

C R O W

CR-VBOX

AUDIO VERIFICATION MODULE



INSTRUCTION MANUAL  
P/N 710xxxx

## PRODUCT FEATURES

The CR-VBOX is an indoor audio verification module.

Upon transmission of an alarm signal, the CR-VBOX provides remotely controlled and full duplex functionality between a central station operator and the occupants of the premises.

Receiving audio verification simultaneously with the alarm signal allows the CMS to prioritize and verify alarms before acting, making the CR-VBOX the ideal solution to false dispatching and unverified alarm problems.

Up to 4 modules can easily be installed in any convenient location in your home.

- DECT Universal Standards
- Push-Button for speed dial call (up to 4 numbers)
- 500m open space
- 2 batteries 1.5V Type AA for up to 3 years in standby or 15 hours talk time

## PRODUCT OVERVIEW

### Front View:



Figure 1

### Rear View:



Figure 2

## BRACKET REMOVAL

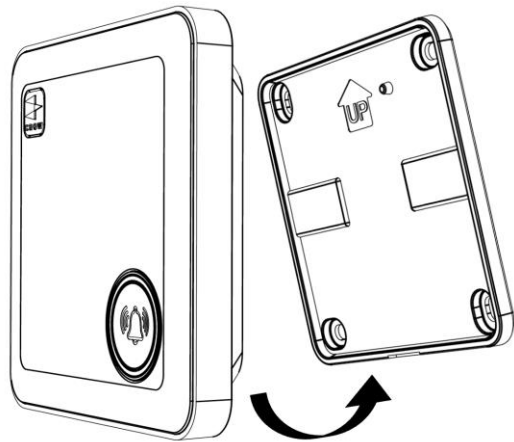
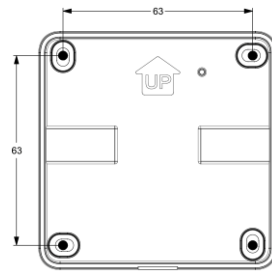


Figure 3

Slide Up the unit device from the bracket

## WALL MOUNTING



The spacing between the holes is 63 mm

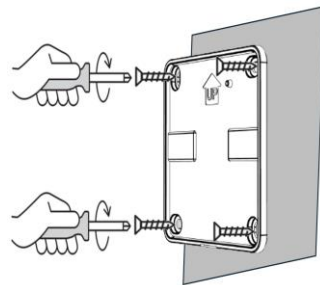


Figure 4

Use 4 screws to mount the bracket on the wall  
Check that the base is flat against the wall to facilitate the unit device insertion into the wall bracket.

## DEVICE INSTALLATION

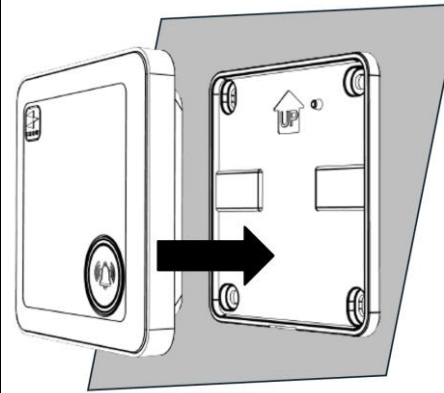


Figure 5

- 1 Pair de device to panel as described in "Pairing Process" section
- 2 Replace the unit device into the bracket
- 3 Test the device as indicated in section "Testing the Device"




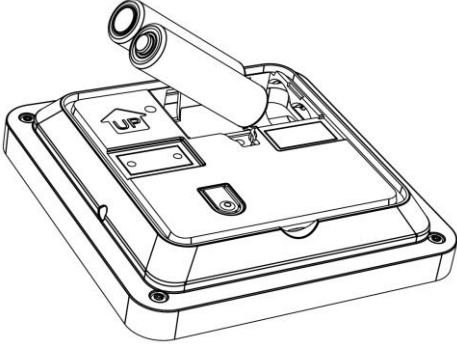

## PAIRING PROCESS

For pairing process, please refer to your control panel instructions.

Note: Make sure the CR-VBOX batteries are charged

To pair your Voice module, please proceed as follows:

1. Log into web installer interface and go to "Communication > DECT Learning"
2. Verify DECT is enable state
3. Press the Pairing button on the back side of the device (figure 2).
4. When the Green LED (Call symbol) starts blinking release the pairing button.
5. While Green LED is flashing on, Press the button "Learn DECT Device" in communication page.
6. Wait until Pairing Stage 1 & 2 process is starting and ends with successfully learned message.
7. The device should register to the Control Panel.
8. Continue to the next step "Voice Device"
9. Install the module as indicated on figure 3, 4 and 5

