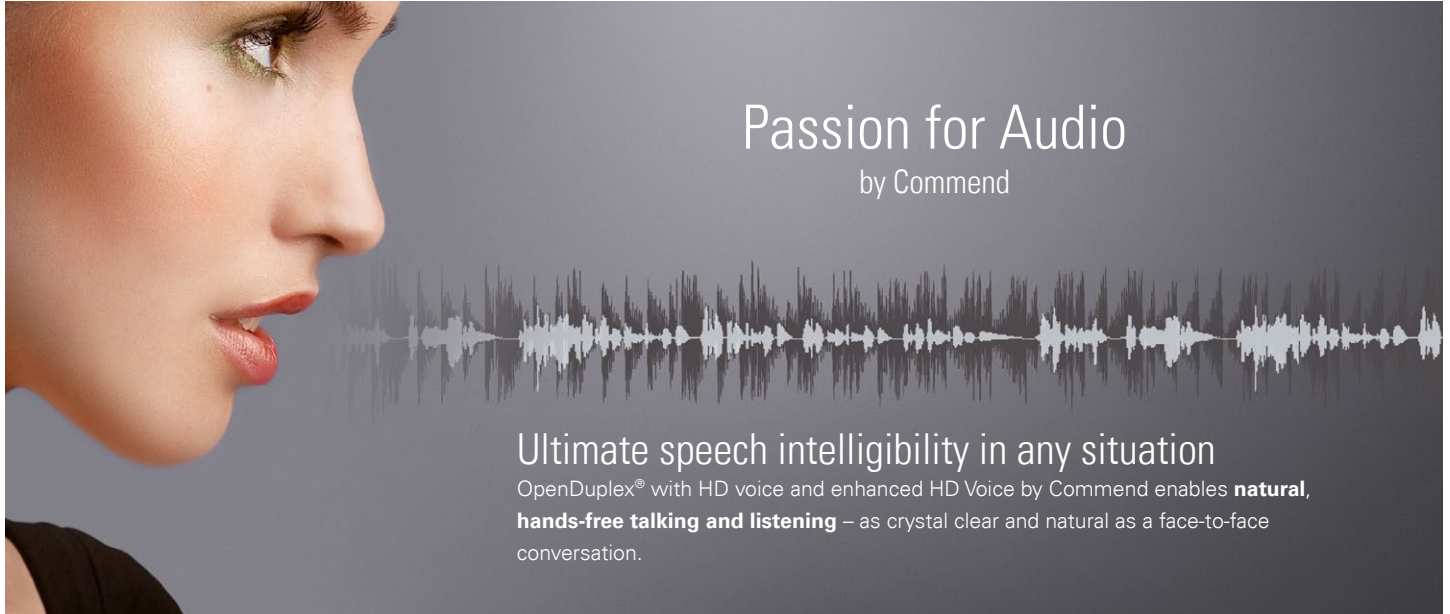
### ET 970H:

- Without loudspeaker
- Built-in microphone and installation microphone MIC 480 included in extent of supply

Via the expansion jack, it is possible to connector e.g. additional input/output contacts.

Socket for connection of LED

The IP Uplink enables the connection to the IP network.

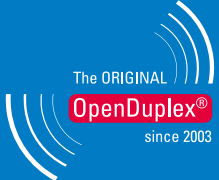


## Passion for Audio

by Commend

### Ultimate speech intelligibility in any situation

OpenDuplex® with HD voice and enhanced HD Voice by Commend enables **natural, hands-free talking and listening** – as crystal clear and natural as a face-to-face conversation.

|                                                                                                                |                                              |                                                                                                      |                                                                                                                         |                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
|  <p>Natural communication</p> | <p>IVC</p> <p>Intelligent Volume Control</p> |  <p>High volume</p> |  <p>Background noise suppression</p> |  <p>Loudspeaker-microphone surveillance</p> |
|----------------------------------------------------------------------------------------------------------------|----------------------------------------------|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|

## Audio // Basics

|                         |                                                                                                                                                                                                                                     |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>eHD Voice (IoIP)</b> | Enhanced HD Voice by Commend transfers the audio signal at a bandwidth of <b>16 kHz</b> , thus capturing the entire frequency spectrum of the human voice.                                                                          |
| <b>HD Voice (SIP)</b>   | HD Voice by Commend transfers the audio signal at a bandwidth of <b>7 kHz</b>                                                                                                                                                       |
| <b>STI</b>              | Speech Transmission Index <b>0.96</b> – measured under acoustic laboratory conditions (STI is a standard measure for speech intelligibility; it has a possible maximum value of 1.00, which corresponds to perfect intelligibility) |
| <b>Amplifier</b>        | Highly efficient class-D amplifier with 2.5 W                                                                                                                                                                                       |
| <b>Microphone</b>       | Omnidirectional electret condenser microphone for max. 7 m (23 ft) speaking distance                                                                                                                                                |
| <b>Loudspeaker</b>      | 8 Ω loudspeaker with humidity-resistant special membrane type for optimum sound quality                                                                                                                                             |

