Cloud doorbell Camera

User manual

Date: 2017.1.20

Index

0 Doorbell Camera Installation..... 3

1 Smartphone Setup 3

1.1 Download Smartphone App 3
1.2 Create an Account 3
1.3 Doorbell Camera Connection 5
1.4 Troubleshooting 10

2 Operation 11

2.1 Cloud2door Home Page 11
2.2 Notifications 11
2.3 Call Answer 13
2.4 Doorbell Functions 14

3 Menu 18

3.1 System Settings 18
3.2 Account Management 23
3.3 About Devices 25
3.4 Where to Buy 27
3.5 Feedback 27
3.6 Log out 28
3.7 Log In 29
3.8 Forgot Password 29

4 Add more Smartphones to Doorbell..... 29

4.1 Install App and Create Account 29
4.2 By using the Doorbell Camera Password 30
4.3 Request access to the Doorbell Camera 32

0 Doorbell Camera Installation

Before you continue following procedure, you must already finish the Doorbell Camera installation. If not, please refer the doorbell quick installation guide to install your Doorbell Camera.

1 Smartphone Setup

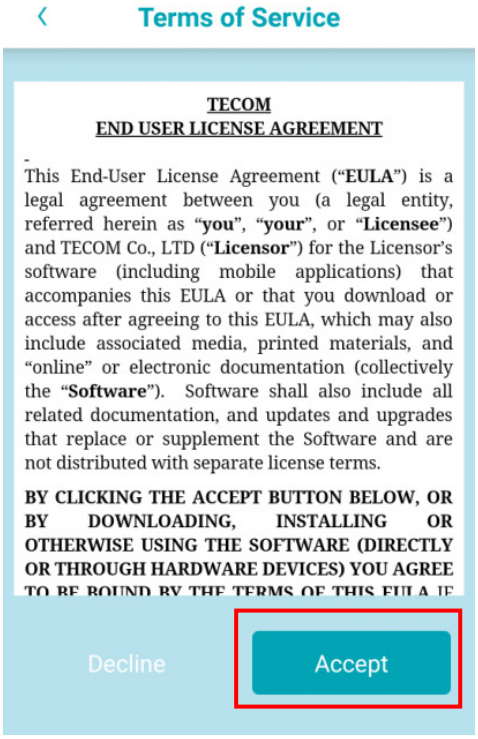
1.1 Download Smartphone App

Please download and install “Could2Door” App from App Store (For iOS) or Google Play (For Android).

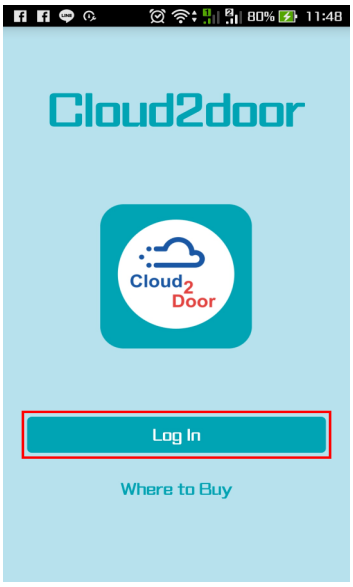
1.2 Create an Account

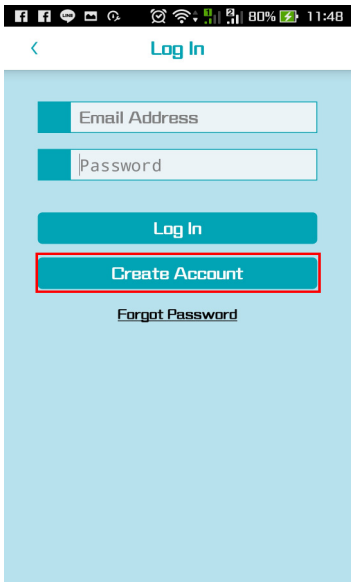
1) With the Smartphone connected to Internet via Home WiFi router, click Cloud2door icon to open the App.

2) Please read the “Terms of Service” (“terms”). Click “Accept” if you agree these terms.

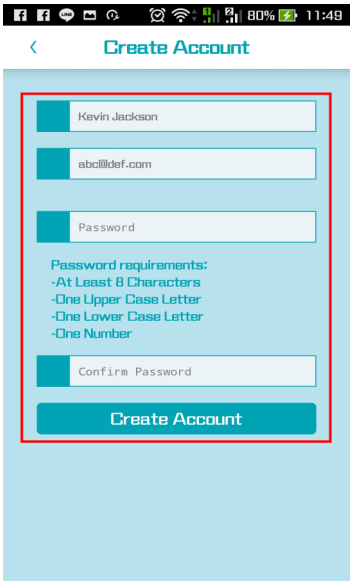


3) Select “Log in”, then “Create Account”.

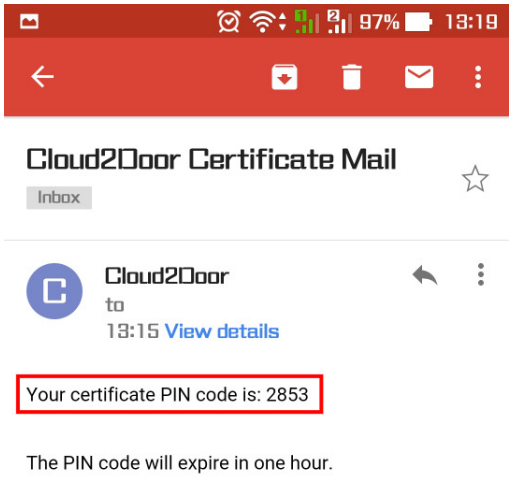


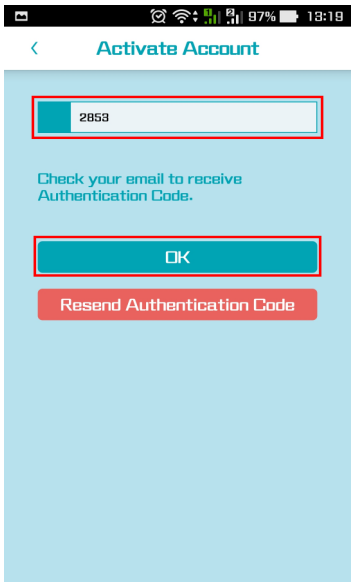


4) Enter a name, valid email address, and password for the account, then select “Create Account”.

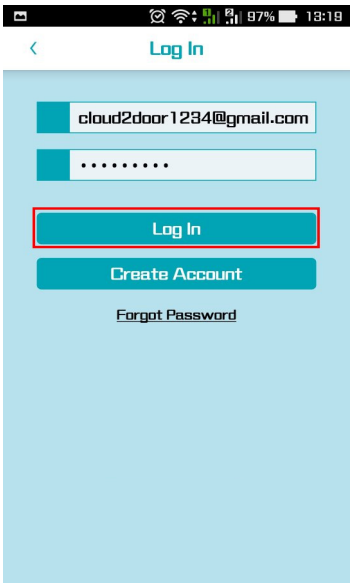


5) Check your email to receive authentication code. Enter the PIN code and click “OK”.



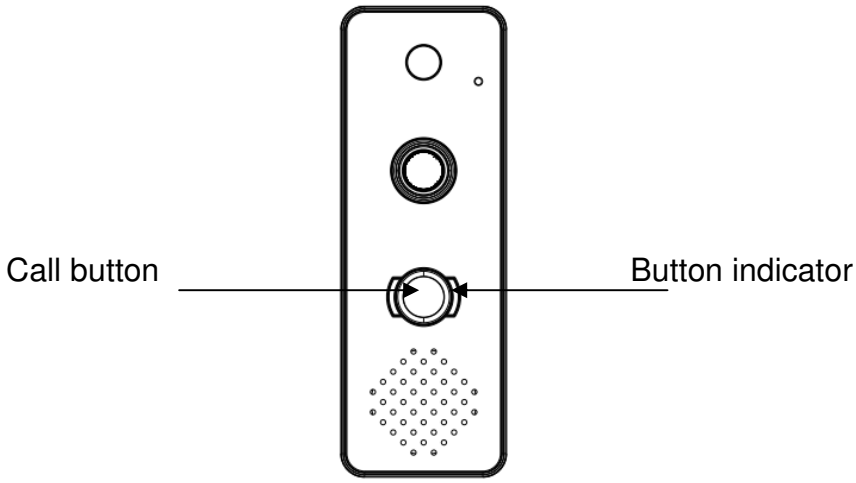


6) Your account and password are bringing out automatically, click “Log In”.

