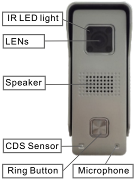
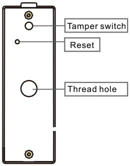
Quick Guide

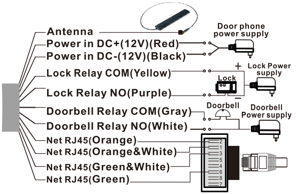
Warning: Before you use the device, make sure device is worked in below environment, or it can't work properly.

Don't support	Environment Support	Solutions
3G/4G signal ≤50%, long delay or can't view video.	3G/4G signal ≥75%	1, User can connect device to 5 smartphones to in case 1-2 smartphones are in poor signal area, other smartphones can still ring and view. 2, User better to connect smartphone to WiFi when there is WiFi available.
5GHz WiFi. Device can't connect.	2.4GHz WiFi.	Change to use 2.4GHz WiFi.
<512KBit/s or too many computers/smartphones in the same network. Delay or can't work.	Upload bandwidth≥512KBit/s	1, Reduce the computers/smartphones quantity connected in the same network. 2, Change to use a bigger bandwidth network.
iPone/iPad will not receive push notification when 3G/4G network is turned off and battery is low.	iPhone/iPad can always receive push notification when 3G/4G network is turn on.	iPhone/iPad user should always turn on 3G/4G network to be able to receive push notification all the time
Few Android tablets can not receive push notification.	All iPhone, iPad, Android Smartphones and most Android tablets can receive push notification.	Only use iPhone, iPad, Android Smartphones and most Android tablets to receive push notification.

1. Introduction


IR LED light
LENs
Speaker
CDS Sensor
Ring Button
Microphone


Tamper switch
Reset
Thread hole


Antenna
Power in DC+(12V)(Red)
Power in DC-(12V)(Black)
Door phone power supply
Lock Relay COM(Yellow)
Lock Relay NO(Purple)
Lock
+
-
Lock Power supply
Doorbell Relay COM(Gray)
Doorbell Relay NO(White)
Doorbell
Doorbell Power supply
Net RJ45(Orange)
Net RJ45(Orange&White)
Net RJ45(Green&White)
Net RJ45(Green)
2
1
3
5
4
6
8
7

2. Install the App

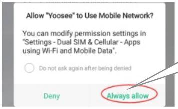
Yoosee App

(IOS) (Android)

Scan QR code or search the App 'Yoosee' from 'Google Play Store' or 'App Store', and install on mobile phone.

Special Notice: When open the app, you will receive a tip. Please click 'OK' to allow the notifications, otherwise, you cannot receive any notification.

NOTICE:



Allow "Yoosee" to Use Mobile Network?

You can modify permission settings in "Settings - Dual SIM & Cellular - Apps using Wi-Fi and Mobile Data".

○ Do not ask again after being denied

Deny
Always allow

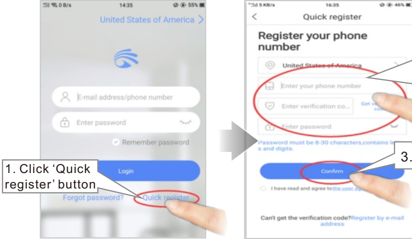
F o
inst
'All
c a
not

Connect your mobile phone to the same router with the Doorbell to

Special Notice: Device don't support 5Ghz WiFi router, user should u

Special Notice: Make sure your router had open DHCP function, or y

Special Notice: If 2 mobile phones use the same account ID to logi mobile phone can receive the push notification alarm ring. So if connect the device, user should register 2 different account IDs for th


United States of America
E-mail address/phone number
Enter password
Remember password
Login
Forgot password?
Quick register
Quick register
Register your phone number
United States of America
Enter your phone number
Enter verification co...
Get ve co
Enter password
Password must be 8-30 characters,contains le s and digits.
Confirm
I have read and agree to the user ag
Can't get the verification code?Register by e-mail address

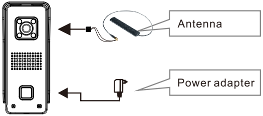
1. Click 'Quick register' button

3.

After registered, there are 3 ways to setup, 'Smartlink' setu connection)' and 'Wired connection' setup.

3. Setup device by 'Smartlink' Setup.

Insert memory card and fix antenna, connect power supply start device.


Antenna
Power adapter

Special Notice: Do not connect the network cable, otherwise, WiFi by 'Smartlink'.

Special Notice: Device don't support 5Ghz WiFi router, user should

r the first time
tallation, please tap
ow'. ***Otherwise you***
n't receive any
ification.

o register a user ID.

se 2.4Ghz WiFi to connect.

ou can't set up the device.

n at the same time, only 1
use 2 mobile phones to
he 2 mobile phones.