Learn more

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

## Audio // Functions

|                                                                                                                                                                    | IoIP                                | SIP                                               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|---------------------------------------------------|
| Dynamic <b>background noise suppression</b> virtually eliminates all ambient noise                                                                                 |                                     | <input checked="" type="checkbox"/>               |
| <b>Loudspeaker-microphone surveillance</b> – ensures the availability of the Intercom station while reducing the need for manual verification of its functionality | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>Audio monitoring</b> – fully automated emergency calls triggered by defined noise levels for more security                                                      | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>Peer-to-peer audio</b> – reduces network and server load to ensure efficient use of resources                                                                   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>Audio recording</b> and lip-synchronous audio/video recording of conversations for documentation and evidence keeping purposes                                  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> <sup>1)</sup> |
| <b>Conference call function</b> for simultaneous talking with multiple conversation partners                                                                       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>Speech activity detection</b> senses when calls are finished (no microphone signal) and terminates the connection automatically                                 | <input checked="" type="checkbox"/> |                                                   |
| <b>Simplex mode</b> for applications requiring controlled communication – e.g. for security solutions based on the “push-to-talk/release-to-listen” method         | <input checked="" type="checkbox"/> |                                                   |
| <b>OpenDuplex®</b> for natural, hands-free communication                                                                                                           | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>IVC</b> (Intelligent Volume Control) automatically adjusts the device's volume setting to the ambient noise level                                               | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/>               |
| <b>Public address functions</b>                                                                                                                                    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> <sup>2)</sup> |

<sup>1)</sup> Audio recording option on a compatible VMS via ONVIF Profile S.

<sup>2)</sup> Public address functions via multicast or ONVIF Profile S announcements from a compatible VMS.

# ET 962H/ET 970H

## Technical Specifications

### Technical data

|                                     |                                                                                                                                                                                                                                                                           |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Microphone:</b>                  | electret condenser microphone<br>polar pattern: omnidirectional<br><i>ET 970H:</i> electret condenser microphone (MIC 480)<br>included in extent of supply                                                                                                                |
| <b>Loudspeaker:</b>                 | <i>ET 962H only:</i> special membrane type for optimal sound quality, sound pressure level: 85 dB / 1 W / 1 m (3.28 ft), 8 Ω<br>Possibility for connection of an external loudspeaker:<br><i>ET 962H:</i> 8 to 50 Ω<br><i>ET 970H:</i> 4 to 50 Ω                          |
| <b>Amplifier:</b>                   | integrated class-D amplifier, 10 W<br><i>ET 962H only:</i> integrated class-D amplifier,<br>max. 1.2 W (for the built-in loudspeaker)                                                                                                                                     |
| <b>Inputs:</b>                      | 2 inputs for floating contacts<br>(IoIP: detection of 5 input states)                                                                                                                                                                                                     |
| <b>Outputs:</b>                     | 2 relay outputs<br>(1 switch-over contact, 1 normally open contact)<br>max. 60 VDC, 2 A, 60 W <sup>1)</sup><br>expected life: min. 5x10 <sup>4</sup> (2 A), 10 <sup>5</sup> (1 A)                                                                                         |
| <b>Keypad:</b>                      | possibility for connection of 3 single buttons (T, 0, X)                                                                                                                                                                                                                  |
| <b>IoIP transmission bandwidth:</b> | 16 kHz                                                                                                                                                                                                                                                                    |
| <b>SIP transmission bandwidth:</b>  | 7 kHz                                                                                                                                                                                                                                                                     |
| <b>Operating temperature range:</b> | –40 °C to 70 °C (–40 °F to 158 °F)                                                                                                                                                                                                                                        |
| <b>Storage temperature range:</b>   | –40 °C to 70 °C (–40 °F to 158 °F)                                                                                                                                                                                                                                        |
| <b>Relative humidity:</b>           | up to 95%, non condensing                                                                                                                                                                                                                                                 |
| <b>Connection:</b>                  | spring clamp terminals,<br>expansion jack, e.g. for EB2E2AHE,<br>IP Uplink: shielded RJ45 modular jack                                                                                                                                                                    |
| <b>Power supply <sup>2)</sup>:</b>  | PoE (Power over Ethernet):<br>IEEE 802.3af standard<br>power consumption of the terminal device:<br>Class 0 (0.44 to 12.96 W)                                                                                                                                             |
| <b>Cabling:</b>                     | min. Cat. 5                                                                                                                                                                                                                                                               |
| <b>Protocols (IoIP):</b>            | IPv4, UDP, DHCP, RTP, RTCP, SNMPv2c, SNMPv4                                                                                                                                                                                                                               |
| <b>Protocols (SIP):</b>             | IPv6, IPv4, TCP, UDP, HTTP (RFC 2617, RFC 3310),<br>RTP (RFC 3550), TLS, SRTP, RTCP, DHCP, STUN,<br>TFTP, SDP (RFC 2327), SIP (RFC 3261), SNMPv2,<br>URI (RFC 2396), DTMF Decoding (RFC 2876,<br>RFC 2833), SIP User Agent (UDP RFC 3261),<br>SIP Refer Method (RFC 3515) |
| <b>Approvals and compliances:</b>   | EN 55032 Class B, EN 55035<br>FCC Part 15 Class B, ICES-003 Class B,<br>EN 62368-1, IEC 62368-1, CB-Scheme,<br>UL 62368-1 (recognized E351589)                                                                                                                            |
| <b>Aucio codecs (SIP):</b>          | G.711 a-Law<br>G.711 μ-Law<br>G.722                                                                                                                                                                                                                                       |
| <b>Data rate:</b>                   | 10/100 MBit/s (Full/Half Duplex) Auto MDIX                                                                                                                                                                                                                                |
| <b>Dimensions:</b>                  | front panel: 88 x 109 mm (3.46 x 4.29 in)<br>mounting depth: 41 mm (1.6 in)                                                                                                                                                                                               |
| <b>Weight incl. package:</b>        | approx. 220 g (0.4 lbs)                                                                                                                                                                                                                                                   |

