salto
INSPIRED ACCESS

INSTALLATION GUIDE

XS4 Com iPanel

10.1" smart video intercom · Flush & surface mount



Model Electronic Info: PCOM0M

SALTO WECOSYSTEM

01/27

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230234 - E0.1 - 22/10/26

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ABOUT THIS GUIDE

This guide walks qualified installers through a standard installation of the XS4 Com iPanel, from unboxing to a tested door release. It covers flush and surface mounting, power, network and RS-485 wiring, and the connection to the Salto BLUEnet Door Controller.

Not covered — see the dedicated guides:

- BLUEnet Door Controller installation, configuration and enrollment
- Salto IQ2 (Salto KS) or IQ3 (Homelok) gateway
- Electric locking hardware — follow the manufacturer's instructions
- Pedestals, hoods or custom housings — contact Salto Technical Support

WARNING
Risk of injury, damage to equipment or loss of warranty. Do not continue until the condition is met.

IMPORTANT
A requirement the installation will not work without.

NOTE
A practical tip or a cross-reference.

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1. Package Contents

The XS4 Com iPanel ships with all components required for a standard installation. Verify the contents before starting.

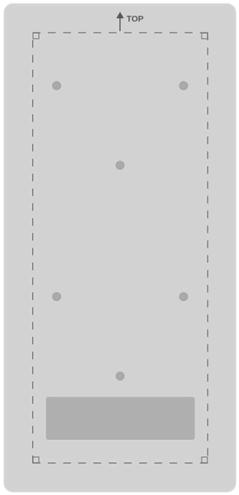
1.1 INCLUDED ITEMS



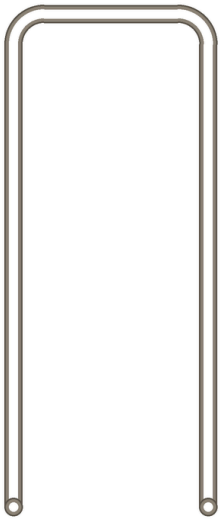
Intercom Panel



Mounting Box



Wall Mounting Template



Sealing gasket



Power Supply



8x T10 Torx M3 security screws



8x 4x35 mm PH2 countersunk screws with wall plugs

Item	Qty	Notes
XS4 Com iPanel (intercom panel)	1	10.1" touchscreen, camera, RFID/BLE reader
Mounting box	1	Used for both flush and surface mounting
Wall mounting template	1	Drill points and flush-mount cut-out
Power supply 12 Vdc, 6 A (SP500963)	1	100–240 Vac input
T10 Torx M3 security screws	8	Anti-theft fixing of the XS4 Com iPanel
4 x 35 mm PH2 countersunk screws + wall plugs	8	Fixing the mounting box to the wall
Sealing gasket	1	Recessed and outdoor installations

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1.2 WHAT IS NOT INCLUDED

The following items must be sourced by the installer before installation. This is not an exhaustive list.

Item	Use	Note
BLUEnet Door Controller	Required for the RFID/BLE reader to work. It opens the electric lock — the XS4 Com iPanel never drives the lock directly.	Order separately.
Salto gateway (IQ2 for Salto KS, IQ3 for Homelok)	Keeps the BLUEnet Door Controller online with the access control platform.	Order separately.
Electric locking hardware	The XS4 Com iPanel can only operate doors with electric locking hardware: electric strike, magnetic lock, automatic door, electrified panic bar, etc.	Follow the lock manufacturer's guide.
Lock power supply	Powers the electric locking hardware.	Never share the XS4 Com iPanel power supply.
Low voltage cables	Power (XS4 Com iPanel), RS-485 (XS4 Com iPanel – BLUEnet Door Controller) and lock wiring. Rated for the required voltage and current.	See 4.1 and 4.2.
Network cable Cat 5e/6/6A	Connects the XS4 Com iPanel to the router or switch.	Never splice. See 4.2.
4-wire to RJ-45 adapter (optional)	Runs the RS-485 link over structured UTP cabling.	Ref. SP224895.

NOTE
Perform a site survey before installation day to confirm what additional Salto or third-party hardware is required (see 2.2).

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2. Before You Start

2.1 SAFETY INSTRUCTIONS

WARNING
This intercom station must be installed or replaced by trained and qualified personnel only. Follow all country-specific standards for installation, mounting and configuration.

- Never power the XS4 Com iPanel with ac. Use only the 12 Vdc power supply supplied with the XS4 Com iPanel.
- Always use a separate, dedicated power supply for the electric locking hardware.
- Never connect two power sources in parallel to the same lock release.
- Use only Salto-approved accessories that meet the XS4 Com iPanel technical specifications.
- Before energizing, check that all cables are correctly connected, undamaged and with the right polarity. Incorrect wiring can damage the XS4 Com iPanel and void the warranty.

2.2 SITE SURVEY & MOUNTING LOCATION

Visit the site before installation day. Choose a location that meets these requirements:

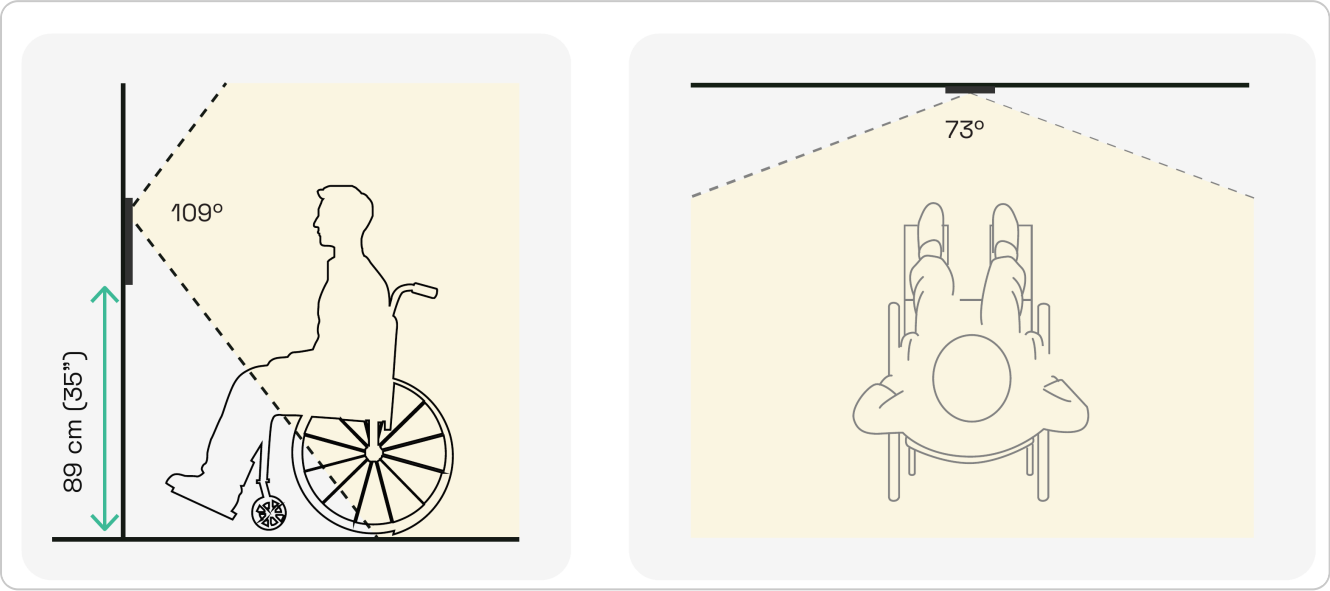
- A stable, flat wall able to carry the XS4 Com iPanel weight (5.5 kg / 12.1 lb). Avoid uneven or curved walls that put torsion on the mount.
- Out of direct sunlight and strong light sources, to avoid camera glare.
- At least 150 mm (6 in) clearance below the XS4 Com iPanel to reach the bottom security screws.
- Room behind the mounting location for excess wiring.
- An Ethernet drop within the distances in 4.2, or a route to run one.
- Flush mounting: a wall cavity for the mounting box — 406.6 x 165 mm, at least 36.5 mm deep (16.0 x 6.5 x 1.4 in). See 5.1.

NOTE
Retrofits may require a customized housing. Recessed and outdoor installations may require silicone sealant in addition to the supplied sealing gasket.

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2.3 MOUNTING HEIGHT (ADA)

Mount the XS4 Com iPanel so that its bottom edge is approximately **89 cm (35")** above the finished floor (ADA compliance). Adapt to the individual needs of the site.



Side view — bottom edge of the XS4 Com iPanel at 89 cm (35"); vertical camera field of view 109°.

Top view — horizontal camera field of view 73°.

2.4 PRE-INSTALLATION CHECKLIST

Do not start until every item is confirmed.