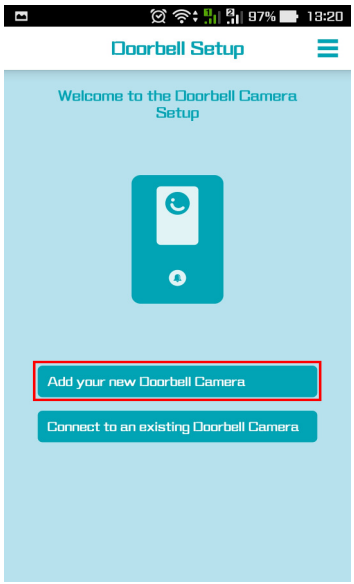


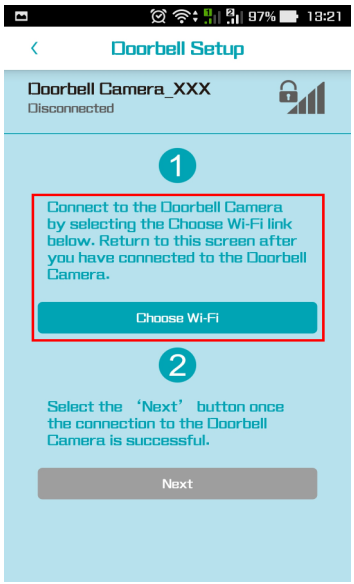
1.3 Doorbell Camera Connection

The Doorbell Camera should be in Discovery mode and the button indicator should flash red and green. If the Indicator does not flash, please pressing the call button for ten to fifteen seconds to enter Discovery mode.

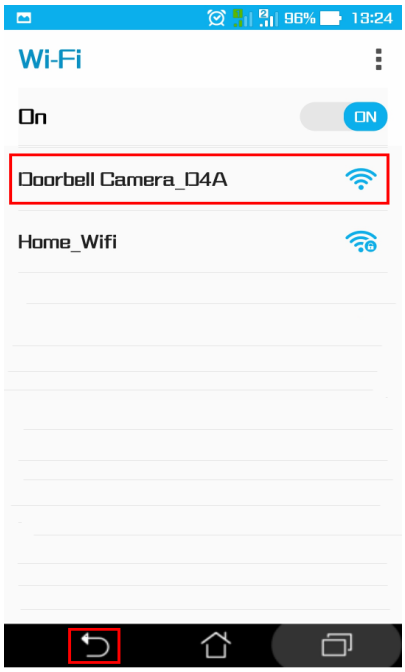


1) Click “Add your new Doorbell Camera” to enter the Doorbell Setup page.
Android phone: Tap the “Choose Wi-Fi” button. It will jump to Wi-Fi setup page.
iOS phone: Press the “Home” key to back to home screen of iOS phone, and then select Settings -> Wi-Fi.

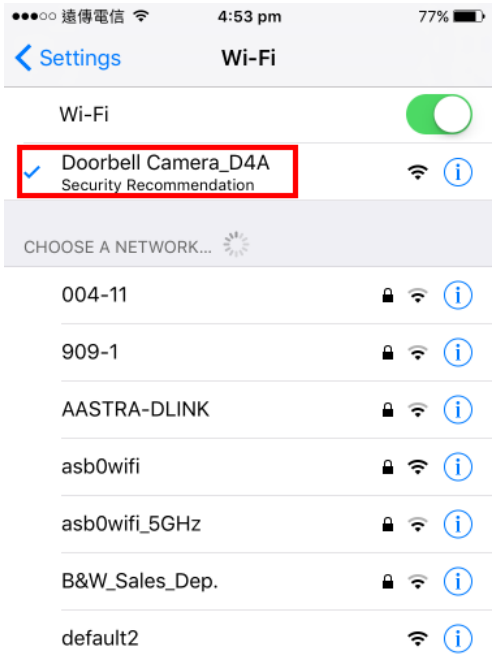




2) Select Doorbell Camera from SSID list. The Doobell Camera SSID is “Doorbell Camera_XXX” (Where XXX is the last 3 digits of the MAC address).
After it is connected, go back to Cloud2door App.

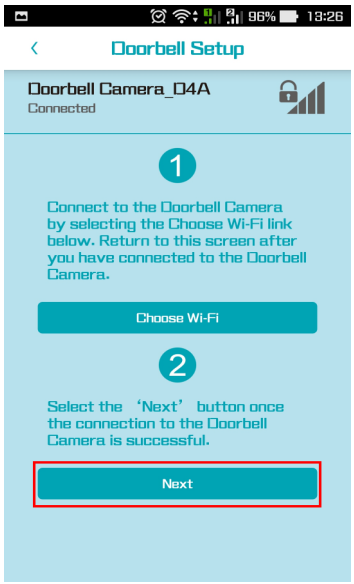


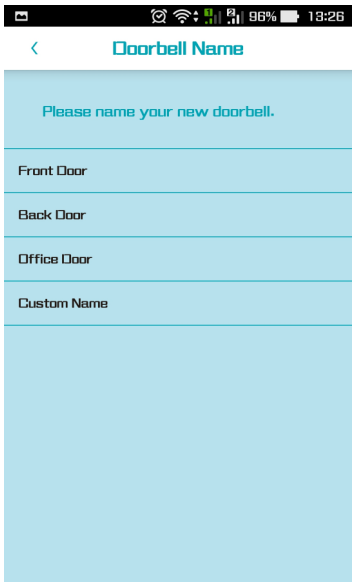
(Android Smartphone)



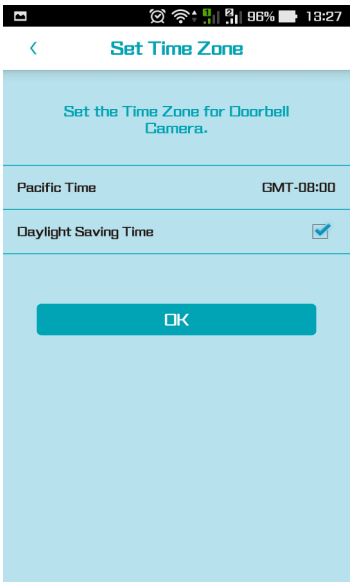
(iPhone)

3) Click Next button, and then select or custom a name to your doorbell.



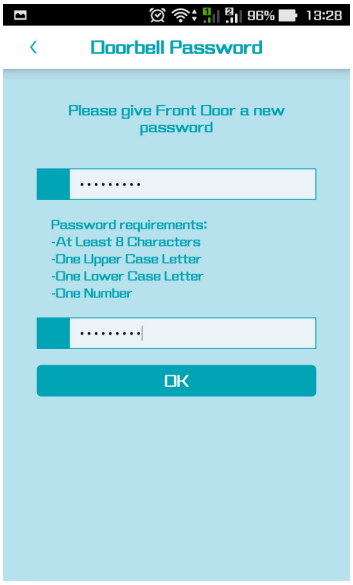


4) Set the Time Zone, and if you live in the region that observes Daylight Saving Time (DST), you should check the Daylight Saving Time.



5) Setup a new password to doorbell. The password will be used for some doorbell related operation (Ex: add/remove user account with doorbell).

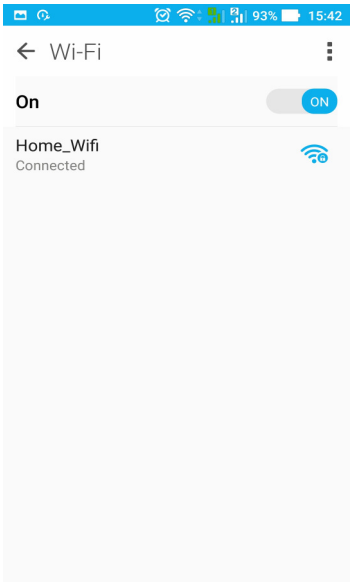
 # MAKE SURE TO MAKE A NOTE OF YOUR PASSWORD!



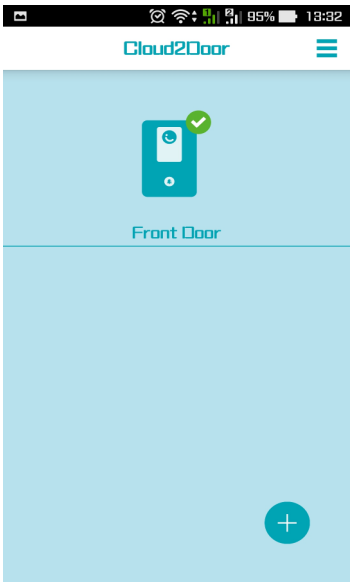
6) Home router connection. Choose the Choose home router from SSID list, and then enter the password. If the home router doesn't show in the list, please slide down to refresh the SSID list once.

7) **Andoid Smartphone:** Choose home Wi-Fi router from SSID list again, and then click to back to the App.

iOS phone: It will auto reconnect to Home Wi-Fi router. If not, please go to Settings->Wi-Fi page to choose home Wi-Fi router, and then back to App.



Smartphone may take a few seconds for registration. Once registration is successful, the doorbell icon with a green tick will display on the screen.



1.4 Troubleshooting

Q: The “Next” button is not activation after I connected my Smartphone to doorbell during doorbell setup.

A: 1. Go back to the WiFi setting page to make sure it is connected with Doorbell Camera_XXX.
2. If you have 3G/4G network connection, please turn off it and then try again.