2. Input your phone number and create password for your account.”

Click to register

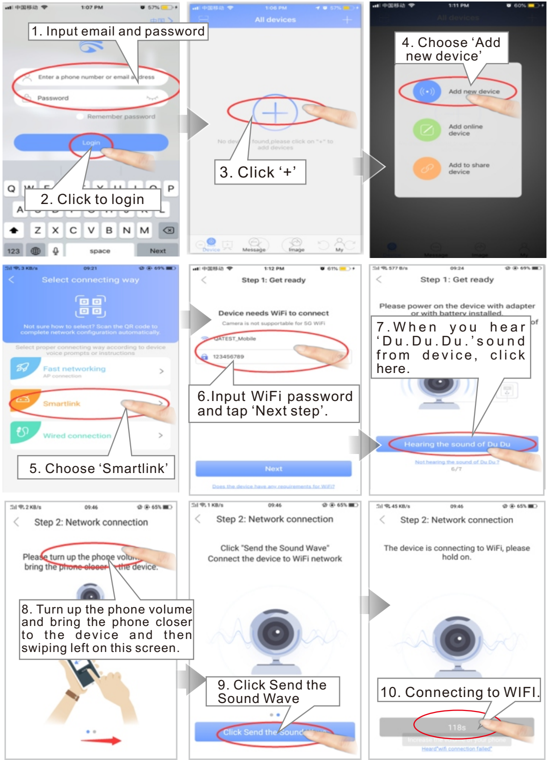
up, 'Fast networking(AP

. It takes 30 seconds to

the device cannot set the

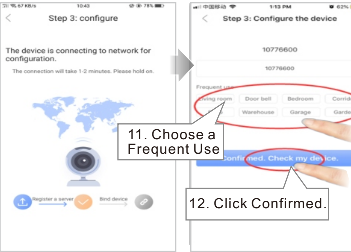
use 2.4Ghz WiFi to connect.

Special Notice: Make sure your router had open DHCP function, or you can't set up the device.



1. Input email and password
2. Click to login
3. Click ‘+’
4. Choose ‘Add new device’
5. Choose ‘Smartlink’
6.Input WiFi password and tap ‘Next step’.
7.When you hear ‘Du.Du.Du.’sound from device, click here.
8. Turn up the phone volume and bring the phone closer to the device and then swiping left on this screen.
9. Click Send the Sound Wave
10. Connecting to WIFI.

All devices
Add new device
Add online device
Add to share device
Select connecting way
Fast networking
Smartlink
Wired connection
Step 1: Get ready
Device needs WiFi to connect
Next
Please power on the device with adapter or with battery installed.
Hearing the sound of Du Du
Step 2: Network connection
Please turn up the phone volume, bring the phone closer to the device.
Click "Send the Sound Wave" Connect the device to WiFi network
Click Send the Sound Wave
The device is connecting to WiFi, please hold on.
118s



11. Choose a Frequent Use
12. Click Confirmed.

Step 3: configure
The device is connecting to network for configuration.
The connection will take 1-2 minutes. Please hold on.
Step 3: Configure the device
10776600
Confirmed. Check my device.

Device will have ' Du. Du. Du. ... . ' sound noticing u

Special Notice: If device have no 'Du.Du.Du.... .'
reset button for 5 seconds until hear 'DEE' and
'Du.Du.Du.... .' notice sound.

If can't setup device by 'Smartlink', you can choose “Fast ne

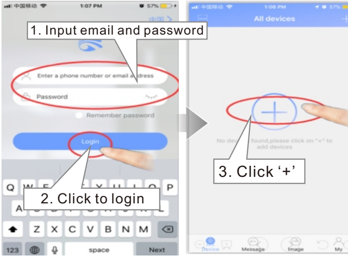
4. Setup device by ‘Fast networking (

Insert memory card and fix antenna, connect power supply. then device will have ' Du. Du. Du.. . . .' sound noticing user

Special Notice: Do not connect the network cable, other
WiFi by ‘Fast networking (AP connection)’.

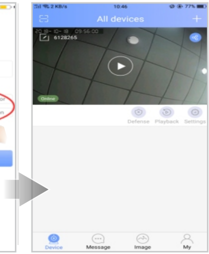
Special Notice: Device don't support 5Ghz WiFi router, use

Special Notice: Make sure your router had open DHCP fun



1. Input email and password
2. Click to login
3. Click ‘+’

Enter a phone number or email address
Password
Remember password
Login
All devices


All devices
Device
Message
Image
My
Defense
Playback
Settings

ser to do Smartlink.

sound, User should press the
do smartlink after hearing the

etworking (AP connection)' as below.

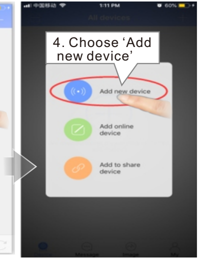
(AP connection)'

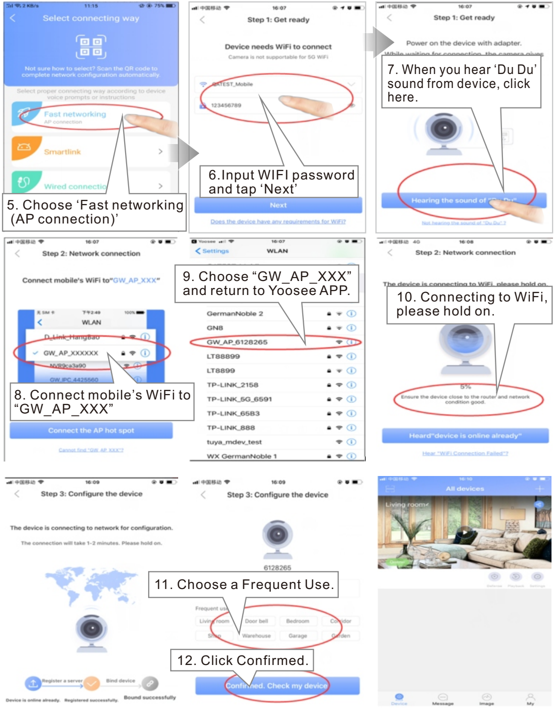
It takes 20 seconds to start device,
to setup.

wise, the device cannot set the

r should use 2.4Ghz WiFi to connect.

ction, or you can't set up the device.