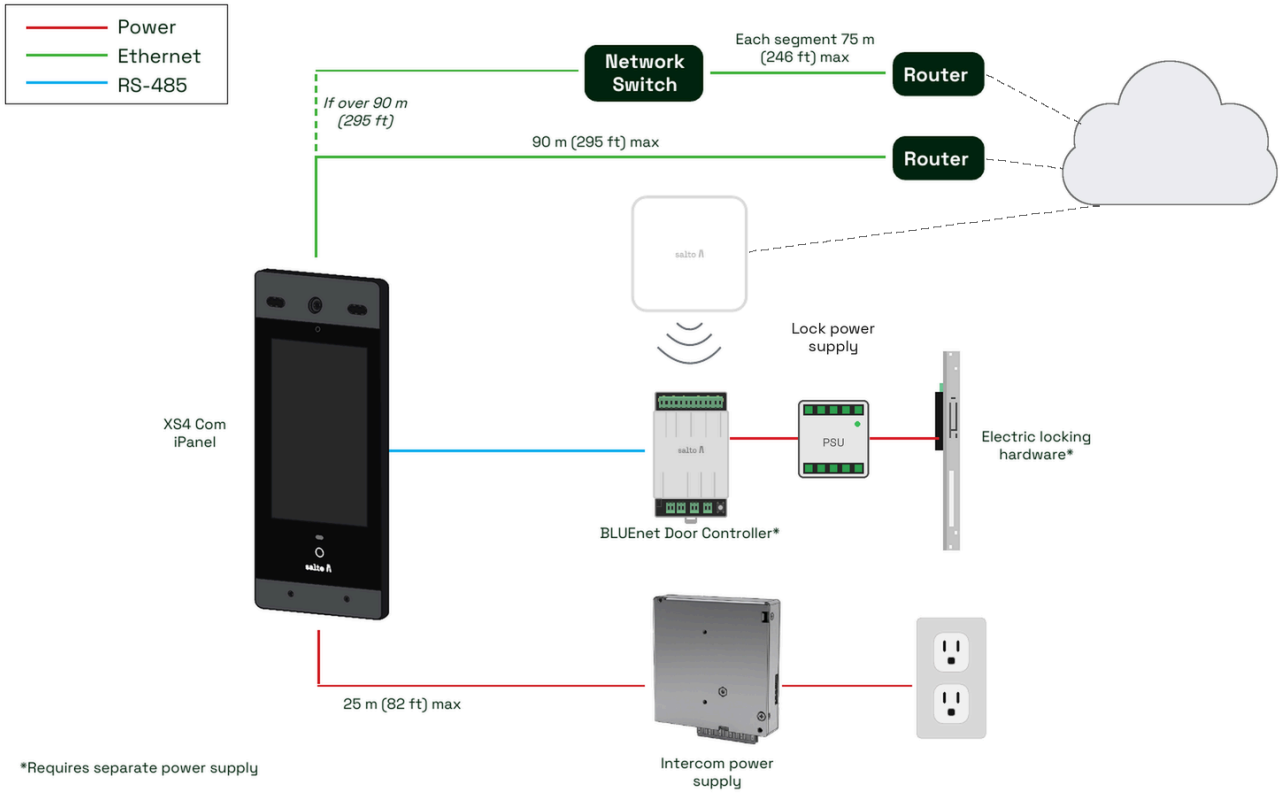
- [ ] Package contents checked against 1.1
- [ ] BLUEnet Door Controller on site, installed and configured in the access control platform
- [ ] Salto gateway (IQ2 / IQ3) online, so the BLUEnet Door Controller is reachable
- [ ] Electric locking hardware installed and working, with its own power supply
- [ ] Cable gauge selected for every run (4.1, 4.2)
- [ ] Cat 5e/6/6A cable run to the XS4 Com iPanel location and length measured
- [ ] Internet service confirmed: at least 5 Mb/s upload and download, no DSL (4.3)
- [ ] Firewall ports open and XS4 Com iPanel MAC address whitelisted — confirmed with the site IT administrator (4.3)
- [ ] Mounting location and height agreed with the customer

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3. System Overview

The XS4 Com iPanel connects to the internet over Ethernet for video calls, and to the BLUEnet Door Controller over RS-485 for credentials and door release. The BLUEnet Door Controller — not the XS4 Com iPanel — switches the lock, and must be online through a Salto gateway for the XS4 Com iPanel to open the door.

3.1 SYSTEM DIAGRAM

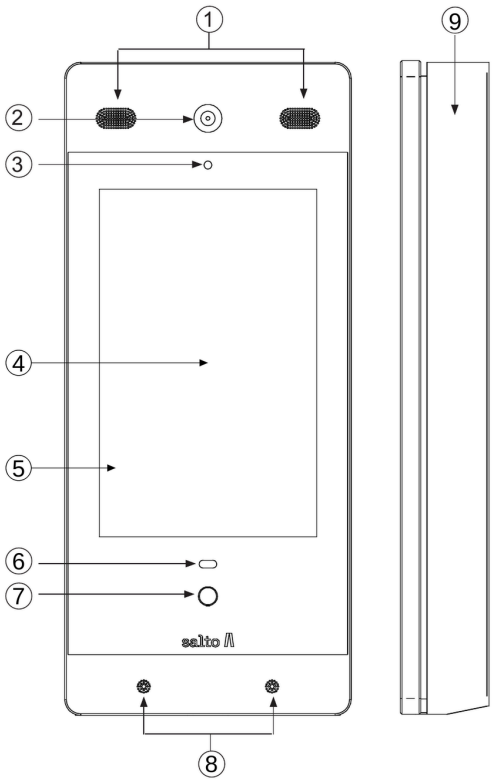


WARNING

Never use a single power supply for both the XS4 Com iPanel and the electric lock. Always use separate, dedicated power supplies.

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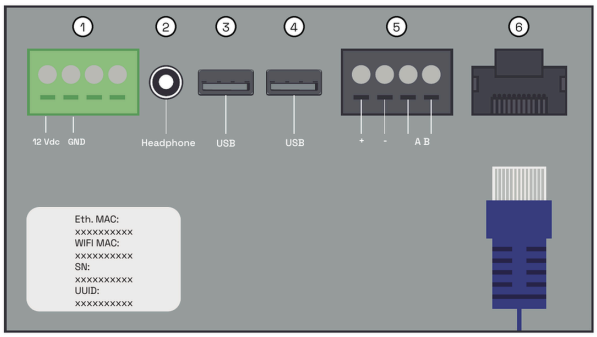
3.2 XS4 COM IPANEL OVERVIEW



1. **Speakers**
   2 x 3 W / 8 Ω, full-duplex audio
2. **Camera**
   5 MP, 120° diagonal, night vision
3. **Light sensor**
   Adaptive screen brightness
4. **Presence sensor**
   Adaptive presence detection
5. **Touchscreen display**
   10.1" capacitive, 1280 x 800, 1,500 nits
6. **Reader LED**
   Credential feedback
7. **RFID / BLE reader**
   MIFARE, JustIN Mobile (BLE / NFC)
8. **Microphones**
   Dual array, noise reduction, echo cancellation
9. **Mounting box**
   Flush or surface mount

3.3 CONNECTION PANEL

The connection panel is on the back of the XS4 Com iPanel. The label next to it shows the Ethernet MAC, Wi-Fi MAC, serial number (SN) and UUID — record them before mounting (Step 1).



#	Port / connector	Description
1	**DC power input** (12 Vdc / GND)	Connect the 12 Vdc supply: + to 12 Vdc, – to GND. **Never use ac.** Terminal accepts up to 2.5 mm² (14 AWG).
2	**Headphone audio output**	For a third-party induction loop amplifier (coming soon). **Do not connect anything until supported.**
3–4	**USB ports**	**Do NOT connect.** Reserved for support and diagnostics.
5	**RS-485 connector** (+, –, A, B)	To the BLUEnet Door Controller. 4-wire, 1 mm² (18 AWG) twisted pairs. See 4.2.
6	**Ethernet port** (RJ-45)	To the router or switch, Cat 5e or higher. See 4.3.

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4. Requirements

4.1 ELECTRICAL CHARACTERISTICS

Intercom power

	Min	Nom	Max	Unit
Input voltage	11	12	13	Vdc
Power consumption		30	60	W
Current consumption Note 1			5	A

Note 1: Integrated reader powered by the BLUEnet Door Controller.

Power supply

	Min	Nom	Max	Unit
Input voltage	100		240	Vac
Input frequency	50		60	Hz
Input current		1.5		A
Input leakage			3.5	mA
Output voltage	10.8	12	15	Vdc
Output current	5.45	6	6.66	A
Output wattage		72		W

Operating conditions

	Min	Max	Unit
Working temperature	-10 14	50 122	°C °F
Storage temperature	-20 -4	65 149	°C °F
Humidity (non-condensing)	5	80	%

RF characteristics (if using integrated reader)

	Min	Nom	Max	Unit
RFID frequency		13.56		MHz
Bluetooth LE frequency	2.4	2.445	2.4835	GHz

Cable requirements

Power supply	See *Cable gauge vs. distance* below
RS-485	18 AWG twisted pairs (recommended) 1 mm² twisted pairs
Ethernet	Cat 5e/6/6A

WARNING

Never apply more than 13 Vdc at the XS4 Com iPanel terminals: the overvoltage protection will trip. Never power the XS4 Com iPanel with ac.