Q: After finish the setup procedure, the button indicator flashes red on Doorbell Camera. On Cloud2door App, the red circle with a X appears on doorbell icon.

A: When the button indicator flashes red slowly, it means that doorbell doesn’t connect to network. It usually happens what a wrong password entered to cause Home WiFi router connection failed. Please follow these steps to reconnect Doorbell Camera to Home WiFi router again.

Step 1: Click (menu) at upper right corner, then select System Settings -> Cloud2door Settings (you need to wait for connection time out.) -> Device Settings -> Remove doorbell.

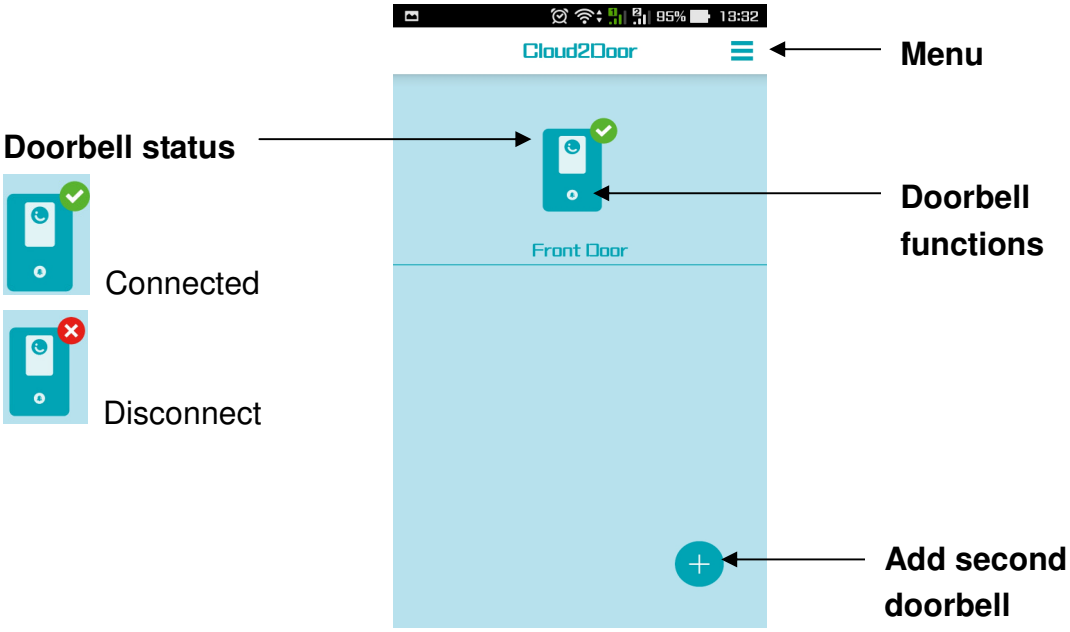
Step 2: Pressing the call button for ten to fifteen seconds to enter Discovery mode (button indicator flashes red and green).

Step 3: Click “Add your new Doorbell Camera”, and then follow steps for final Setup.

2 Operation

2.1 Cloud2door Home Page

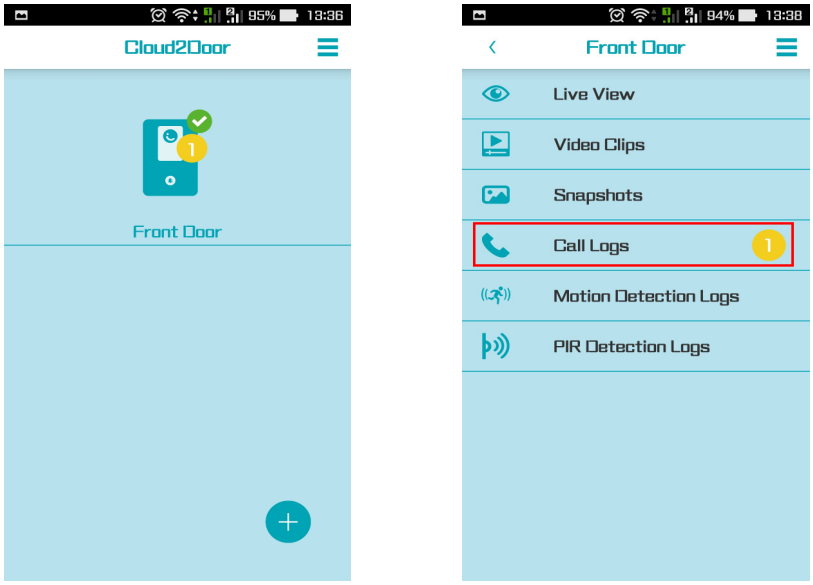
Below picture shows the Cloud2door home page. There is the green/red circle shows on doorbell icon to indicate Doorbell Camera status.



2.2 Notifications

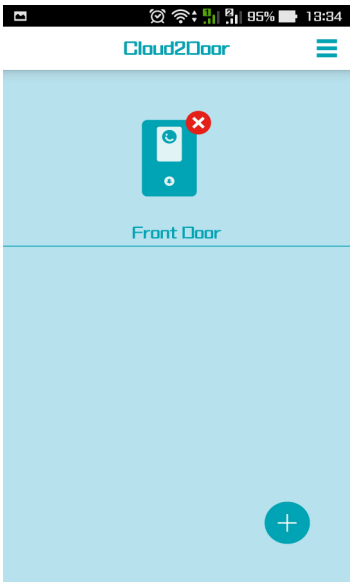
1. Missed Calls Log

A yellow circle with the number of missed calls shows on doorbell icon. It will be removed when user views the Call Logs (Click the doorbell icon, then select Call Logs.).



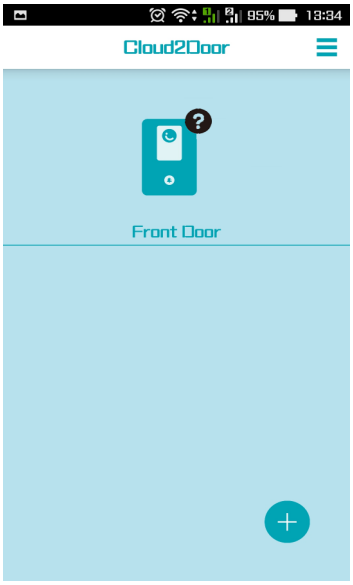
2. Network Lost

When the DBC Network is lost the Red Circle with a X appears.



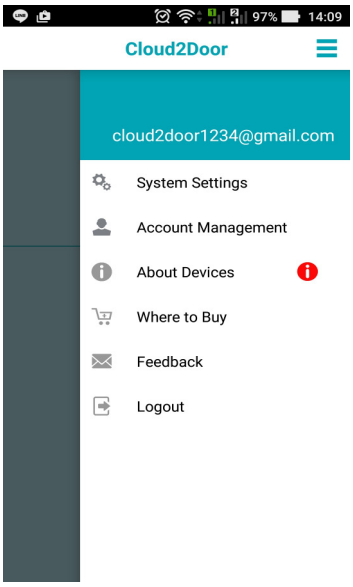
3. Account Error

When the doorbell has an account error, a Black circle with a Question mark appears. Your account may be removed by other members. You need to re-establish the doorbell connection if you want to use it again.



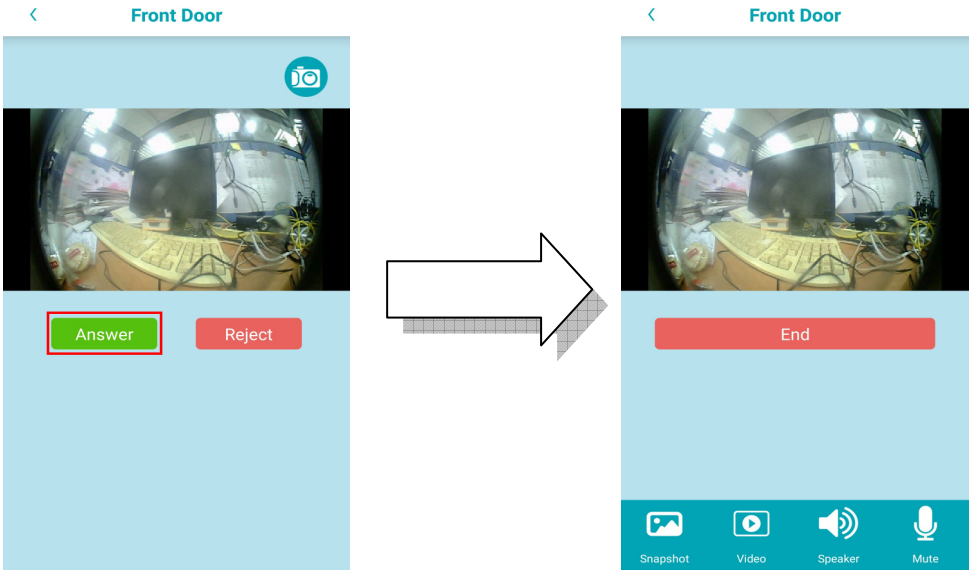
4. New Firmware Ready

When new doorbell firmware is ready on server, a Red circle with information mark appears by About Device. You click About Devices -> Doorbell to upgrade doorbell firmware.