<sup>1)</sup> The relay output may only be connected to an ES1 or a SELV circuit! An ES1 circuit as per IEC/EN/UL 62368-1 or a SELV circuit as per IEC/EN 60950-1 must be separated safely from a dangerous electrical circuit (e.g. 230 V or 110 V mains power), e.g. by means of double insulation. The ES1 or SELV circuit must not exceed 60 VDC or 42.4 VACpeak (30 VACeff)!

<sup>2)</sup> Use PoE network switch or PoE injector only. PoE acc. IEEE 802.3af; output voltage 36–57 VDC; min. 12.95 W (per Ethernet port); LPS/PS2 or Class 2 output (IEC/EN/UL 62368-1).



### Line length in LAN

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

### Extent of supply

- Intercom module
- *ET 970H only:* electret microphone MIC 480, cable length 4 m (3,12 ft)
- Light pipe and plexiglass LED cover, optionally as light guide for the multifunction LED
- Claiming code
- Open source compliance information
- Short reference

### System requirements

#### IoIP

##### Intercom Server

- GE 800 (min. PRO 800 5.0, min. base licence PRO 1) with G8-IP or
- GE 300 (min. PRO 800 5.0, min. base licence PRO 1) with G3-IP or
- IS 300 / G8-IP-32 (min. PRO 800 5.0, min. base licence PRO 1) or
- VirtuoSIS (min. PRO 800 5.0, min. base licence PRO 3)

##### Configuration software

- CCT 800 5.0 min. build 1017
- IP Station Config (included in setup of CCT 800 5.0)

#### SIP

- VirtuoSIS (min. version 5.0) or
- S3/S6 (min. version 7.1) or
- Compatible SIP server (see compatibility list “**Interoperability SIP**”) or
- Serverless operation

## Requirements to the network for use as SIP device

### Ports

- The configuration via the web interface is done via TCP port 80 (cannot be configured).
- The communication from the SIP device to the SIP server is done via the following ports (both are configurable):
  - SIP: UDP port 5060
  - RTP: UDP port 16384 (incoming)

## Requirements to the network for use as IoIP device

### IP addresses and ports

- For the ET 962H, the DHCP functionality is available.  
If DHCP is not used, the ET 962H must have a fixed IP address.
- In case of a changing public IP address, dynamic registration of an ET 962H is possible.
- Communication from the program IP Station Config is done via Port 16399 (cannot be configured).
- Communication from the ET 962H to the Intercom Server (UDP protocol) is done via port 16400 (configurable).

### QoS requirements

- Maximum one-way delay 100 ms
- Delay-Jitter not above 50ms
- 0% packet loss for perfect audio quality

### Bandwidth

- For further information, see guideline "**IoIP Technology**".

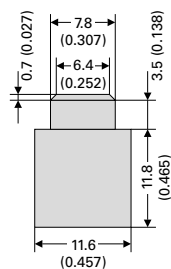
# ET 962H/ET 970H

## Installation Instructions

### Mounting instructions

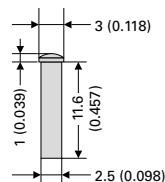
- Do not expose the station to extreme temperatures (see "Technical data").
- Observe the country specific standards for installation, mounting and configuration.
- When opening the station, ESD precautions must be observed.
- This device is intended to be mounted, handled and used by skilled persons only.
- Use 3 screws with a diameter of 3 mm. Fastening, screw type and screw length depends on the mounting ground.
- Install or store this device out of the reach of children and do not allow persons unfamiliar with the device and these instructions to handle and operate the device.
- In operation as a SIP version, this is a Class A product (standard EN 55032). In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
- 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.