4. Choose 'Add new device'
Add new device
Add online device
Add to share device


5. Choose 'Fast networking (AP connection)'

6. Input WIFI password and tap 'Next'

7. When you hear 'Du Du' sound from device, click here.

8. Connect mobile's WiFi to "GW_AP_XXX"

9. Choose "GW_AP_XXX" and return to Yoosee APP.

10. Connecting to WiFi, please hold on.

11. Choose a Frequent Use.

12. Click Confirmed.
Select connecting way
Fast networking
AP connection
Smartlink
Wired connection
Step 1: Get ready
Device needs WiFi to connect
Next
Power on the device with adapter.
Hearing the sound of "Du Du"
Step 2: Network connection
Connect mobile's WiFi to "GW_AP_XXX"
Connect the AP hot spot
WLAN
GW_AP_6128265
Heard "device is online already"
Step 3: Configure the device
The device is connecting to network for configuration.
Living room
Door bell
Bedroom
Corridor
Shop
Warehouse
Garage
Garden
Confirmed. Check my device
All devices

Special Notice: If device have no ' Du. Du. Du. . . . . ' sound, User should press the reset button for 5 seconds until hear 'DEE'and setup after hearing the ' Du. Du. Du. . . . . ' notice sound.

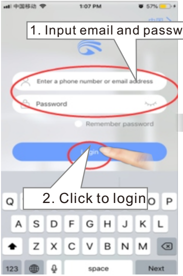
If can't setup device by "Fast networking (AP connection)', you can choose wired connection as below.

5. Setup device by 'W

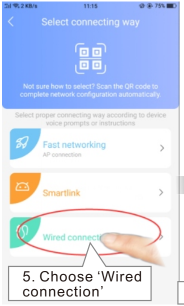
Step 1: Insert TF memory
network cable to
seconds to start th

Special Notice: Mobile phon
Otherwise you can not find D

Step2: Add device by 'wire


1. Input email and passw

2. Click to login
Enter a phone number or email address
Password
Remember password
Login

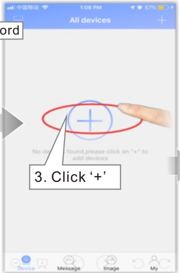

5. Choose 'Wired connection'
Select connecting way
Fast networking
AP connection
Smartlink
Wired connection

Wired connetion’ .

card (if you have), connect power supply, Plug in a the device and the LAN port of router. It takes 30 he device.

ne and Doorbell must be connected to the same router. oorbell.

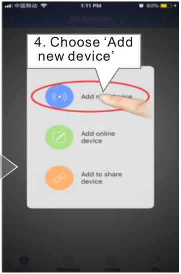
d connection'..



ord

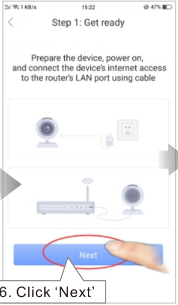
3. Click ‘+’

All devices
No de found,please click on "+" to add devices
Device
Message
Image
My



4. Choose ‘Add new device’

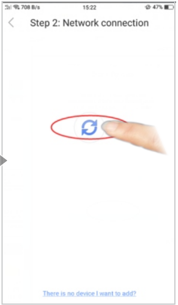
All devices
Add n device
Add online device
Add to share device



Step 1: Get ready

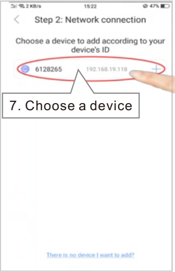
Prepare the device, power on, and connect the device’s internet access to the router’s LAN port using cable

6. Click ‘Next’



Step 2: Network connection

There is no device I want to add?

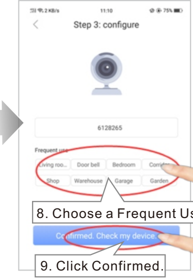


Step 2: Network connection

Choose a device to add according to your device’s ID

6128265
192.168.19.118
There is no device I want to add?

7. Choose a device



Step 3: configure

6128265
Frequent use
Living roo...
Door bell
Bedroom
Corri...
Shop
Warehouse
Garage
Garden
Confirmed. Check my device.

8. Choose a Frequent Use

9. Click Confirmed.

Special Notice: Make sure not to select ‘WiFi’ box in the ‘Network Type’ area, the WiFi list will automatically show up.

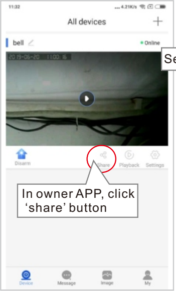
Step 3: Unplug the netwrok cable.

6. Add device to another mobile phones.

Way 1: Share by account

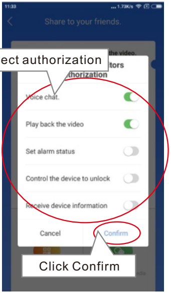
Note: Owner APP and visitor APP should login and open the APP at the same time. Otherwise this operation can not work.