2.3 Call Answer

When the answer screen appears, it will take three pictures automatically. Click Answer button to speak with your visitor.



Function Keys:

Take a snapshot of the view.

Take a snapshot of the view.

Start/End recording the video.

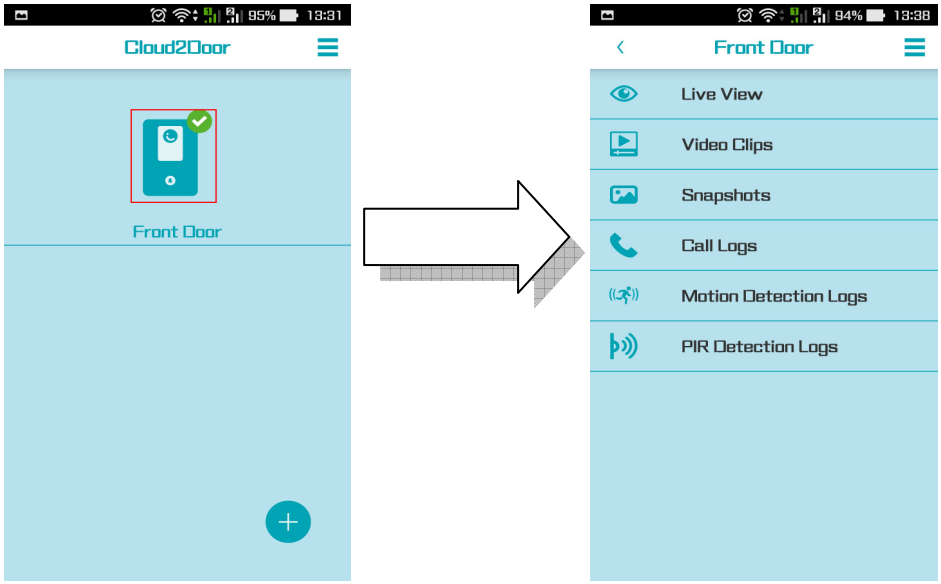
Speaker mode. To switch Handset mode, click the icon once.

Handset mode. To switch Speaker mode, click the icon once.

Mute/UnMute voice transfers from Smartphone to doorbell.

2.4 Doorbell Functions

Click Doorbell icon to enter Doorbell function menu.

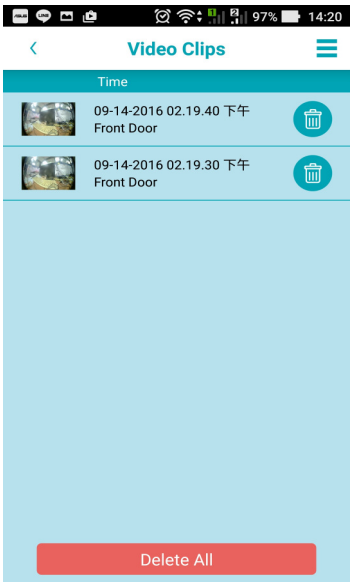


1. Live View

To monitor Doorbell, the microphone will be set to mute. You can see live image and hear the voice from Doorbell, but no voice to Doorbell (mute).

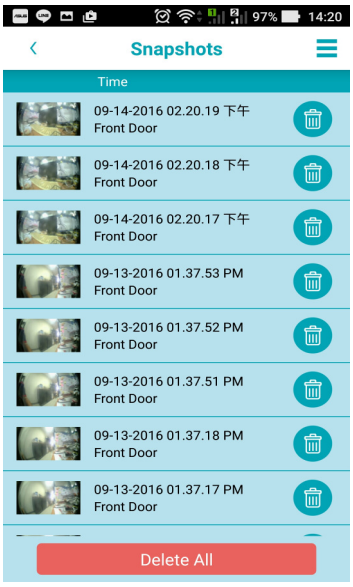
2. Video Clips

To view the all the video recorded list. To play the video by clicked.



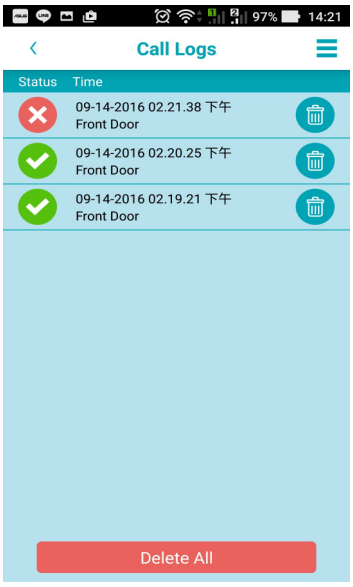
3. Snapshots

Click the item to view the picture.



4. Call Logs

Check and manage the incoming call record.

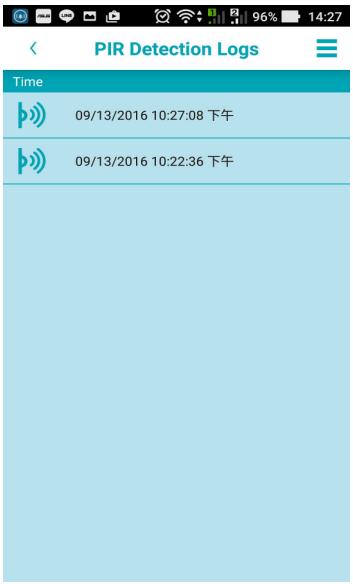


5. Motion-Detection Log

When motion is detected, the detected time will be recorded.

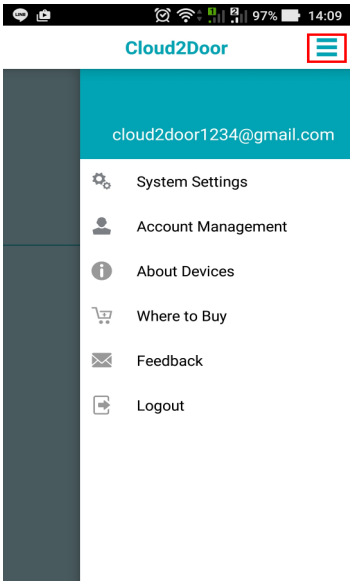
6. PIR-Detection Logs

PIR detected log is showed in the page.


96%
14:27
PIR Detection Logs
Time
09/13/2016 10:27:08 下午
09/13/2016 10:22:36 下午

3 Menu

Click menu icon ( ) to bring up all of setup items.



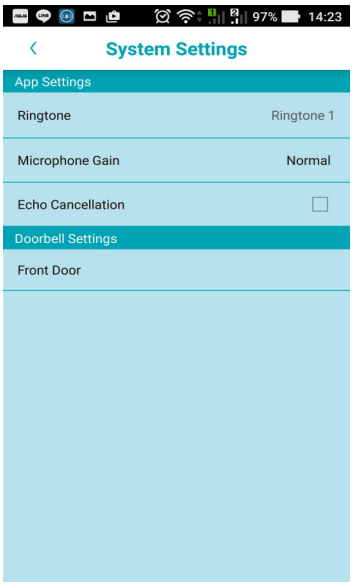
3.1 System Settings

App Settings:

Ringtone: Select your favorite ringtone from the provided list. Once ringtone is selected, it will play once for your confirmation.

Microphone Gain: Allow user to adjust Smartphone's microphone volume.

Echo Cancellation: Some Smartphones don't support echo cancellation function. If echo is appeared while conversation, try to enable the feature to improve echo issue.



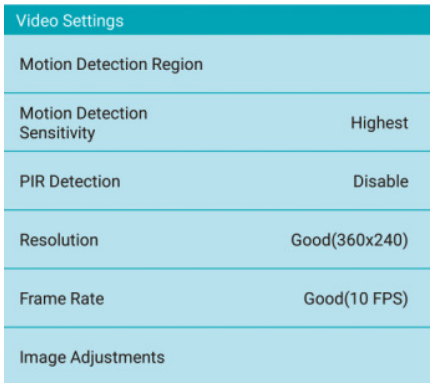
Doorbell Settings:

User can manage the settings of related Doorbell Camera in the page.

Audio Settings

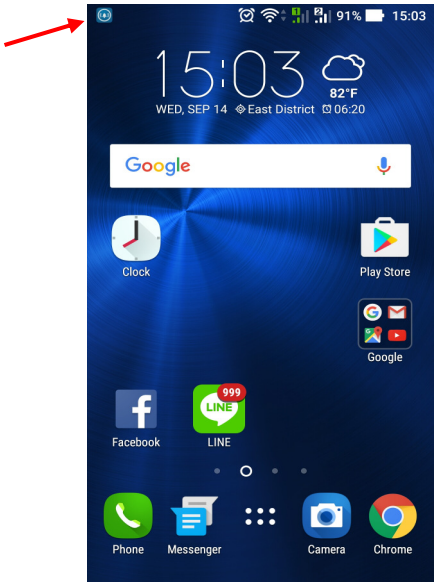
User can use the slider to adjust the speaker volume or microphone Gain of Doorbell Camera to against ambient noise. Both default settings are 5.