VOICE MODULE ASSIGNMENT	INCOMING CALLS	SPECIFICATION	STANDARDS APPROVALS
<p>After pairing process is done, the voice module must be assigned to your control panel Go to "Voice Devices" level and select the desired voice box # 1 to 20, Click on Add Voice device button: select from list the paired device (red color are already assigned) and save configuration.</p>	<p>The control panel gives you the possibility to contact your premises and initiate full duplex calls via the CR-VBOX.</p> <p>Up to 4 different phone numbers can be authorized to remotely contact the CR-VBOX.</p> <p>Make sure that the panel is equipped with SIM card and the GSM option is activated.</p> <ul style="list-style-type: none"> <li>Log into web installer page</li> <li>Go to "Communication" &gt; "Phone Control Remote"</li> <li>Enter up to 4 phone numbers</li> <li>Submit the configuration</li> </ul>	<p>Modulation Type      DECT Universal Standards</p> <p>Event Transmission      Emergency Voice Call Low Bat Keep Alive (every 7 minutes – configurable)</p> <p>Activation Method      Push-Button for speed dial emergency call</p> <p>Range                      500m open space</p> <p>Operating voltage              3 Volts supplied from 2 batteries 1.5V Type AA</p> <p>Current Consumption      Talk Mode: avg 100mA Up to 15 hours of voice</p> <p>                                         Standby: ~65uA</p> <p>                                         Battery Life time : 2 Years up to 4 Years depending on user profile</p> <p>                                         TX Power: Up to 24 dBm</p> <p>LED Indicators              Green blinking: Pair Status OK Speed dial Red Blinking: Pairing/HW problem Red Fix: Call in progress</p> <p>Operating temperature      0°C – +50°C</p> <p>Dimensions                    106,5mm x 106,5mm x 24mm</p> <p>Weight (incl. battery)        193 gr</p> <p>Operating Frequency        1880-1900MHz</p>	<p><u>The CR-VBOX conforms to the essential requirements set out by:</u></p> <ul style="list-style-type: none"> <li>RE directive (RED):2014/53/EU</li> <li>EMC directive: 2014/30/EU</li> <li>Low Voltage directive: 2014/35/EU</li> </ul> <p><u>Harmonized Standards applicable to this product are:</u></p> <ul style="list-style-type: none"> <li>EN301489-1</li> <li>EN301489-6</li> <li>EN50130-4</li> <li>EN61000-6-3</li> <li>EN62368-1</li> <li>EN301406</li> </ul> <p><u>Additional Standards and Directives applicable to this product are:</u></p> <ul style="list-style-type: none"> <li>RoHS3 directive: 2015/863/EU</li> </ul> <p>  </p>
<p><b>EMERGENCY CALL SET UP</b></p>	<p><b>BATTERIES REPLACEMENT</b></p>		
<p>The CR-VBOX can make emergency phone calls to up 4 different phone numbers.</p> <p>Make sure that the Shepherd™ is equipped with SIM card and the GSM option is activated.</p> <ul style="list-style-type: none"> <li>Log into web installer page</li> <li>Go to "Communication" &gt; DECT section</li> <li>Enter up to 4 phone numbers</li> <li>Submit the configuration</li> </ul> <p><b>Note:</b> On incoming call, the recipient must press the Hash "#" button within 30 seconds to acknowledge the call reception and stop the rolling dialing process.</p>	<p>Batteries must be replaced by certified installer</p> <p>Use 2 batteries 1.5V Type AA</p>  <p>Remove the battery door. Replace the batteries, ensuring correct polarity Recycle the batteries – do not throw them away!</p>		
<p><b>REGULAR CALL SET UP</b></p>			
<p>The CR-VBOX can make regular phone call to 1 phone number only.</p> <p>Make sure that the panel is equipped with SIM card and the GSM option is activated.</p> <ul style="list-style-type: none"> <li>Log into web installer page</li> <li>Go to "USER" and select the user # who will receive the call</li> <li>Fill phone number and save the configuration</li> </ul>	<p><b>WARRANTY POLICY CERTIFICATE</b></p> <p>Crow warrants these products to be free from defects in materials and workmanship under normal use and service for a period of 24 months from the last day of the week and year whose numbers are printed on the printed circuit board inside these products.</p> <p>Subject to the provisions of this Warranty Certificate, during the Warranty Period, Crow undertakes, at its sole discretion and subject to Crow's procedures, as such procedures are from time to time, to repair or replace, free of charge for materials and/or labor, products proved to be defective in materials or workmanship under normal use and service. Repaired products shall be warranted for the remainder of the original Warranty Period.</p> <p>All transportation costs and in-transit risk of loss or damage related, directly or indirectly, to products returned to Crow for repair or replacement shall be borne solely by the Purchaser.</p> <p>This Warranty Certificate does not cover products that is defective (or shall become defective) due to: (a) alteration of the products (or any part thereof) by anyone other than Crow; (b) accident, abuse, negligence, or improper maintenance; (c) failure caused by a product which Crow did not provide; (d) failure caused by software or hardware which Crow did not provide; (e) use or storage other than in accordance with Crow's specified operating and storage instructions.</p> <p>There are no warranties, expressed or implied, of merchantability or fitness of the products for a particular purpose or otherwise, which extend beyond the description on the face hereof.</p> <p>This limited Warranty Certificate is the Purchaser's sole and exclusive remedy against Crow and Crow's sole and exclusive liability toward the Purchaser in connection with the products, including without limitation - for defects or malfunctions of the products. This Warranty Certificate replaces all other warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise.</p> <p>In no case shall Crow be liable to anyone for any consequential or incidental damages (inclusive of loss of profit, and whether occasioned by negligence of the Crow or any third party on its behalf) for breach of this or any other warranty, expressed or implied, or upon any other basis of liability whatsoever.</p> <p>Crow does not represent that these products can not be compromised or circumvented; that these products will prevent any person injury or property loss or damage by burglary, robbery, fire or otherwise; or that these products will in all cases provide adequate warning or protection.</p> <p>Purchaser understands that a properly installed and maintained product may in some cases reduce the risk of burglary, fire, robbery or other events occurring without providing an alarm, but it is not insurance or a guarantee that such will not occur or that there will be no personal injury or property loss or damage as a result. Consequently, Crow shall have no liability for any personal injury; property damage or any other loss based on claim that these products failed to give any warning. If Crow is held liable, whether directly or indirectly, for any loss or damage with regards to these products, regardless of cause or origin, Crow's maximum liability shall not in any case exceed the purchase price of these products, which shall be the complete and exclusive remedy against Crow.</p>	<p><b>C R O W</b> </p> <p>sales@crow.co.il support@crow.co.il</p> <p><a href="http://www.thecrowgroup.com">www.thecrowgroup.com</a></p>	<p>These instructions supersede all previous issues in circulation prior to August 2026</p>