Owner’s operation:



All devices
bell
Online
Disarm
Share
Playback
Settings
Device
Message
Image
My

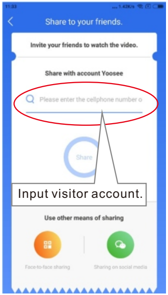
In owner APP, click ‘share’ button



Select authorization

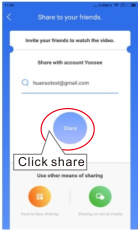
Share to your friends.
the video.
tors
thorization
Voice chat
Play back the video
Set alarm status
Control the device to unlock
Receive device information
Cancel
Confirm

Click Confirm

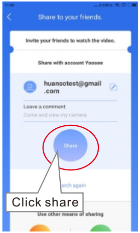


Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
Please enter the cellphone number o
Share
Use other means of sharing
Face-to-face sharing
Sharing on social media

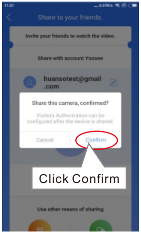
Input visitor account.


Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
huansotest@gmail.com
Share
Use other means of sharing

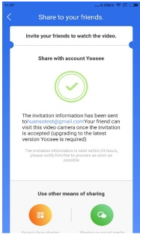
Click share


Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
huansotest@gmail.com
Leave a comment
Come and view my camera
Share
Use other means of sharing

Click share

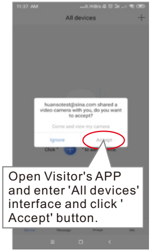

Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
huansotest@gmail.com
Share this camera, confirmed?
Cancel
Confirm
Use other means of sharing

Click Confirm

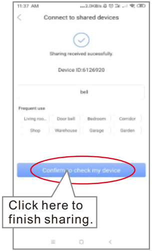

Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
Use other means of sharing

The invitation information has been sent to huansotest@gmail.com Your friend can visit this video camera once the invitation is accepted (upgrading to the latest version Yoosee is required)

Visitor's operation


All devices
huansotest@sina.com shared a video camera with you, do you want to accept?
Come and view my camera
Ignore
Accept

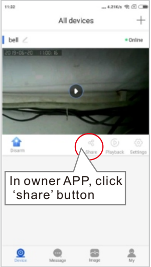
Open Visitor's APP and enter 'All devices' interface and click ' Accept' button.


Connect to shared devices
Sharing received sucessfully.
Device ID:6126920
bell
Frequent use
Living roo...
Door bell
Bedroom
Corridor
Shop
Warehouse
Garage
Garden
Confirm to check my device

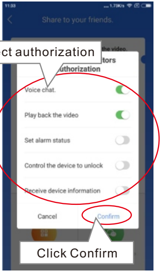
Click here to finish sharing.

Note: Owner APP and visitor APP should login and open the APP at the same time. Otherwise this operation can not work.

Way 2: Share by QR code.


All devices
bell
Online
Disarm
Share
Playback
Settings
Device
Message
Image
My

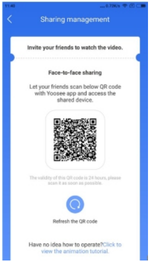
In owner APP, click 'share' button


Share to your friends.
Voice chat
Play back the video
Set alarm status
Control the device to unlock
Receive device information
Cancel
Confirm

Select authorization

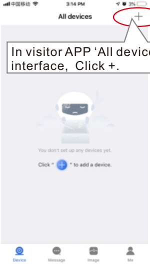
Click Confirm

Cl

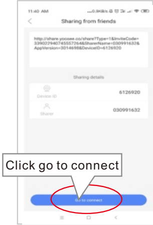

Sharing management
Invite your friends to watch the video.
Face-to-face sharing
Refresh the QR code

Let your friends scan below QR code with Yoosee app and access the shared device.

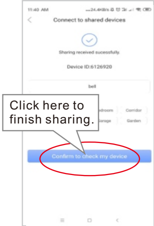
Have no idea how to operate?Click to view the animation tutorial.


All devices
You don't set up any devices yet.
Click " + " to add a device.
Device
Message
Image
Me

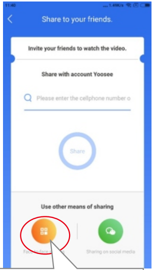
In visitor APP 'All devices' interface, Click +.


Sharing from friends
Sharing details
6126920
030991632
Go to connect

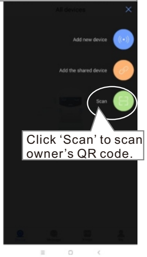
Click go to connect


Connect to shared devices
Sharing received sucessfully.
Device ID:6126920
bell
Confirm to check my device

Click here to finish sharing.

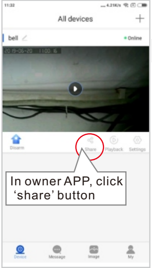

Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
Please enter the cellphone number o
Share
Use other means of sharing
Face-to-face sharing
Sharing on social media

lick face-to-face sharing

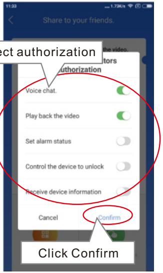

All devices
Add new device
Add the shared device
Scan

Click 'Scan' to scan owner's QR code.

Way 3: Share by link.