Video Settings

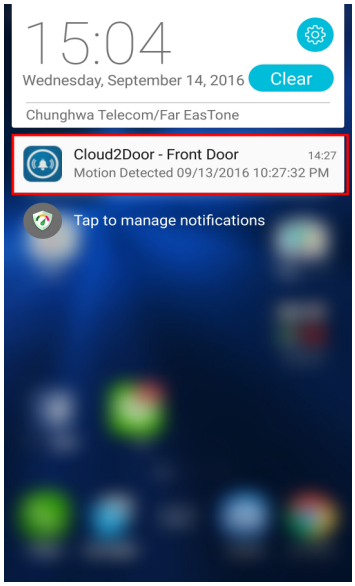


Motion Detection & PIR (Passive Infrared Sensor) Alert

Once the Motion Detection or PIR is configured, Smartphone/iPhone will receive a notification when someone is moving in the front of Doorbell Camera.



Alert notification is received when a Cloud2door icon appeared on status bar.

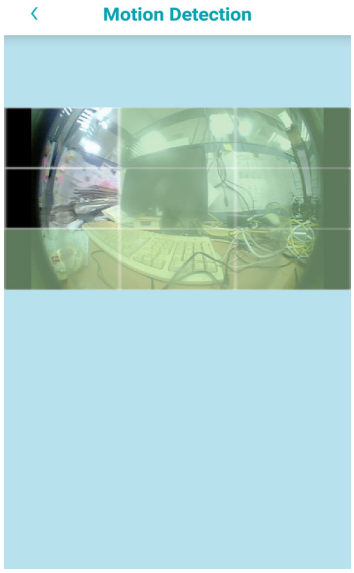


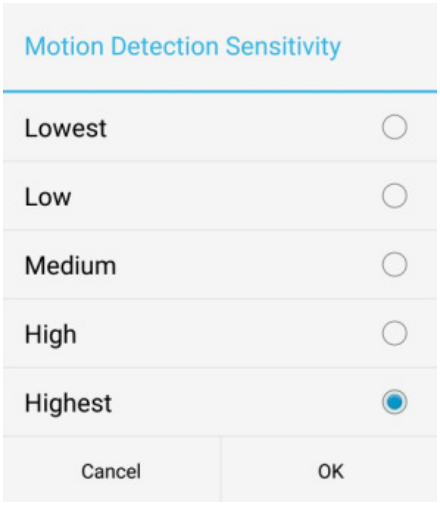
Slide down status bar, then click the Cloud2door message to quickly wake up App.

Motion Detection Region:

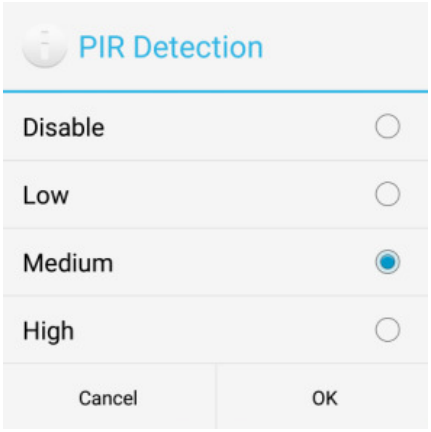
The live image is displayed, tap the region where you want to detection. Tap same region again to unselected. If you don't want turn on this function, please keep all regions in unselect status.

Motion Detection Sensitivity: User can adjust the motion detection sensitivity in the page.





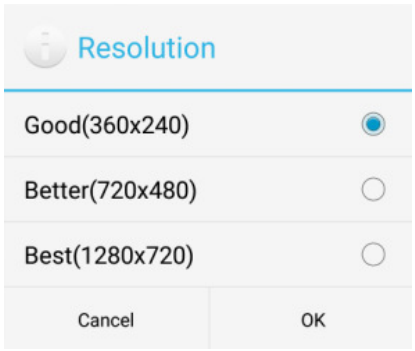
PIR Detection: You can setup PIR detection distance or disable it. Set to "High" that you can get longer detection distance.



Resolution: Doorbell Camera supports 360x240, 720x480 and 1280x720 three types of image resolution. The higher resolution can get clearer image.

Frame Rate: High frame rate guarantees smooth image display.

NOTE: The higher image resolution and frame rate would require more bandwidth of image transmission. But when the bandwidth is not enough, the Doorbell Camera will auto reduce the resolution and frame rate to get more stable image display.



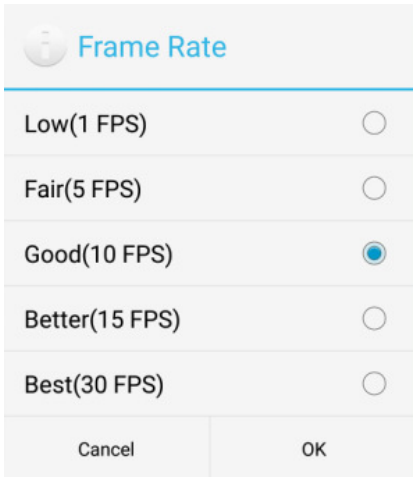
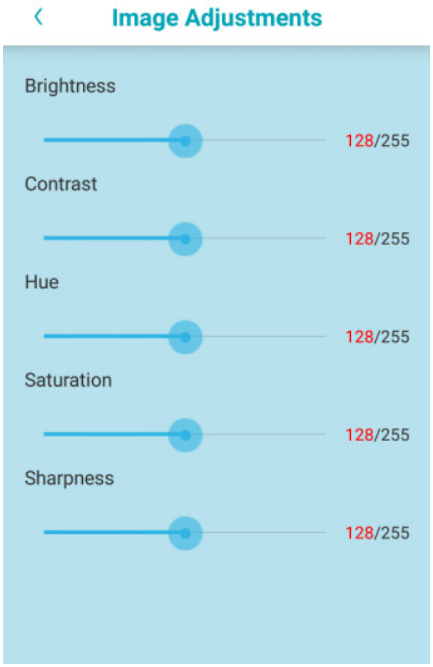
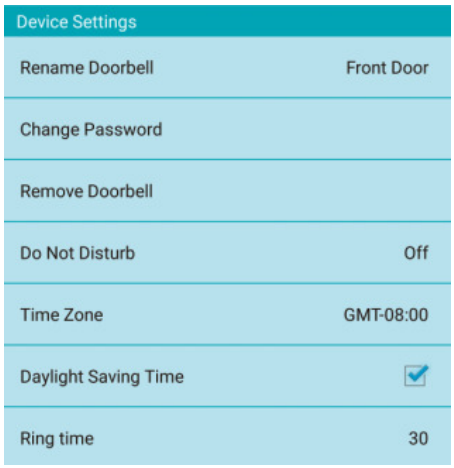


Image Adjustments: To adjust the image quality related parameters.



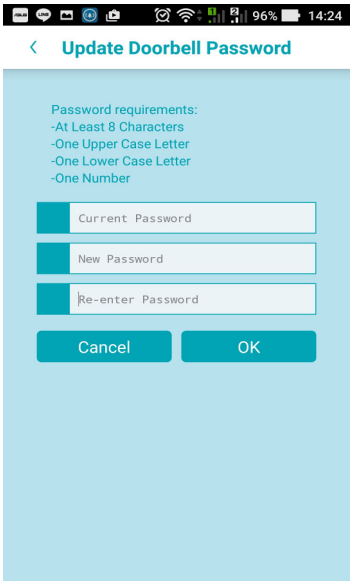
Device Settings



Rename Doorbell: Change display name of Doorbell Camera.

Change Password: Change the password of Doorbell Camera. The password is used for security related operation for Doorbell Camera. Ex: Delete user account, Wi-Fi discovered mode.

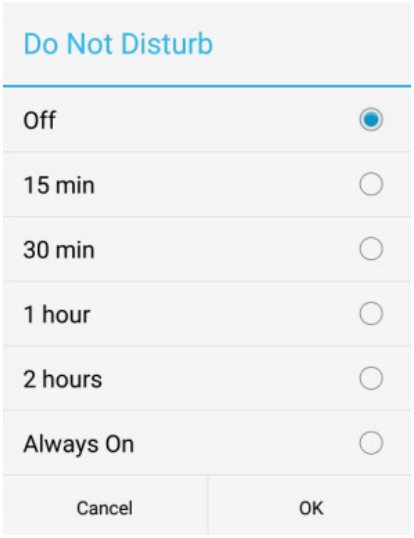
*** MAKE SURE TO MAKE A NOTE OF YOUR NEW PASSWORD!**



Remove Doorbell: Once you remove Doorbell Camera, you need to re-register with Doorbell Camera if you want to use it again.