Cable gauge vs. distance (power supply → XS4 Com iPanel)

Select the conductor size from the distance and the power supply output setting. Conditions: 5 A load, 1 V maximum drop, cable at 25 °C.

	≤ 5 m (16 ft)	≤ 10 m (33 ft)	≤ 15 m (49 ft)	≤ 20 m (66 ft)	≤ 25 m (82 ft)
PSU output 12.0 Vdc	18 AWG 1 mm²	16 AWG 1.5 mm²	14 AWG 2.5 mm²	—	—
PSU output 13.0 Vdc	18 AWG 1 mm²	16 AWG 1.5 mm²	14 AWG 2.5 mm²	14 AWG 2.5 mm²	—
PSU output 13.5 Vdc	18 AWG 1 mm²	16 AWG 1.5 mm²	14 AWG 2.5 mm²	14 AWG 2.5 mm²	14 AWG 2.5 mm²

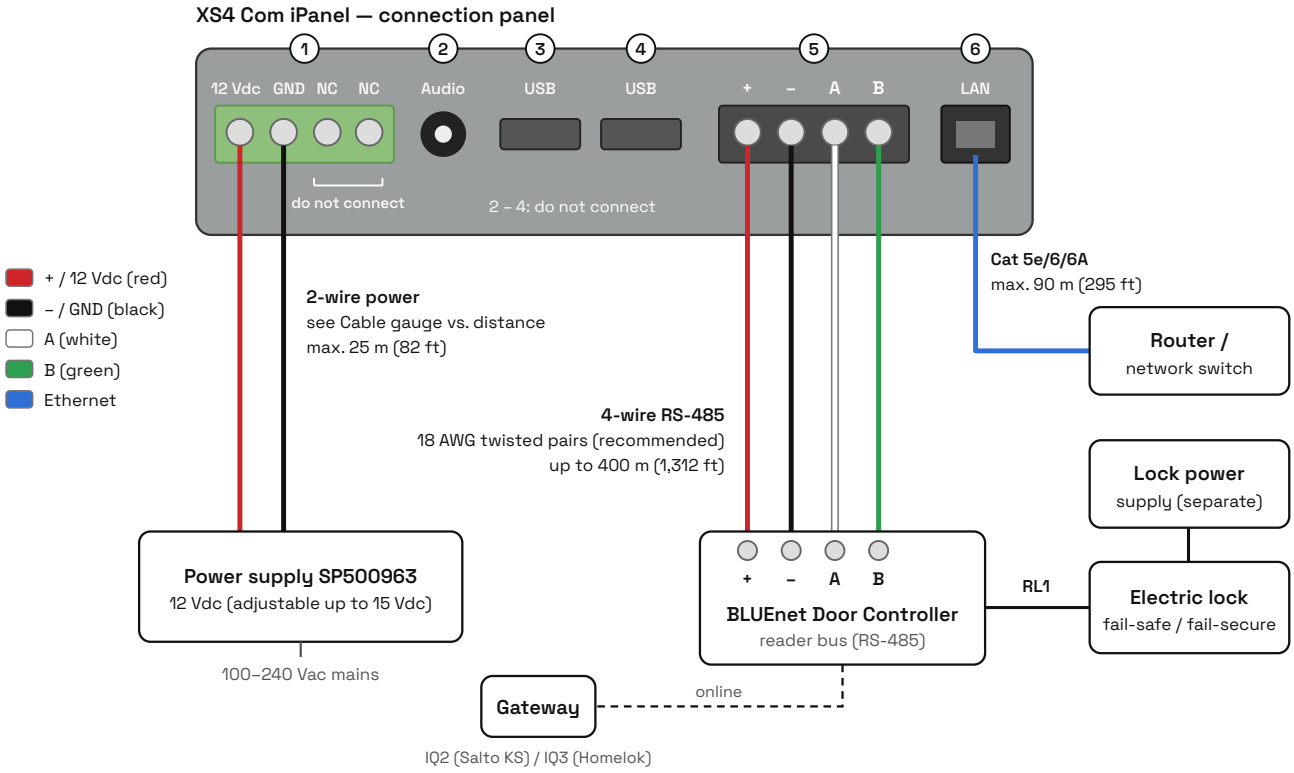
Cross-sections in mm² are the nearest standard metric size equal to or larger than the AWG gauge. Maximum distance: 25 m (82 ft).

- Always measure the voltage at the XS4 Com iPanel terminals after installation.
- Avoid operating near the upper voltage limit; fluctuations may trigger the overvoltage protection.
- Tighten all terminal block screws securely to avoid resistive losses.

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4.2 WIRING

Connect the XS4 Com iPanel as shown. Connector numbers match the connection panel in 3.3.



Connection path	Cable	Max. length
XS4 Com iPanel → Router	Ethernet Cat 5e/6/6A (RJ-45), shielded where possible. Never splice.	90 m (295 ft)
XS4 Com iPanel → Network switch → Router	Ethernet Cat 5e/6/6A (RJ-45)	75 m (246 ft) per segment
Power supply → XS4 Com iPanel	2-wire, up to 2.5 mm² (14 AWG). See 4.1.	25 m (82 ft)
XS4 Com iPanel → BLUEnet Door Controller	4-wire RS-485 (A, B, +, –), twisted pairs. See table below.	Up to 400 m (1,312 ft)
BLUEnet Door Controller → Lock	2-wire, gauge by lock voltage and current. See section 6.	See section 6
XS4 Com iPanel → Induction loop module	Coming soon	—

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RS-485 link: XS4 Com iPanel ↔ BLUEnet Door Controller

The XS4 Com iPanel connects to the BLUEnet Door Controller through its RS-485 interface. The four wires carry data and power to the integrated reader (150 mA max).

Terminal	Signal	Wire colour
A	RS-485 A / Data +	White
B	RS-485 B / Data –	Green
+	+V supply	Red
–	GND	Black

Cable type	Max. distance
UTP Cat 5e, 2 pairs, 24 AWG	85 m (279 ft)
UTP Cat 5e, 4 pairs, 24 AWG + adapter SP224861 / SP224895	260 m (853 ft)
Twisted pairs 18 AWG	400 m (1,312 ft)

NOTE

Always use a twisted pair for the A/B lines to ensure communication stability and reduce interference. For structured UTP cabling, use the 4-wire to RJ-45 adapter SP224895.

IMPORTANT

For the XS4 Com iPanel to open the door, the BLUEnet Door Controller must be online and connected to the access control platform through its Salto gateway (IQ2 for Salto KS, IQ3 for Homelok).

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4.3 NETWORK

The XS4 Com iPanel needs a fast, reliable internet connection for video calls. The property is responsible for acquiring and maintaining this service.

Requirement	Details
Bandwidth	Minimum 5 Mb/s upload and download. Configure QoS if the link is shared.
Connection type	Cable or fiber preferred. DSL is NOT supported.
IP / DHCP	DHCP by default. Static IP only via DHCP reservation. On a managed network, an IT administrator must be on site during installation.
VLAN / QoS	For best performance, place the XS4 Com iPanel on its own VLAN outside the local firewall, or configure QoS to guarantee bandwidth.
MAC whitelist	If the property has a firewall, whitelist the XS4 Com iPanel MAC address (label on the connection panel).

Required firewall ports

The XS4 Com iPanel will not work correctly if these ports are blocked.

Port	Protocol	Purpose
67	DHCP	IP address assignment (local)
53	DNS	Domain name resolution
443	TLS 1.2+ / HTTPS	Encrypted cloud communication
80	HTTP	Connectivity checks and OCSP certificate validation
123	NTP	Time synchronization

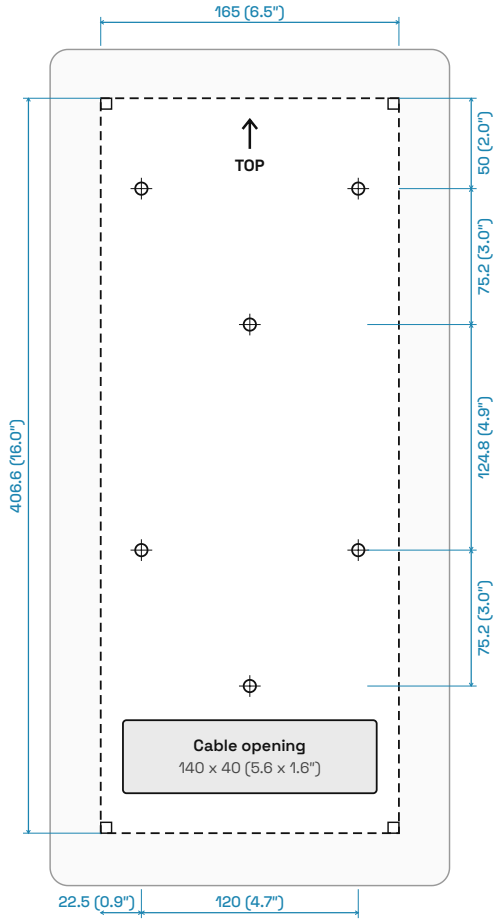
Port	Protocol	Purpose (video calls)
TCP 443	TLS WebSocket	Call signalling
TCP 443	TURN / TLS	Fallback when UDP is blocked
UDP 3478	STUN / TURN	Connectivity assistance
UDP 50000–60000	WebRTC / DTLS	Encrypted audio and video
TCP 7881	TCP	Media over TCP (fallback)

NOTE
Stateless firewalls or strict ACLs must explicitly allow inbound UDP from the XS4 Com cloud media servers. If UDP is blocked, calls fall back to TURN/TLS over TCP 443 with higher latency and lower media quality.