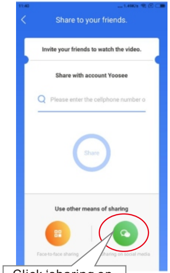

All devices
bell
Online
Disarm
Share
Playback
Settings
Device
Message
Image
My

In owner APP, click 'share' button

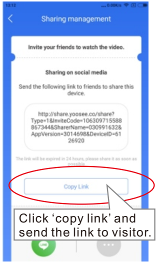

Share to your friends.
the video.
tors
uthorization
Voice chat
Play back the video
Set alarm status
Control the device to unlock
Receive device information
Cancel
Confirm

Select authorization

Click Confirm


Share to your friends.
Invite your friends to watch the video.
Share with account Yoosee
Please enter the cellphone number o
Share
Use other means of sharing
Face-to-face sharing
Sharing on social media

Click 'sharing on social media'

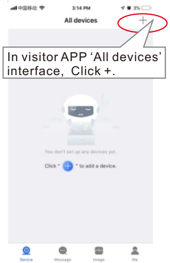

Sharing management
Invite your friends to watch the video.
Sharing on social media
Copy Link

Send the following link to friends to share this device.

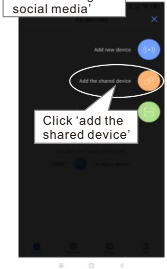
http://share.yoosee.co/share?Type=1&InviteCode=106309715588867344&SharerName=030991632&AppVersion=3014698&DeviceID=6126920

The link will be expired in 24 hours, please share it as soon as possible

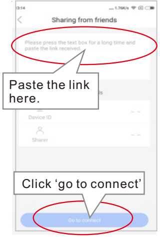
Click 'copy link' and send the link to visitor.


All devices
You don't set up any devices yet.
Click " " to add a device.
Device
Message
Image
Me

In visitor APP 'All devices' interface, Click +.

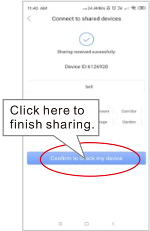

All devices
Add new device
Add the shared device

Click 'add the shared device'


Sharing from friends
Please press the text box for a long time and paste the link received.
Device ID
Sharer
Go to connect

Paste the link here.

Click 'go to connect'

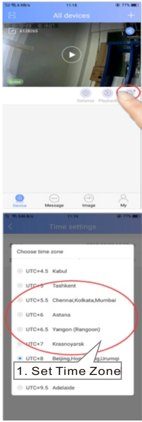

Connect to shared devices
Sharing received sucessfully.
Device ID:6126920
bell
Corridor
Garden
Confirm to check my device

Click here to finish sharing.

7. Date and Time

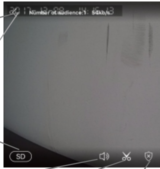
In"All devices-device- ⚙ -Time settings
network time automatically and check if the new

Remark: Time zone example: China UTC+8
Germany/France/Spain/Poland/Italy/Ne
UK/Portugal/Ireland UTC+0
Mexico UTC-6
Venezuela/Chile/Manaus UTC-4


All devices
6128265
Defense
Playback
Device
Message
Image
My
Time settings
Choose time zone
UTC+4.5 Kabul
UTC+5 Tashkent
UTC+5.5 Chennai,Kolkata,Mumbai
UTC+6 Astana
UTC+6.5 Yangon (Rangoon)
UTC+7 Krasnoyarsk
UTC+8 Beijing,Hon g,Urumqi
UTC+9.5 Adelaide

1. Set Time Zone

8. View Interface


Number of audience:1 54kb/s
SD

Date and Time

Transfer Speed

Resolution
HD 1080*720
S D 640*480
LD 320*180

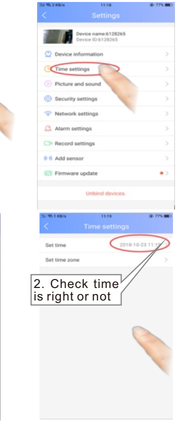
Mute

Snapshot

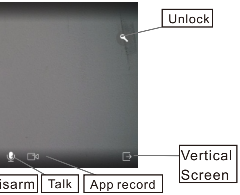
Arm/Di

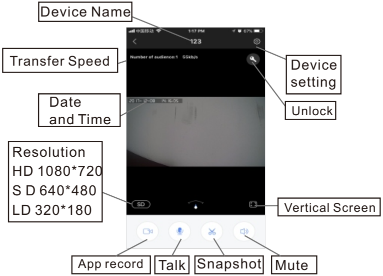
", choose your Time Zone,press save to get
time is right or not.

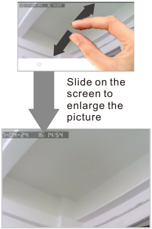
therlands/Norway/Sweden UTC+1
Turkey/Romania/Finland UTC+2
Colombia/Ecuador/Peru UTC-5
Agentina/Uruguay UTC-3


Settings
Device name:6128265
Device ID:6128265
Device information
Time settings
Picture and sound
Security settings
Network settings
Alarm settings
Record settings
Add sensor
Firmware update
Unbind devices.
Time settings
Set time
2018-10-23 11:19
Set time zone

2. Check time is right or not


Unlock
Vertical Screen
isarm
Talk
App record

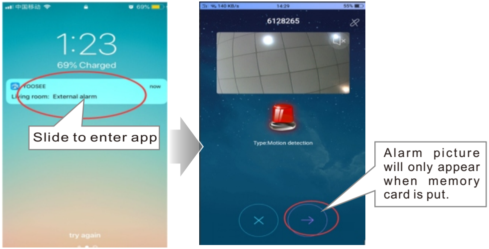

Device Name
123
Transfer Speed
Number of audience:1 55kb/s
Device setting
Unlock
Date and Time
Resolution
HD 1080*720
S D 640*480
LD 320*180
SD
Vertical Screen
App record
Talk
Snapshot
Mute



Slide on the screen to enlarge the picture

9. Smartphone Push Notification Ring

When people press the call button of the device or trigger the alarm, there will be a notification received on the mobile phone screen. For Android, press 'check' to view. For iphone, slide and press '→' to view.