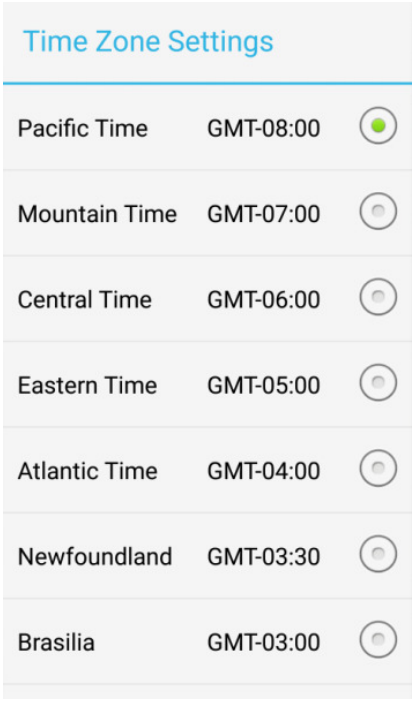
Do Not Disturb: The DND (Do Not Disturb) feature can silence your **door chime** when Doorbell Camera is pressed. To avoid you forgot to turn on door chime again after DND is set. You can assign a DND time limit (15 min ~ 2 hours). Once time limit is expired, the DND will be auto disable.

Note: If you don't want to receive any notification of Doorbell Camera on your Smartphone, you should log out App.



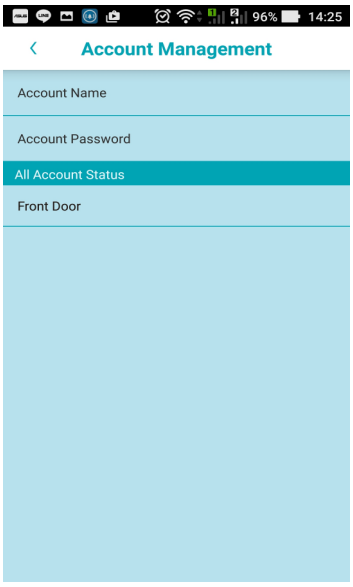
Time Zone: Manual modifies the time zone for Doorbell Camera. The time zone will influence the record time for call, motion detection and PIR logs.

Daylight Saving Time: If it observes Daylight Saving time (DST) in the region where the Doorbell Camera is. You should enable this feature.

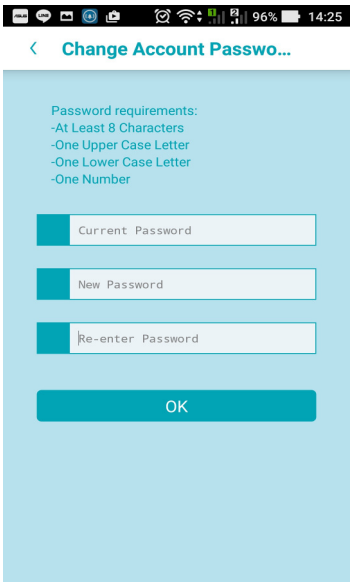


Ring time: set the ring time, the range is from 15 sec to 60 sec. If you can't always pick up calls because the ring is time out, you can try to adjust the ring time to fix this issue.

3.2 Account Management

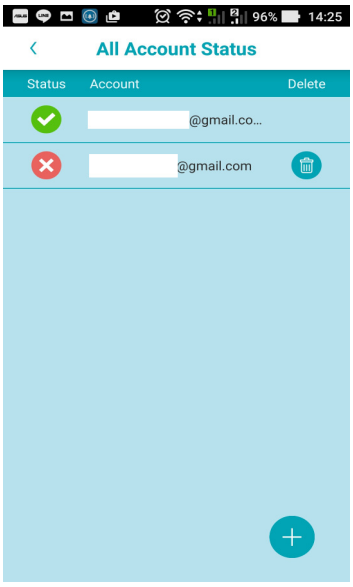


Account Name: Change user name.
Account Password: You need to follow the password requirement to change password.



All Account Status

All accounts are displayed in this page. The icon indicates the account is online. The icon indicates the account is offline. Click icon to delete the account from this Doorbell Camera. Once account is removed, the user will not be able to monitor and receive any notification with this Doorbell Camera.



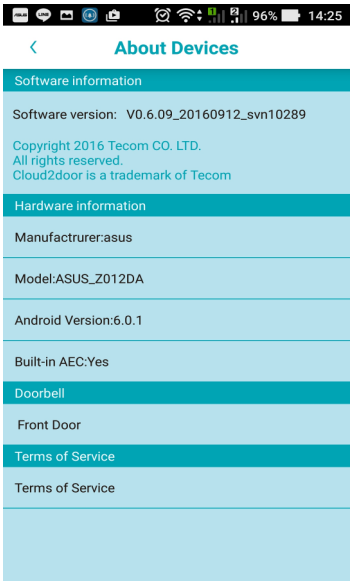
Add new Account to this Doorbell Camera

It also allows you to assist other users added their account to this Doorbell Camera by clicked. The procedure please refers to **section 4.3 Request access to the Doorbell Camera** (P32) for details.

3.3 About Devices

Software Information: Cloud2door App version.

Hardware information: Smartphone/iOS device hardware information.



Doorbells:

It shows Doorbell related information in this screen.

Doorbell Version: Doorbell Firmware version

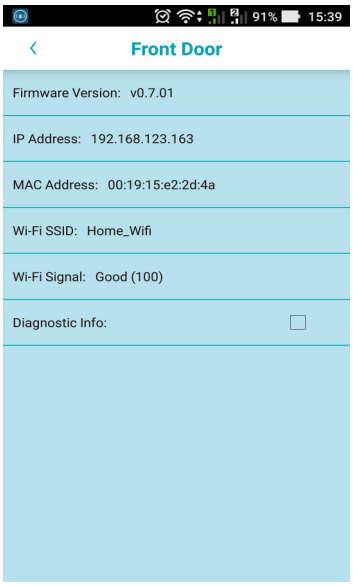
Doorbell IP: IP address of doorbell

MAC Address: MAC address of doorbell

Wi-Fi SSID: The Wi-Fi AP's SSID which is doorbell connected

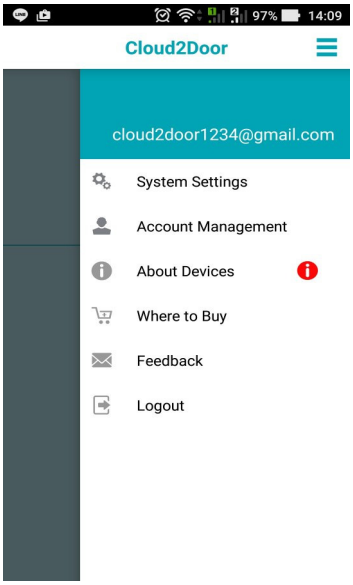
Wi-Fi Signal: It should show Good to get better Wi-Fi connection quality.

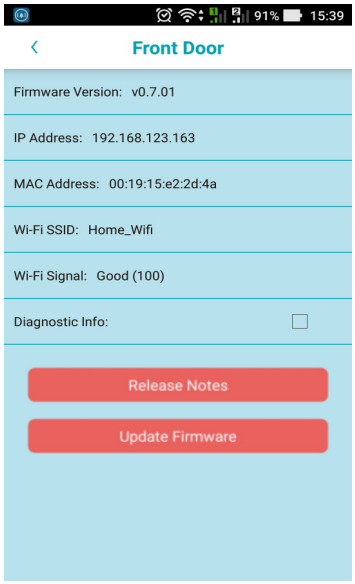
Diagnostic Info: The item is used for issue diagnostic. It only needs to be enable when the technical supports to ask you.



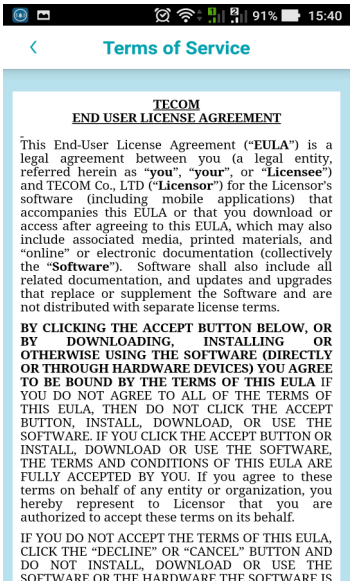
Firmware update:

When the new doorbell Firmware is availability on cloud server, the icon is showed by **About Devices**. There are two new buttons **Release Notes** and **Update Firmware** are appeared in the Doorbell information page. Click **Release Notes** button to view the new Firmware information, or click **Update Firmware** button to update your doorbell firmware.