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5. Installation Steps

5.1 MOUNTING BOX & WALL TEMPLATE



6 x ø5 mm (0.2") fixing holes · dimensions in mm (in)

The supplied wall template (ref. 231176) is printed at 1:1 scale. It shows the outline of the mounting box, its six fixing holes and the cable opening.

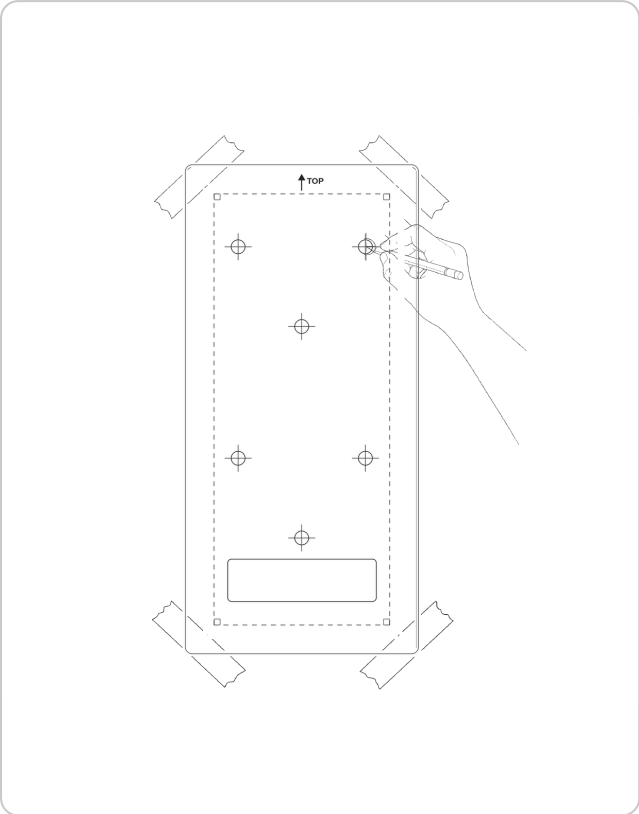
Mounting box	Value
External size (H x W x D)	406.6 x 165 x 36.5 mm (16.0 x 6.5 x 1.4 in)
Front flange	2 mm (0.1 in)
Fixing holes	6 x ø5 mm (0.2 in)
Cable opening	140 x 40 mm (5.6 x 1.6 in), lower end of the box

Wall template	Use
Dashed outline	Flush mount: cut-out, 406.6 x 165 mm (16.0 x 6.5 in), min. 36.5 mm (1.4 in) deep
6 circles	Fixing holes — drill and fit the wall plugs
Rectangle	Cable opening — position of the cable entry
TOP arrow	Must point up

NOTE
The box has 6 fixing holes; the kit includes 8 screws and wall plugs.

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Step 1 **Prepare the mounting surface**



1. Fix the wall template level on the wall, with the TOP arrow pointing up and at the height defined in 2.3. Then mark the wall according to the type of installation (Option A or B).

> **NOTE**
> The six circles of the template match the six ø5 mm holes of the mounting box. The kit includes 8 PH2 screws and wall plugs.

Option A — Flush mount

Mark the **dashed outline** of the template: it is the cut-out where the mounting box is recessed (406.6 x 165 mm).

If the cavity has a solid back, also mark the **six fixing holes** and the **cable opening**: the box can be screwed to the back of the cavity with the supplied screws and wall plugs.

Option B — Surface mount

Mark the **six fixing holes**: these are the holes to drill in the wall to fix the mounting box.

Mark the **cable opening**: this is where the cables come out of the wall into the box.

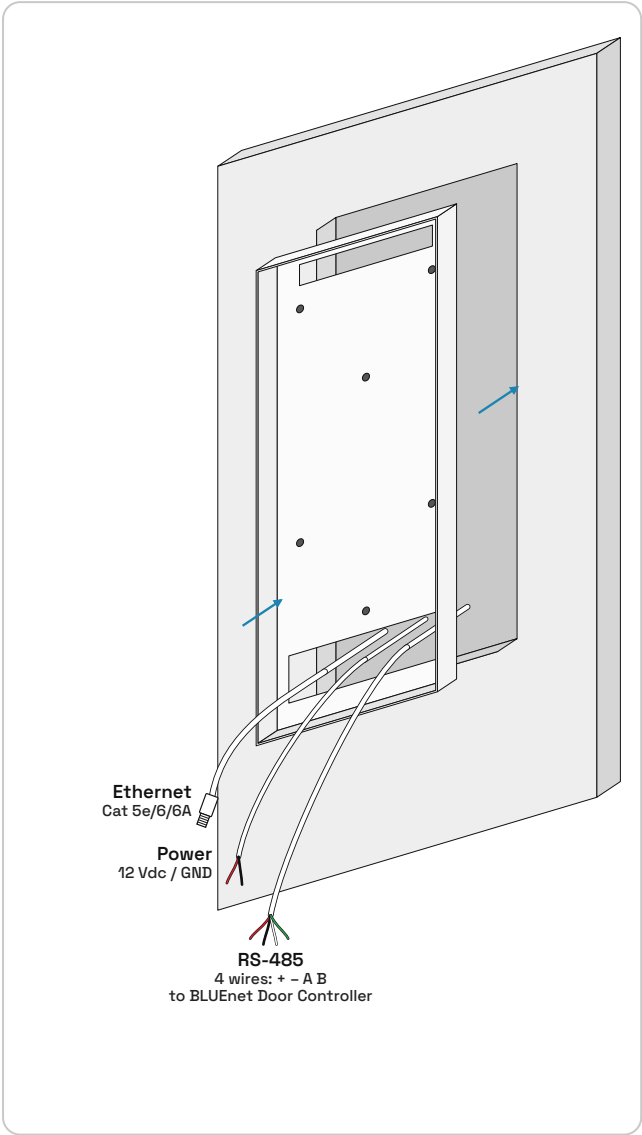
> **IMPORTANT**
> Leave a free space of **10–15 cm (4–6 in)** between the bottom edge of the XS4 Com iPanel and anything below it (shelf, handrail, mailbox, frame, etc.). This space is needed to reach the two fixing screws on the underside of the XS4 Com iPanel with the screwdriver.

> **REMEMBER**
> Before mounting, write down the MAC address and the UUID (and the serial number) shown on the label next to the connection panel. They are recommended for network management (DHCP reservation, firewall / MAC whitelisting) and for commissioning the XS4 Com iPanel.

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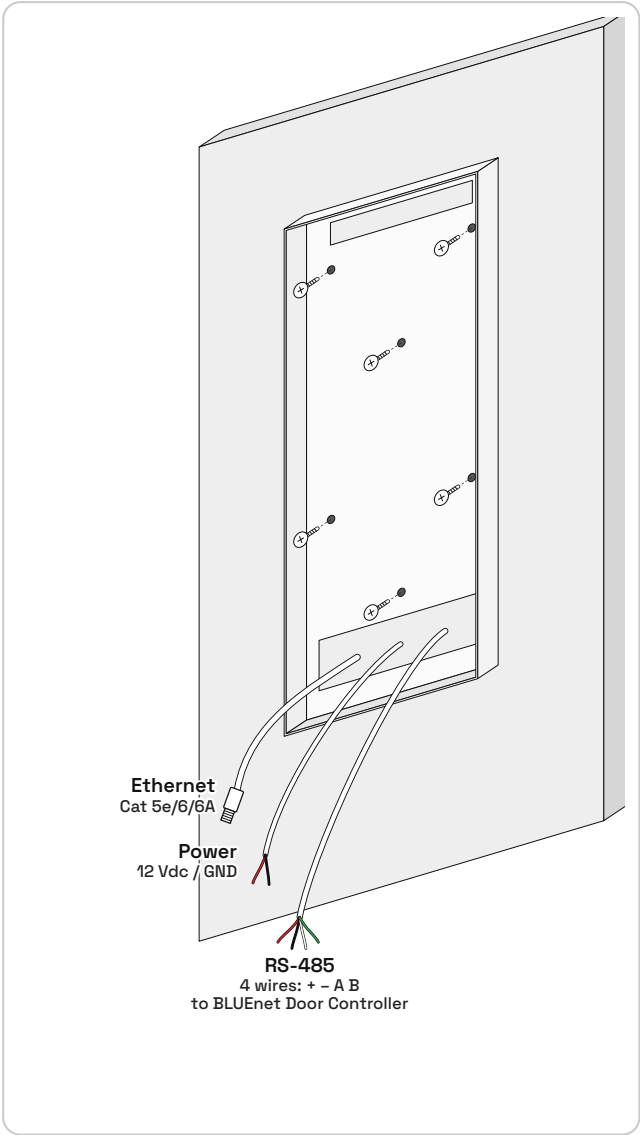
Step 2 **Install the mounting box**

Option A — Flush mount



2A. Cut the wall along the dashed outline: 406.6 x 165 mm, at least 36.5 mm deep. Leave a free space of 10–15 cm (4–6 in) below the bottom of the XS4 Com iPanel, so that the screwdriver can reach its fixing screws. Pass all cables — Ethernet, power and the 4-wire RS-485 cable from the BLUEnet Door Controller — through the cable opening and recess the box in the cut-out, flush with the wall (the 2 mm flange rests on the wall). If the cavity has a solid back, fix the box with the PH2 screws and wall plugs. Secure the box with cement or plaster.