1:23
69% Charged
YOOSEE
now
Living room: External alarm
Slide to enter app
try again
6128265
Type:Motion detection

Alarm picture will only appear when memory card is put.

Notice: User must keep the Android app running at phone's background, user can't force stop the Android app in phone's application manager, otherwise phone can't receive any push notification.

Notice: If user use iPhone, user should keep iPhone's 3G/4G signal always connected to receivd push notification all the time. Otherwise iPhone can not receive push notification when WiFi is intermittently disconnected or iPhone is low battery.

10.

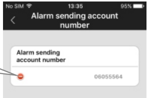
Step

Step

Step

By tapping this icon, you can delete the ID which no need alarm push. One device can push alarm to maximun 5 IDs.

NOTICE:

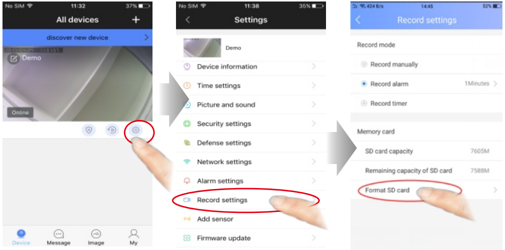

No SIM
13:35
95%
Alarm sending account number
Alarm sending account number
06055564

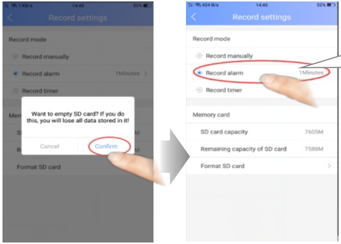
Video Record and Playback

1: Turn off power and insert memory card and turn on power. (DO NOT insert or remove memory card when device is power on).

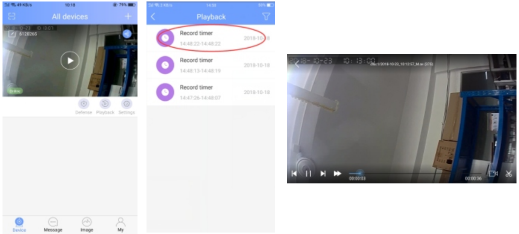
2: Enter"All devices-device- ⚙ -recorng settings"to click"format SD card" and click confirmed to format ;

3: Enter"All devices-device- ⚙ -recorng settings"choose"record mode"


All devices
discover new device
Demo
Online
Device
Message
Image
My
Settings
Demo
Device information
Time settings
Picture and sound
Security settings
Defense settings
Network settings
Alarm settings
Record settings
Add sensor
Firmware update
Record settings
Record mode
Record manually
Record alarm
1Minutes
Record timer
Memory card
SD card capacity
7605M
Remaining capacity of SD card
7588M
Format SD card

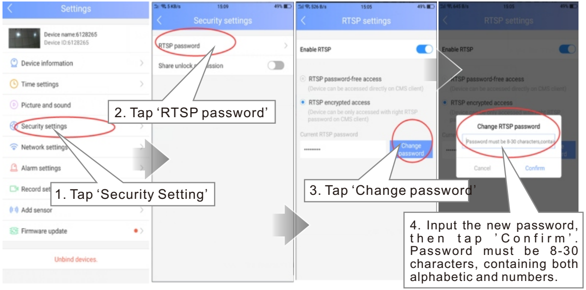

Record settings
Record mode
Record manually
Record alarm
1Minutes
Record timer
Want to empty SD card? If you do this, you will lose all data stored in it!
Cancel
Confirm
Format SD card
Memory card
SD card capacity
7605M
Remaining capacity of SD card
7588M

1.Choose 'Alarm Record' to record when alarm triggered or visitor press ring button.


All devices
6128265
Online
Defense
Playback
Settings
Device
Message
Image
My
Playback
Record timer
14:48:22-14:48:22
2018-10-18
Record timer
14:48:13-14:48:19
2018-10-18
Record timer
14:47:26-14:48:07
2018-10-18

11. Modify device's password

All devices → ⚙ → security settings', choose 'RTSP password' to modify device's password.


Settings
Device name:6128265
Device ID:6128265
Device information
Time settings
Picture and sound
Security settings
Network settings
Alarm settings
Record settings
Add sensor
Firmware update
Unbind devices.
Security settings
RTSP password
Share unlock permission
RTSP settings
Enable RTSP
RTSP password-free access
(Device can be accessed directly on CMS client)
RTSP encrypted access
(Device can be only accessed with right RTSP password on CMS client)
Current RTSP password
Change password
Change RTSP password
Password must be 8-30 characters,conta
Cancel
Confirm

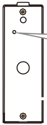
1. Tap 'Security Setting'

2. Tap 'RTSP password'

3. Tap 'Change password'

4. Input the new password, then tap 'Confirm'. Password must be 8-30 characters, containing both alphabetic and numbers.

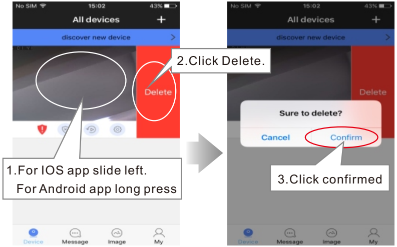
12. Reset the device



Press and hold the reset button for 3 seconds until you hear a 'DEE' sound. After reset succeed, wait the device restart and have 'Du.Du.Du...'sound.