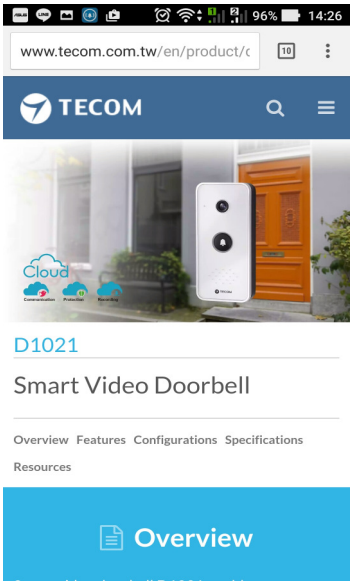


Terms of Service



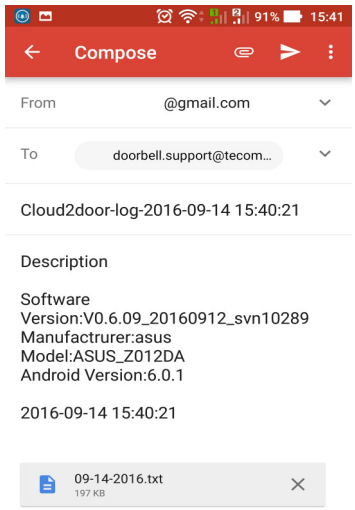
3.4 Where to Buy

Show the web page.



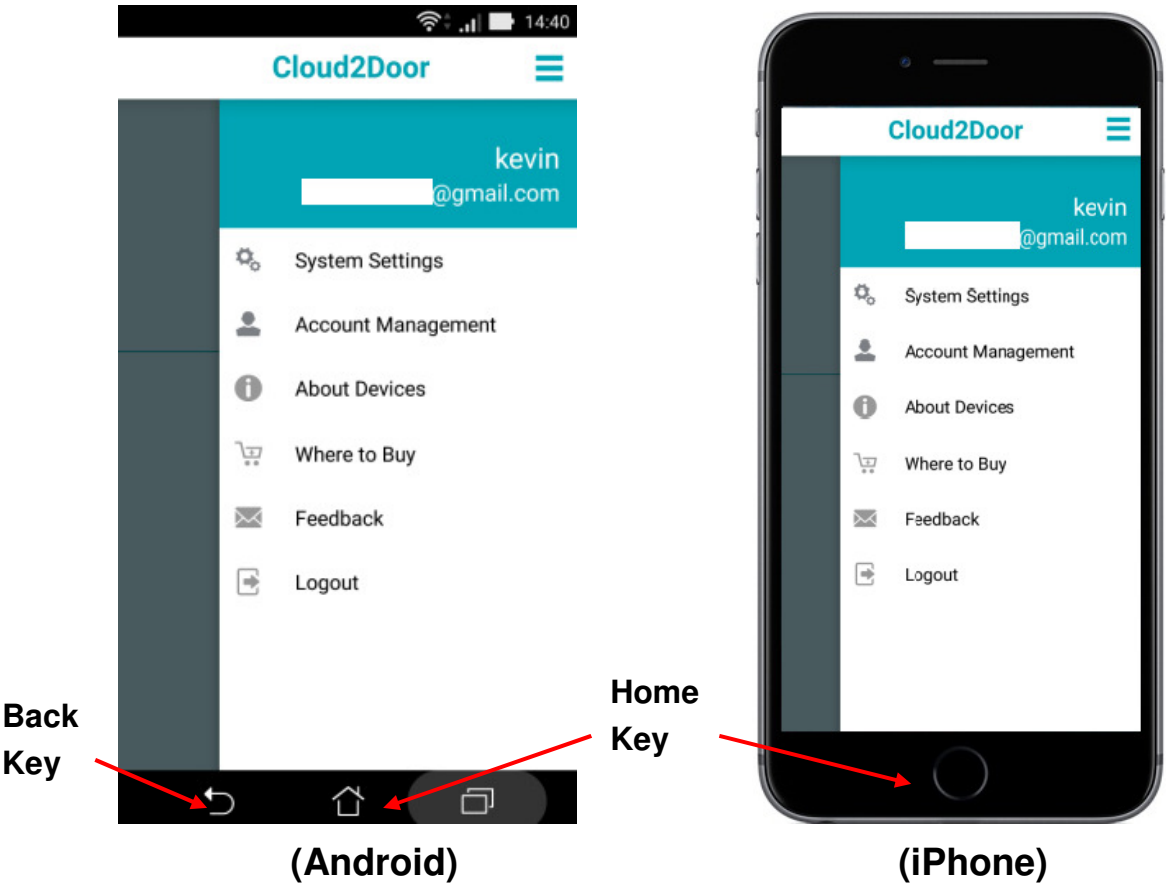
3.5 Feedback

If you have any question or trouble with Cloud2door App or Doorbell Camera, please write your question or trouble and send back to TECOM by email.



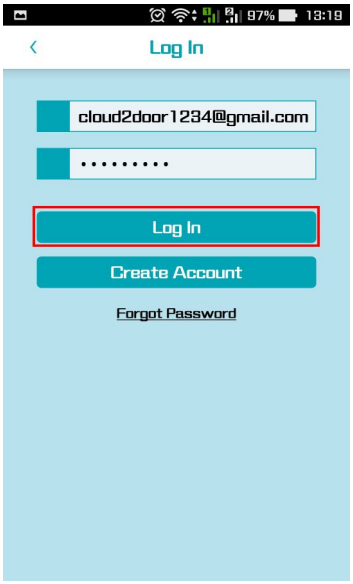
3.6 Log out

Once you log out the App, you will not receive any notification from Doorbell Camera. If you still want to receive notifications, you should leave App by **Home** key or **Back** key (by Android) Clicked.



3.7 Log In

You will be requested the account and password to login, after you executed App log out.



3.8 Forgot Password

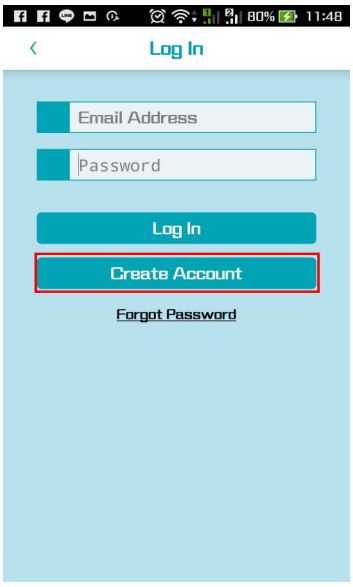
If you forgot your password, you can tap the **Forgot Password** link to reset password via your email.

4 Add more Smartphones to Doorbell

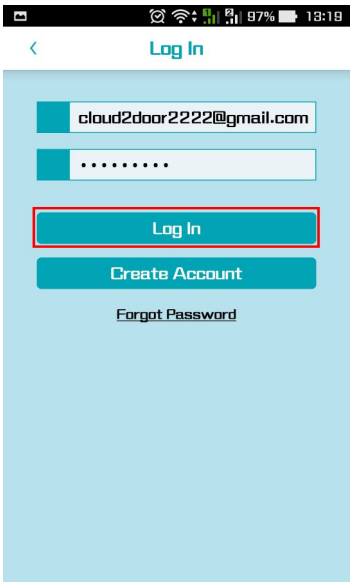
One Doorbell Camera can support up to four Smartphones registered. After you finished your Smartphone registered, your family members can register their Smartphone to Doorbell Camera their self, or by your help.

4.1 Install App and Create Account

1. Install Cloud2door App by Google play or App Store.
2. Run the App, create a new account.



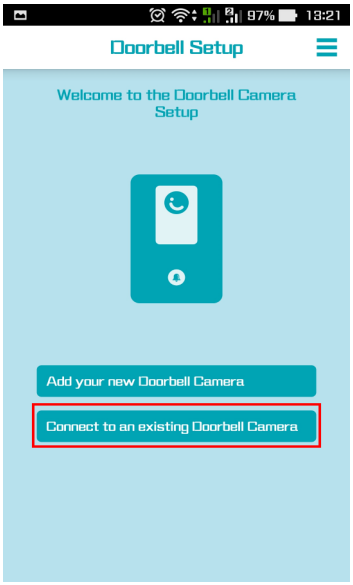
3. Log in App by new account and password.



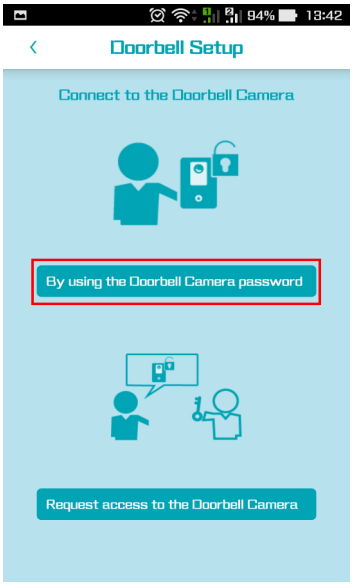
1. The member knows doorbell password and his/her Smartphone is connected with the home router which is Doorbell Camera is connected.
   => Refer to Section 4.2.
2. The member doesn't have doorbell password, or his/her Smartphone is connected to different router with Doorbell Camera connected, or via 3G/4G network connection.
   => Refer to Section 4.3.