### Light guide for "low power" LEDs



**Plexiglass LED Cover**

Bore hole:  
2.55 to 2.6 mm  
(0.100 to 0.102")



**Light Pipe**

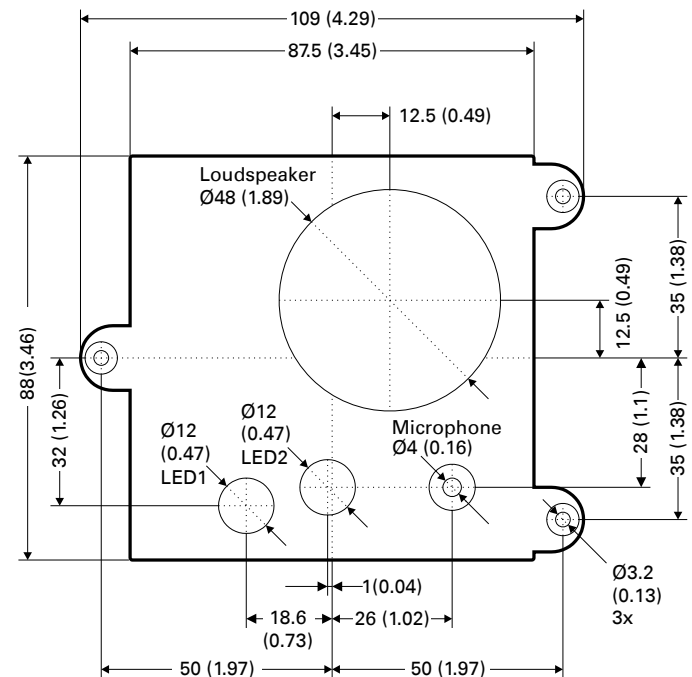
As light guide for the conversation LED, either the light pipe or the plexiglass cover included in the extent of supply can be used.

The plexiglass LED cover only fits for LED 2 (see Dimensions). For call indication, either LED 1 or LED 2 can be used.

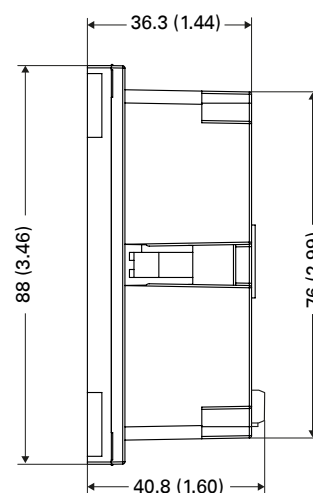
### Dimensions

Measuring units in mm (in), not to scale!

#### Front View



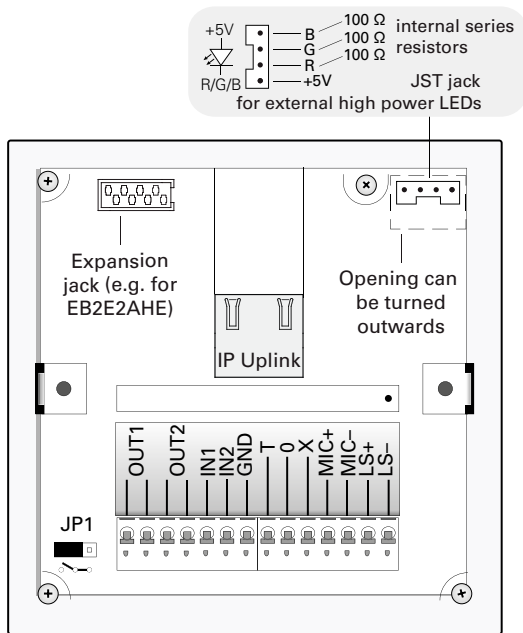
#### Lateral View





## Connection

### Rear view



#### Notes

- OUT 1 factory adjusted as normally open contact. With the jumper JP1, it can be converted into a normally closed contact.
- OUT 2 factory adjusted as normally open contact.
- PoE ("Power over Ethernet"): IEEE 802.3af standard  
Power consumption of the terminal device: Class 0
- The internal microphone will be deactivated as soon as an external microphone is connected.
- Possibility for connection of an external loudspeaker:  
ET 962H: 8 to 50  $\Omega$  (works in parallel with the internal loudspeaker)  
ET 970H: 4 to 50  $\Omega$

#### Attention

The spring clamp terminal will be damaged when inserting a screwdriver into the cable opening.

## 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 the world over by local Commend Partners and helps to improve security and communication with tailored Intercom solutions.

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