13. Delete Device

In ‘All devices’for IOS app slide left the device picture and click 'Delete' button and click 'Confirmed' button to detele the device. For Android app long press the device picture and click 'Delete' button and click 'Confirmed' button to detele the device.


No SIM
15:02
43%
All devices
+
discover new device
Delete
Sure to delete?
Cancel
Confirm
Device
Message
Image
My

1.For IOS app slide left.
For Android app long press

2.Click Delete.

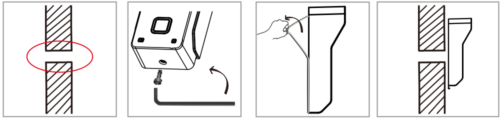
3.Click confirmed

14. Mount on the Wall

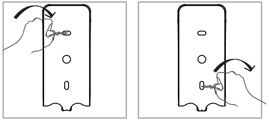
Notice: The wifi antenna should be installed inside the house to have better signal.

Remark: Please confirm the correct Wi-Fi setting and insure the position with good Wi-Fi signal before mounting on the wall. Otherwise, it needs to relocate the router or the antenna direction to receive the good Wi-Fi signal. If the Wi-Fi signal is still not strong enough, please add the Wi-Fi repeater or use the network cable.Make a mounting hole similar size as the back housing of the device. Drill a hole for the wires to go through the wall.

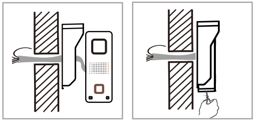
Step 1: Drill a hole for the wires to go through the wall, use the hexagonal screw driver in the box to remove the rain cover screw at the bottom of the device. Remove the rain cover sticker and stick the ring cover on the wall.



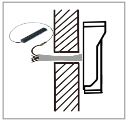
Step 2: Fix the back housing on the wall with two screws



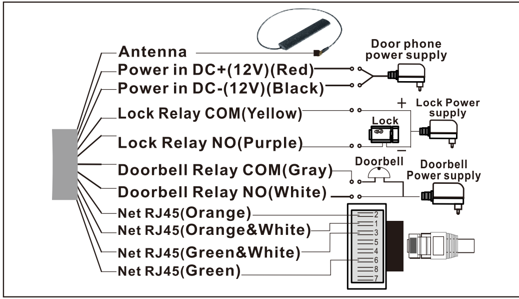
Step 3: Lead the wires through the hole in the wall, and put the device into the back housing. Tighten the screw in the bottom.



Step 4: Connect the antenna, antannea's sticker and stick antenn wall.



Step 5: Connect the wires of power supply, unlock signal, antenna, etc. in ot of the wall.


Antenna
Power in DC+(12V)(Red)
Power in DC-(12V)(Black)
Lock Relay COM(Yellow)
Lock Relay NO(Purple)
Doorbell Relay COM(Gray)
Doorbell Relay NO(White)
Net RJ45(Orange)
Net RJ45(Orange&White)
Net RJ45(Green&White)
Net RJ45(Green)
Door phone power supply
+
Lock Power supply
Lock
−
Doorbell
Doorbell Power supply
2
1
3
5
4
6
8
7

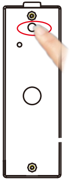
15. Tamper Alarm

When the thief open the device, it will have siren alarm, and your phone will alarm too.（The tamper alarm will be last for 1 min.)

remove
na on the

ther side

receive



FAQ

Q1. Why I can't add device by 'Smartlink or Fast networking(AP connection)' setup?

A: 1, Maybe you are using 5Ghz WiFi router, device don't support 5Ghz WIFI, user should use 2.4GHz WIiFi router to connect.

2, If device is connected with net cable, it can not do Smartlink or networking(AP connection), user should remove net cable and do Smartlink or networking(AP connection) setup.

3, Device should have 'Du. Du. Du. Du. ... .' sound to notice user to do Smartlink or networking(AP connection) setup if device have no 'Du. Du. Du. ... .' sound means the device is not normal. User should press the reset button for 5 seconds until hear 'DEE' and do Smartlink or networking(AP connection) after hearing the 'Du. Du. Du. ... .' notice sound.

4, Device is designed not able to do Smartlink or AP WiFi setup for 2 times. If want to change Wifi in another place, user should press the reset button for 5 seconds until hear 'DEE' and do Smartlink or networking(AP connection) after hearing the 'Du. Du. Du. ... .' notice sound.

5, Maybe device is too far away from the router. Pls put device close to router.

6, Maybe your router haven't open DHCP. Pls open DHCP in your router.

Q2. Why does the device cannot connect to router through WIFI?

A: 1, Input wrong WIFI password. Please connect the network cable and input the correct password.

2, You may use 5Ghz WIFI. The device doesn't support 5Ghz WIFI. User should use 2.4Ghz WIFI to connect.

3, Maybe device is too far away from the router. Pls put device close to router.

4, Maybe your router's WiFi have special settings, pls reset your router.

5, Maybe your router haven't open DHCP. Pls open DHCP in your router.

Q3. Why my device is offline after I setup to All devices?

A: 1, There is delay in showing the state, pls slide down on the All devices to refresh to online state.