Option B — Surface mount



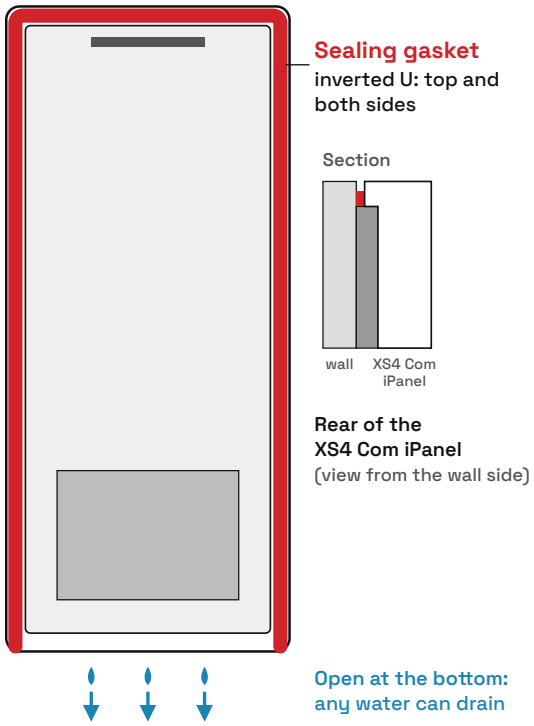
2B. Drill the six holes marked with the template and insert the supplied wall plugs. Pass all cables — Ethernet, power and the 4-wire RS-485 cable from the BLUEnet Door Controller — through the cable opening of the box. Fix the box to the wall through its six ø5 mm holes with the six PH2 countersunk screws.

NOTE

Leave enough slack on every cable to connect the XS4 Com iPanel while holding it in front of the box. Fit the sealing gasket for recessed or outdoor installations. Label all cable runs at both ends.

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Step 3 **Mount and wiring the XS4 Com iPanel**



3. Fit the sealing gasket on the rear of the XS4 Com iPanel bezel, between the XS4 Com iPanel and the wall, as an inverted U: across the top and down both sides. Leave the bottom open.

Sealing gasket

Fit the supplied sealing gasket before mounting the XS4 Com iPanel. It is recommended for every installation and **especially for flush mounting.**

The gasket closes the gap between the XS4 Com iPanel bezel and the wall. It stops water coming from the wall itself from getting behind the XS4 Com iPanel and into the mounting box:

- rain running down the facade
- water absorbed by porous walls (brick, stone, render, concrete block)
- water seeping through cracks or irregular edges around the cut-out
- condensation on cold walls

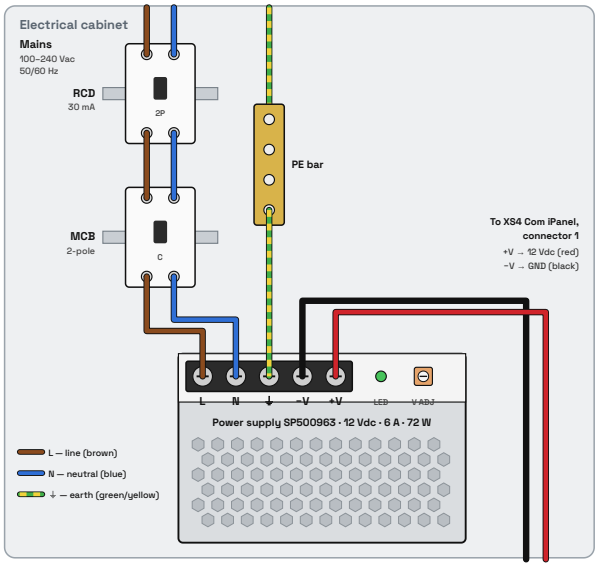
The bottom is left open on purpose: any water that does get in drains out instead of collecting behind the XS4 Com iPanel.

IMPORTANT

The sealing gasket does **NOT increase the IP rating** of the XS4 Com iPanel: it remains **IP55**. The gasket protects the installation against water coming from the wall and its surroundings, not the device itself.

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Power supply installation and wiring



4. Power supply SP500963 in the electrical cabinet: dedicated RCD and MCB on the ac side, protective earth, and 12 Vdc output to the XS4 Com iPanel.

WARNING

Mains (ac) wiring must be done by a qualified electrician, with the circuit switched off and locked out, in accordance with the local electrical regulations (e.g. IEC 60364, NEC).

Location. Install the power supply inside an **electrical cabinet** or enclosure that is not accessible to the public. Fix it to the back plate with screws, with the terminal block accessible. It is cooled by natural convection: keep the ventilation openings free and do not install it above heat sources. Operating temperature: 0 to 40 °C at full load.

Independent protection. Supply the power supply from its own dedicated circuit, protected by:

- a **residual current device (RCD)**, 30 mA, and
- a **2-pole miniature circuit breaker (MCB)**, curve C, rated for the power supply input (**100–240 Vac, 50/60 Hz, 1.5 A max**) and for the cross-section of the supply cable, according to the local regulations.

Protective earth is mandatory. Connect the earth terminal (⏚) of the power supply to the PE bar of the cabinet.

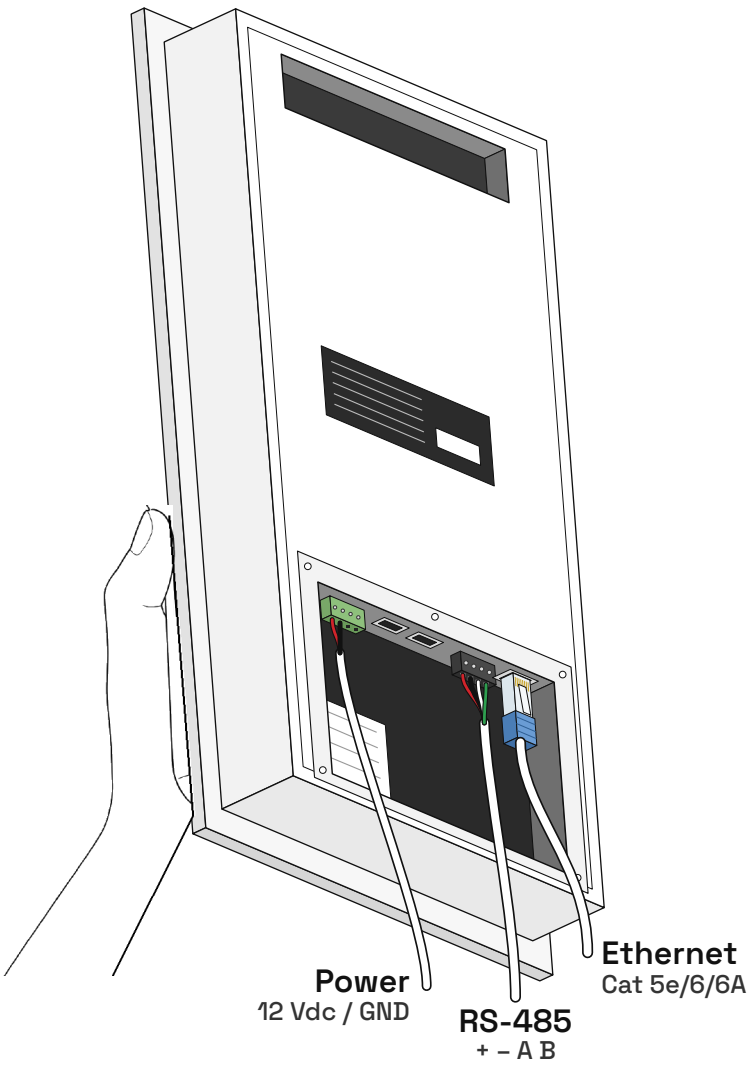
Terminal	Connect to	Wire colour (IEC / US)
L	Line, from the MCB	Brown / black
N	Neutral, from the MCB	Blue / white
⏚	Protective earth, PE bar of the cabinet	Green-yellow / green
–V	GND of the XS4 Com iPanel (connector 1)	Black
+V	12 Vdc of the XS4 Com iPanel (connector 1)	Red

Output voltage. The output is factory-set to 12.0 Vdc. If needed, adjust it with the **V ADJ** potentiometer according to the cable length (see Cable gauge vs. distance, 4.1). The power supply can be adjusted up to 15 Vdc, but for the XS4 Com iPanel **never set the output above 13.5 Vdc**. Check the voltage at the XS4 Com iPanel terminals: it must not exceed 13 Vdc. The green LED indicates that the output is present.