4.2 By using the Doorbell Camera Password

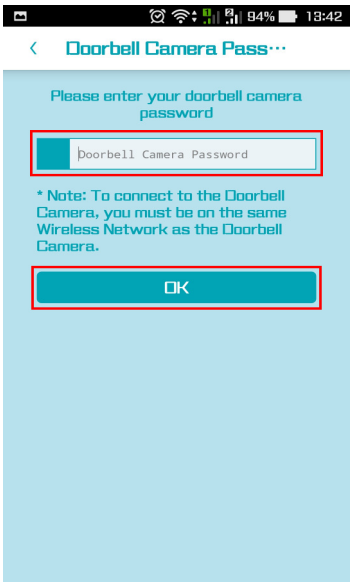
1. Click **Connect to an existing Doorbell Camera** button.

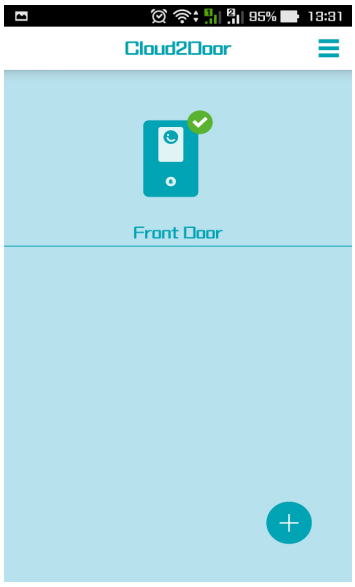


2. Click **By using the Doorbell Camera password** button.



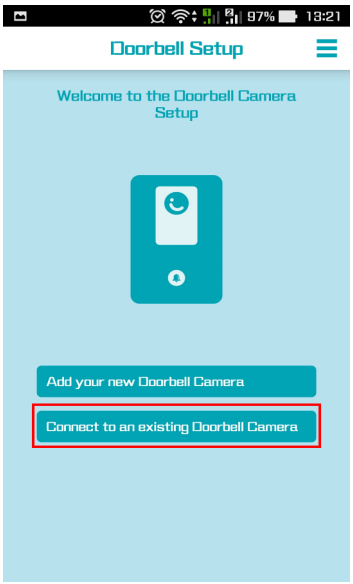
3. Enter Doorbell password, then click OK to finish the setup.



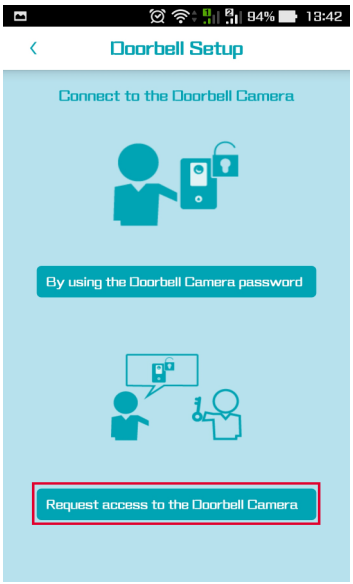


4.3 Request access to the Doorbell Camera

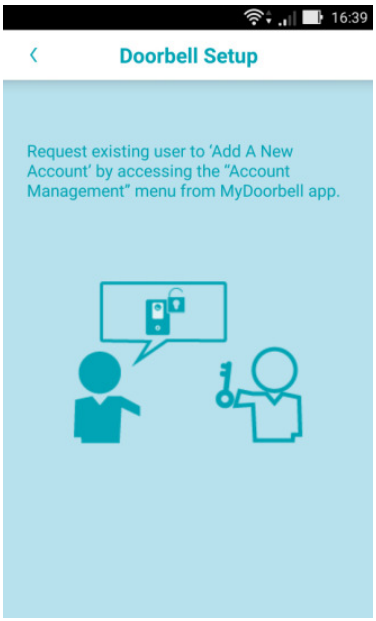
1. Click **Connect to an existing Doorbell Camera** button.



2. Click **Request access to the Doorbell Camera** button.

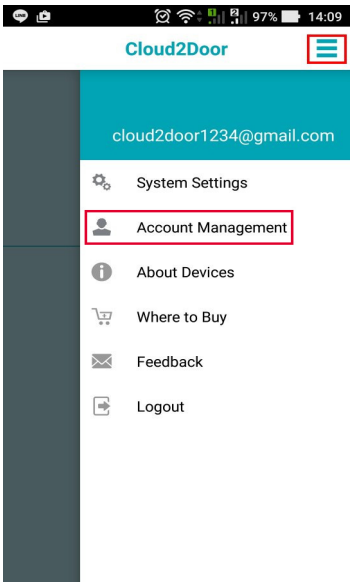


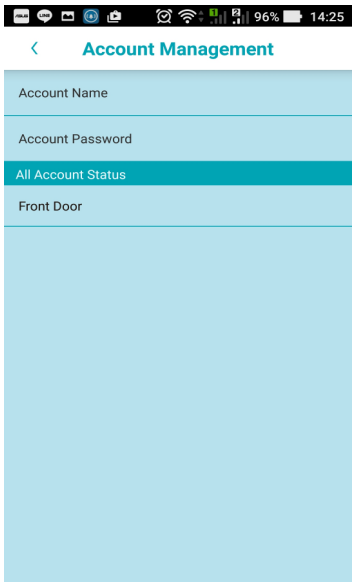
3. Please keep in the screen, and ask other family member who knows the doorbell's password to add your account. Once he/she added your account, the App will auto jump to main page.



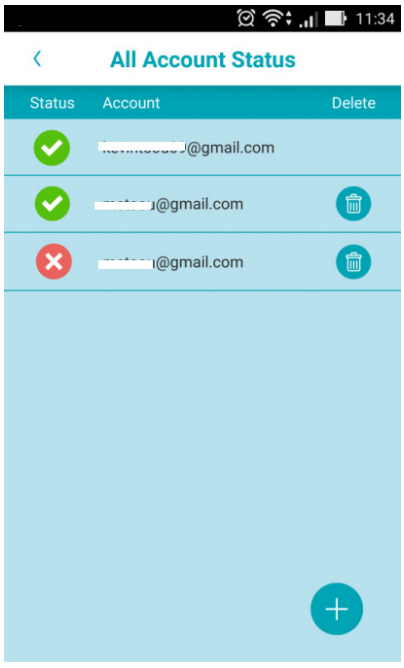
Following procedure has to be performed by other family member who knows the doorbell password.

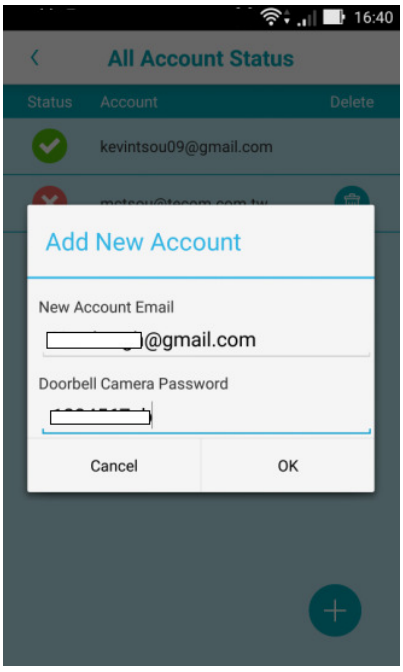
1. Log in Cloud2door App, then select Menu ->Account Management -> All Accounts Status -> Doorbell.



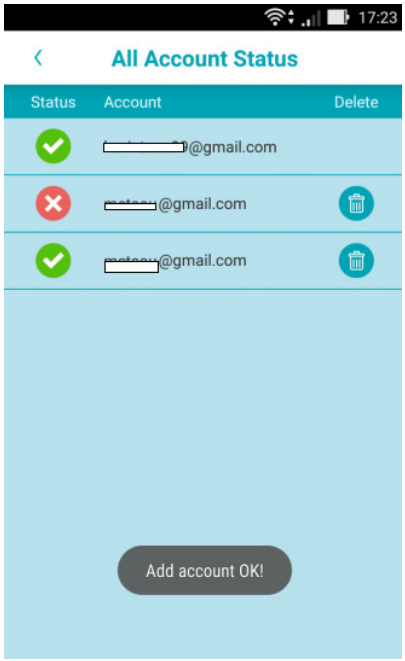


2. Click icon, then enter the new account and the doorbell password. Click OK.





3. The message “Add account OK” pops out once the new account is added.


17:23
All Account Status
Status
Account
Delete
@gmail.com
@gmail.com
@gmail.com
Add account OK!

Notice : The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

IMPORTANT NOTE: To comply with the FCC RF exposure compliance requirements, no change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

IMPORTANT NOTE:
To comply with the FCC RF exposure compliance requirements, the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. No change to the antenna or the device is permitted. Any change to the antenna or the device could result in the device exceeding the RF exposure requirements and void user's authority to operate the device.

FCC INFORMATION

The Federal Communication Commission Radio Frequency Interference Statement includes the following paragraph:

The equipment has been tested and found to comply with the limits for a Class B Digital Device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communication. However, there is no grantee that interference will not occur in a particular installation. If this equipment dose cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on , the user is encouraged to try to correct the interference by one or more of the following measures:

--Reorient or relocate the receiving antenna.
--Increase the separation between the equipment and receiver.
--Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
--Consult the dealer or an experienced radio/TV technician for help.