IMPORTANT

Do not switch on the MCB yet. The power supply is switched on in Step 5, after the XS4 Com iPanel is mounted and all the wiring has been checked.

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5. Hold the XS4 Com iPanel by its side, with the rear facing you, close to the mounting box. Connect the RS-485, Ethernet and power cables to the connection panel.

Before you start

- [ ] The BLUEnet Door Controller is installed in the electrical cabinet and is **not powered**.
- [ ] The XS4 Com iPanel power supply is installed in the electrical cabinet and is **not powered** (mains off).
- [ ] The power supply cable and the 4-wire RS-485 cable are run from the electrical cabinet to the XS4 Com iPanel.
- [ ] The Ethernet network and the router's internet connectivity are configured, and the Ethernet cable is run to the XS4 Com iPanel.

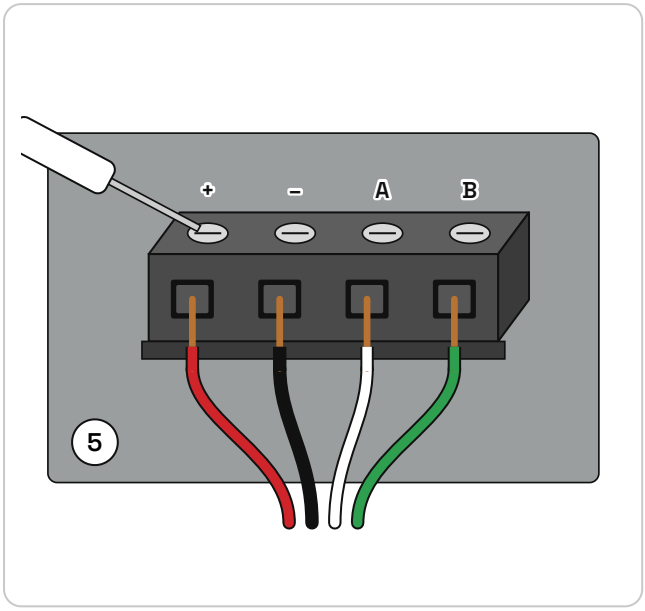
Connection order

1. RS-485 cable to connector 5 (+, –, A, B)
2. Ethernet cable to connector 6 (RJ-45)
3. Power cable to connector 1 (12 Vdc, GND)

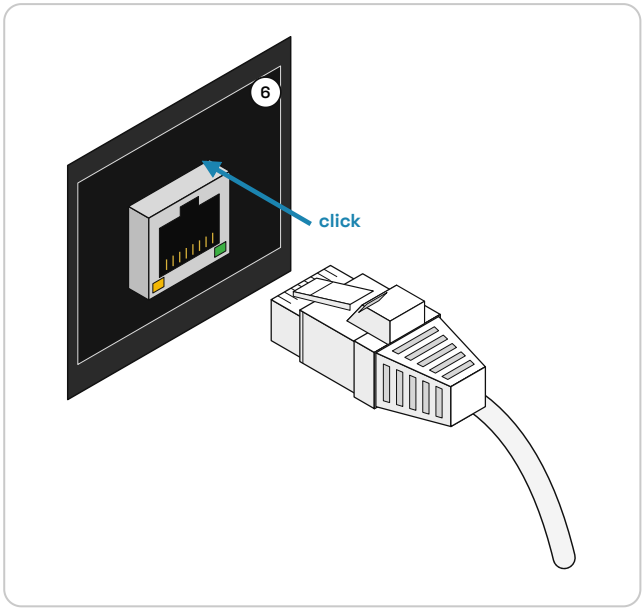
WARNING

Do not apply mains power to the XS4 Com iPanel power supply or the BLUEnet Door Controller until the wiring is complete and checked.

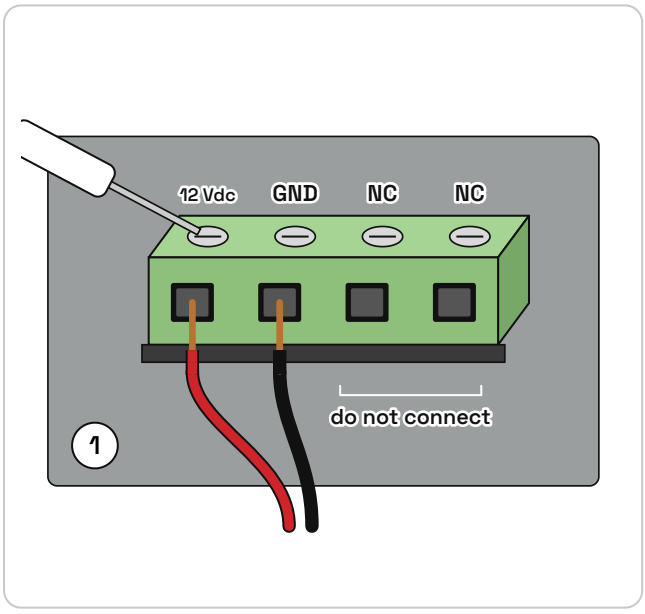
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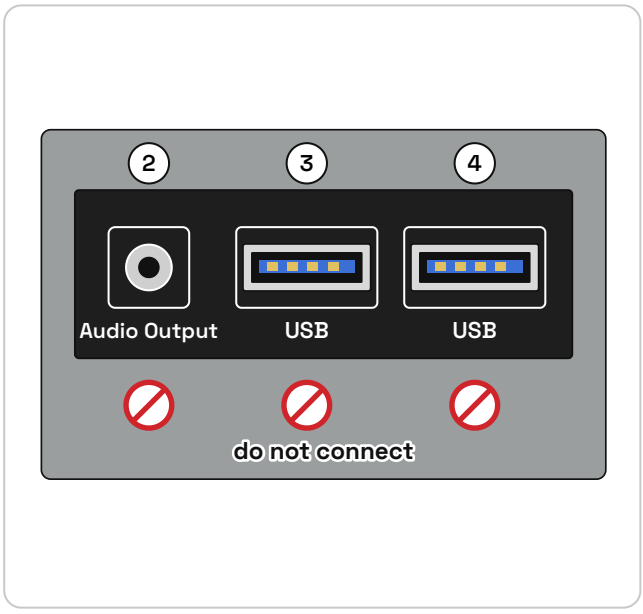
6. Connect the 4-wire RS-485 cable to the 4-pole terminal of connector 5: **+** red, **–** black, **A** white, **B** green. Connect the other end to the BLUEnet Door Controller with the same assignment (see 4.2). Tighten the terminal screws.



7. Connect the Ethernet Cat 5e/6/6A cable to the ETH port (connector 6, RJ-45), with the latch facing up, until it clicks.



8. Connect the power cable to the two left-hand poles of the 4-pole terminal of connector 1: **+** (red) to 12 Vdc, **–** (black) to GND. Leave the two right-hand poles (NC) unconnected. Tighten the terminal screws.



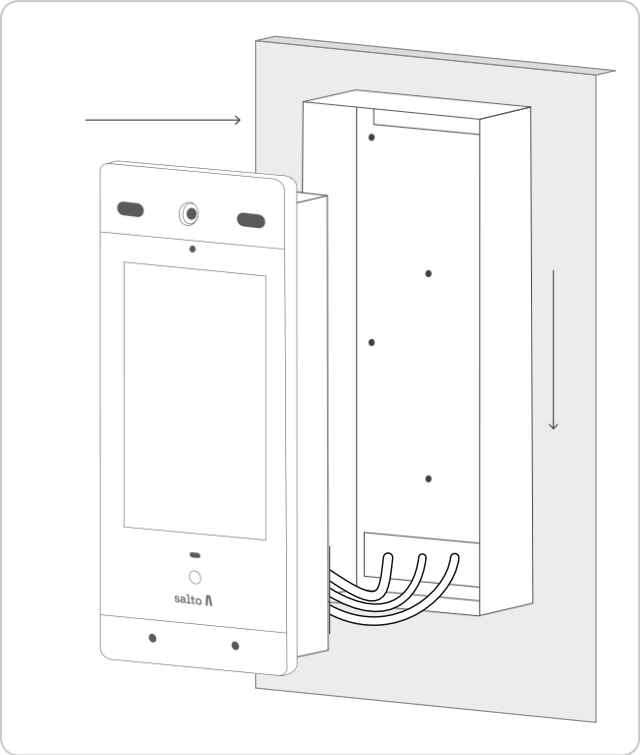
9. Leave the audio output (2) and the two USB ports (3 and 4) unconnected.

WARNING

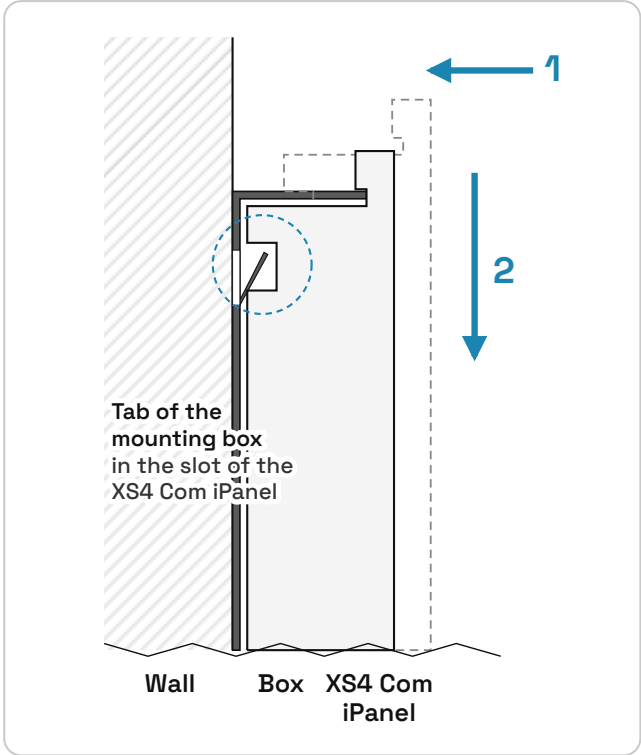
Double-check all cable polarities before powering on. Incorrect wiring can damage the XS4 Com iPanel and void the warranty.

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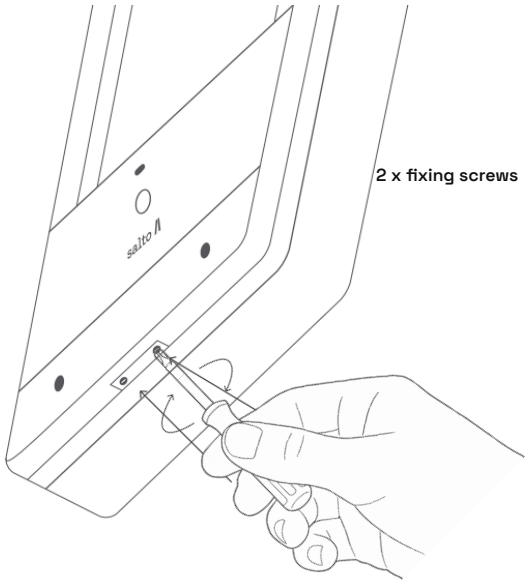
Step 4 **Mount the XS4 Com iPanel**



10. With the sealing gasket fitted and the cables connected (Step 3), fit the cover of the connector area with the **5 supplied T10 Torx M3 screws.** Then bring the XS4 Com iPanel in front of the mounting box and tuck the cables into the box through its cable opening.



11. Insert the XS4 Com iPanel into the mounting box slightly raised, with the slot on its back (just below the top edge) above the angled tab of the box (1). Then lower the XS4 Com iPanel until the tab hooks into the slot (2). The XS4 Com iPanel is fitted from top to bottom.

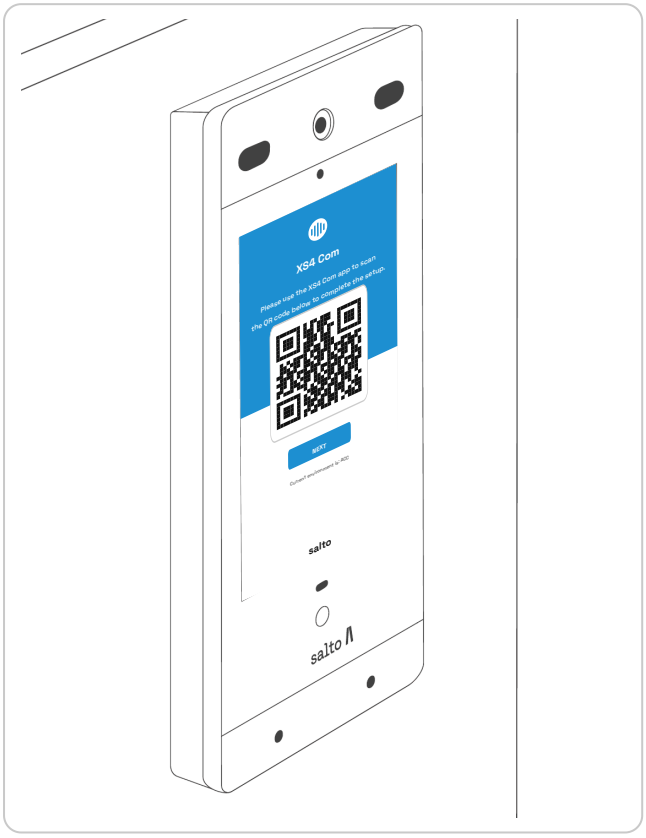


12. Secure the XS4 Com iPanel to the mounting box with the two fixing screws on its underside: **T10 Torx M3 security screws.**

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Step 5 **Power on & verify**

Once the XS4 Com iPanel is mounted, apply mains power to the **XS4 Com iPanel power supply** (SP500963) and to the **BLUEnet Door Controller**. Then check that both work correctly.



13. The XS4 Com iPanel boots its factory image and connects to the internet. When it is online, it shows the commissioning screen with the QR code.



14. Test the BLUEnet Door Controller: bring a mobile phone with a valid credential close to the reader ring (RFID / BLE) below the screen. The door must open.

Verify

- [ ] The XS4 Com iPanel shows the commissioning screen with the QR code (figure 13)
- [ ] The BLUEnet Door Controller is powered and online through its gateway
- [ ] The reader responds to the mobile credential and the door opens (figure 14)

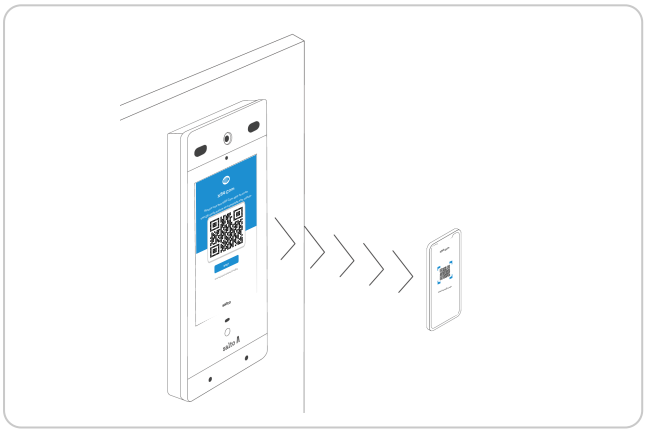
> **NOTE**
> If the QR code does not appear, check the Ethernet connection and the firewall ports (see 4.3). If the reader does not respond, check that the BLUEnet Door Controller is powered, enrolled and online through its gateway (see section 7).

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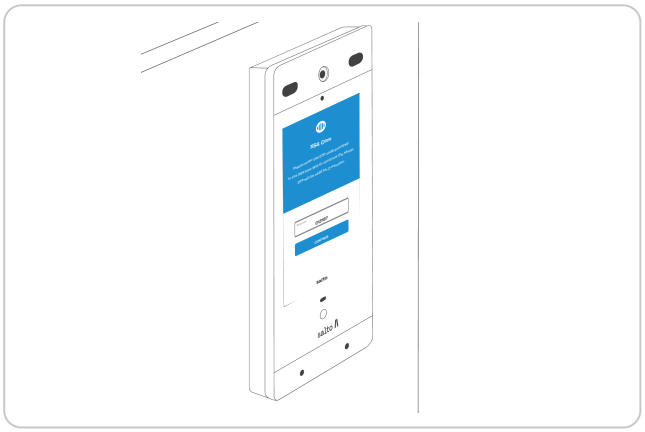
Step 6 Commission the XS4 Com iPanel

Commissioning links the XS4 Com iPanel to its entrance in XS4 Com. You need the XS4 Com app on your smartphone and access to the XS4 Com Indoor Management App (indoor.xs4com.app).

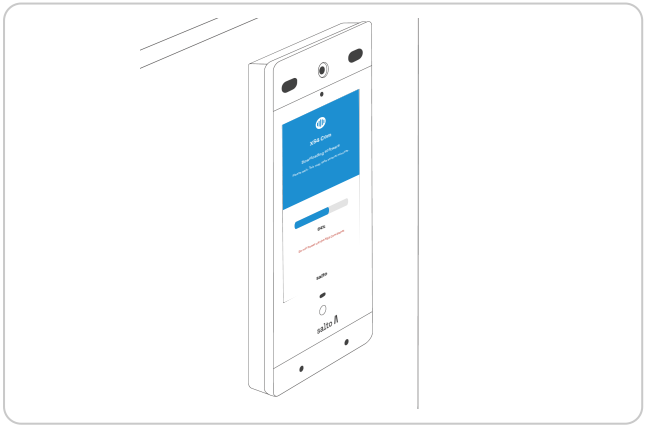
1. **Create the entrance.** In the XS4 Com web application go to Sites, select the site and click Add Entrance. Select the access control integration (Salto KS or Salto Homelok) and the site.
2. **Scan the QR code** on the XS4 Com iPanel screen with the XS4 Com app (figure 15). This registers the Unique Intercom Code. Enter the entrance name, select the lock and click Save and Continue.
3. **Get the OTP.** In the Indoor Management App go to Intercom Config, open the entrance and tap Link Intercom Panel. A 6-digit OTP code appears; it is valid for 2 minutes.
4. **Enter the OTP on the XS4 Com iPanel** (figure 16): tap Enter OTP, type the code and tap CONTINUE.
5. **Software download.** Once the OTP is accepted, the XS4 Com iPanel starts downloading its software from the cloud (figure 17). This may take several minutes.
6. **Ready.** Once the download has finished, the XS4 Com iPanel shows the XS4 Com intercom application, ready to use (figure 18).



15. Scan the QR code shown on the XS4 Com iPanel screen with the XS4 Com app.



16. Enter the 6-digit OTP from the Indoor Management App on the XS4 Com iPanel and tap CONTINUE.



17. The XS4 Com iPanel downloads its software. Do not power it off.



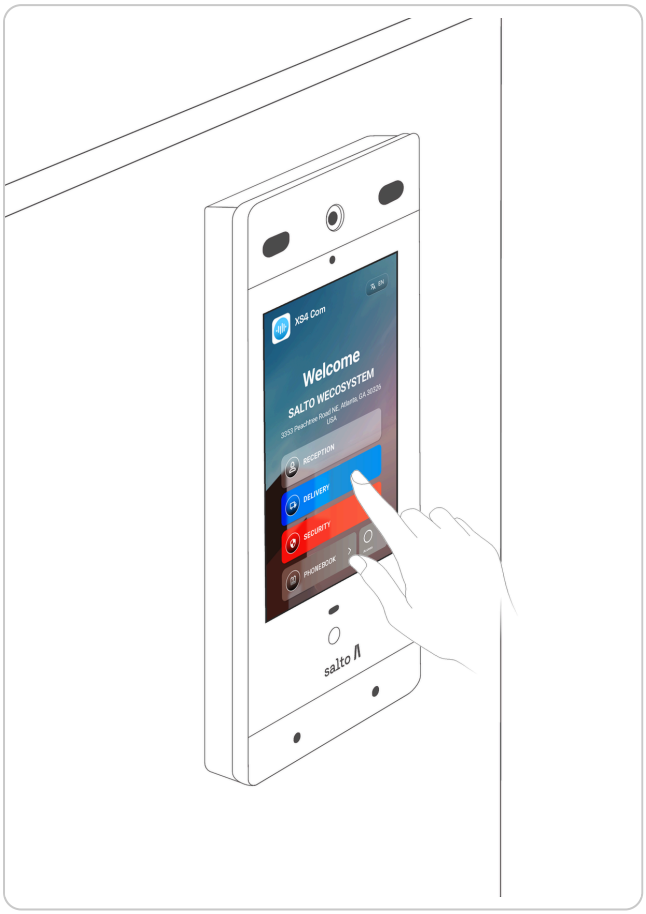
18. Once the download has finished, the XS4 Com iPanel shows the XS4 Com intercom application.

WARNING

Do not power off the XS4 Com iPanel during initialization, and keep the Ethernet connection stable until the process is complete.

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Step 7 **Test call & hand over**



19. Make a test video call from the XS4 Com iPanel to a resident and check audio and video quality, then open the door from the app.

Post-installation

- [ ] Test video call completed with good audio and video
- [ ] Door release tested from the app
- [ ] All cable runs secured and protected from physical damage
- [ ] Sealing gasket fitted (inverted U, bottom open)
- [ ] All cable runs labelled at both ends
- [ ] UUID documented for support; MAC address and DHCP IP lease documented for network management
- [ ] End user given the login details for the Salto mobile application

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6. Door Hardware Wiring

The BLUEnet Door Controller switches the lock with its relay RL1 (Door Relay). Its relays are dry contacts rated 1 A at 30 Vdc (resistive): they open or close a circuit powered by a separate lock power supply.

WARNING

The lock power supply is not provided. Always use a supply separate from the XS4 Com iPanel, and never connect the lock to the XS4 Com iPanel.

FAIL-SAFE VS. FAIL-SECURE

	Fail-safe (power to lock)	Fail-secure (power to unlock)
On power loss	Unlocked	Locked
Power	Continuous to stay locked	Applied only to unlock
Typical devices	Magnetic locks, some electric strikes	Electric strikes, motorized locks
Typical use	Emergency exits, fire escape routes, life-safety buildings	Offices, commercial facilities, controlled access points
Note	Often required by fire regulations. Magnetic locks always fail-safe.	Requires a mechanical way out (e.g. panic bar).

SUPPORTED LOCK TYPES

Lock type	Voltage	Control method
Low power strike (≤ 1 A)	12 / 24 Vdc	External PSU switched by RL1
Standard commercial strike	12–24 Vdc	External PSU + intermediate relay
Heavy-duty strike	12–24 Vdc or ac	External PSU + intermediate relay
Magnetic lock (12 V: 400–600 mA · 24 V: 200–300 mA)	12 / 24 Vdc	External PSU, power interrupted by RL1
Automatic door, loads > 1 A	Per device	RL1 triggers external relay or door controller

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LOCK CABLE CROSS-SECTION

12 Vdc strike (≤ 1 A)	Cable
Up to 15 m	2 x 0.5 mm² (20 AWG)
15–30 m	2 x 0.75 mm² (18 AWG)
30–50 m	2 x 1.0 mm² (17 AWG)
50–80 m	2 x 1.5 mm² (15 AWG)

24 Vdc strike / maglock	Cable
Up to 30 m	2 x 0.5 mm² (20 AWG)
30–60 m	2 x 0.75 mm² (18 AWG)
60–100 m	2 x 1.0 mm² (17 AWG)
100–150 m	2 x 1.5 mm² (15 AWG)

Relay as control signal only	Cable
Up to 50 m	2 x 0.22 mm² (24 AWG)
50–100 m	2 x 0.5 mm² (20 AWG)

24 Vdc locks allow longer cable runs with less voltage drop and are often recommended in commercial buildings.

SURGE PROTECTION (TVS / TRANSORB)

Electric strikes and maglocks are inductive loads: switching them off produces a voltage spike that can damage the relay contacts. Install the TVS supplied with the BLUEnet Door Controller across the lock terminals, as close to the lock as possible.

BEST PRACTICES

- Use a separate power supply for the lock.
- Prefer 24 Vdc locks for long cable runs.
- Install a TVS across every inductive load.
- Do not run lock cables parallel to mains wiring.
- Use an external relay or lock power controller for loads above 1 A.

> **NOTE — XS4 COM iPANEL INTERNAL RELAY BOARD**
> The XS4 Com iPanel has an internal relay board. It is used only to select the automatic and manual display brightness modes. There is **no external access** to this relay board: it is not available on the connection panel and must not be used to switch a lock or any other external load. Limitation of use: **12/24 Vdc, 0.5 mA**. The door lock is switched only by the Door Relay of the BLUEnet Door Controller.

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7. Troubleshooting

Symptom	Possible cause / action
XS4 Com iPanel does not power on	Check 12 Vdc polarity and voltage at the connector (11–13 Vdc). Check the cable gauge for the run length (4.1).
No network connection	Use Cat 5e or higher. Check the router port is active. The cable must not be spliced or exceed the maximum length (4.2).
RFID / BLE not working	Check the RS-485 wiring on connector 5. Confirm the BLUEnet Door Controller is powered, configured and enrolled in the Salto platform.
Poor video call quality	Check bandwidth (min. 5 Mb/s). Configure QoS on the router. Check UDP 50000–60000 is open.
Video calls drop	UDP may be blocked — check the media ports (4.3). Check for high-traffic devices (e.g. CCTV) on the same switch.
Door does not release	The lock must be connected to the BLUEnet Door Controller, not to the XS4 Com iPanel, with its own power supply. Check the controller is online through its gateway.

NOTE
For issues not covered here, contact Salto Technical Support with the XS4 Com iPanel MAC address and your Salto platform account details.

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