2, Maybe you haven't setup the device or had changed the device to another place with a new WiFi, you need to reset the device, press the reset button for 5 seconds until hear 'DEE' sound and do Smartlink Setup or Wired Connection again.

Q4. Why I can't receive push notification ring on my phone?

A: 1, Make sure app's 'Device->Settings ⚙ ->Alarm Settings->Receive alarm prompt' is enable.

2, Make sure the app is running at phone's background, a
stopped the app in phone's appliction manager.

3, Make sure you had chosen 'OK' to allow app to send you
first install the app. Or check your phone's notification cent
app's notification.

4, If 2 mobile phones use the same account ID to login at t
mobile phone can receive the push notification alarm rin
phones to connect the device, user should register 2 differe
2 mobile phones.

5, Maybe you are using iPhone, but you have turn off 3G/4G
connection will intermittently disconnected, if 3G/4G is als
receive push notification. So user should keep iPhone's
connected to received push notification all the time.

Q5. Why some times it takes too long time to connect to vide
video, video delay, video not fluent or video stop?

A: 1, It is possibly because your mobile phone is using 3G netw
the 3G network signal is not good enough and percentage
3G network percent is below 75%, it is not good enough to t
should change to other place for better mobile 3G signal
signal. Moreover, 1 device can send push notification r
phones at the same time, user should set more mobile phon
notification ring to avoid this 3G signal not good at some pla

2, Maybe the device is too far away from your router, pls put i
or change a stronger signal router or add a WiFi repeater in

3, Maybe your network upload bandwidth is too small <5
computers/smartphones in the same network. User
computers/smartphones quantity connected in the same
use a bigger bandwidth network.

Q6. Why can't hear the voice clearly, picture delay, voice delay,

A: 1, Possibly because network not good and stable, try to chan
network.

2, Possibly there are too many other devices like computers o
close these devices or change to a bigger bandwith networ

3, Maybe the device is too far away from your router, pls put i
or change a stronger signal router or add a WiFi repeater in

Q7. Why Video and voice delay when I mount the doorphone on
outside?

A: Possibly because the distance and thickness of blocks ex
ability of antenna. User can choose to use a 16DB fixed
improve the wireless signal.

Q8. Why I hear a shrill sound, too small sound or can't
doorphone on my Android phone?

A: 1, Different phone model have different volume. User can ad

nd you haven't force

notification when you
ter to enable receiving

he same time, only 1
g. So if use 2 mobile
ent account IDs for the

signal. iPhone's WiFi
o turn off user can not
3G/4G signal always

o, or fail to connect to

vork and at that place
is only 25% or 50%. If
ransfer video file, user
or change to use WIFI
ing to max. 5 mobile
es to receive the push
ces problem.
t closer to your router
between.
2KBit/s or too many
should reduce the
network or change to

halt or no sound.
ge a better bandwidth

n the same router, pls
k.
it closer to your router
between.
the villa fencing or far

ceeds the transmitting
direction antenna to

hear sound from the

just the volume of the

phone to have better sound.

2, iPhones, iPad and most Android phone's sound is good engouh. Only few special Android phone models sound is not good, in this case user can press the 'Talk' Button 🎤 to hear only and press again to talk.

Q9. Why the device have noise and echo.

A: Possibly because the mobile phone is too closed to the device, move the phone far away and try.

Q10. Why I can't open the lock?

A: Possibly your connection to the lock is wrong, pls check the lock's required signal.

Q11. How can I updated my app if I face problem?

A: Go to AppleStore and GooglePlay to check app update version to update to latest version.

Q12. How can I updated my device if I face problem?

A: Pls get in the app and go to ' ⚙ ->Settings' and click ‘Firmware update' to update to latest version.

Q13. Why my Android tablet can not receive push notification?

A: Device don't support few Android tablets, pls change to use iPhone, iPad, Android Smartphones and most other Android tablets to receive push notification.

Q14. Why I can't send alarm emails?

A:1, Maybe you haven't set ‘Enable alarm email’ in your email's settings. Pls set ‘Enable alarm email, input email account and enter password or SMTP authorization code’ in your email's settings to be able to send alarm email from device.

2, Maybe your email had switch on '2-Step Verfication'. You should switch off '2-Step Verification' in your email's settings to be able to send alarm email from device.

Q15. Why I can’t share device to visitor?

A:1, Maybe visitor account hasn't login or open, pls open and login visitor account and try again.

2, Maybe you are not in visitor APP 'All devices' interface, pls go to visitor APP 'All devices' interface and click 'Accept' button.

Model Specification

Image Sensor	1/4" Color CMOS Sensor
Compression	H.264
Resolution	HD: 1280*720; S D: 640*360; LD: 320*180
Memory	Optional, Max. 128G.
Lens	Fixed 2.5mm 122°
Sensitivity	0Lux (IR ON) / 0.5Lux (Normal)
IR LED	4 × Φ4
Night vision distance	Max. 2 meters
IR-CUT	Optional
WiFi Antenna	10DB
Size	L55xW40xH129mm
Power Supply	DC/AC 8-24V, optional adapter DC 12V500mA
Lock Relay Supported Current	≤3A
Lock Relay Supported Voltage	"Support all voltage.Suggest to use <36V to avoid electric shock."
DoorChime Relay Supported Current	≤3A
DoorChime Relay Supported Voltage	"Support all voltage.Suggest to use <36V to avoid electric shock."
Working temperature	-20℃ ~ 50℃
Working humidity	10% ~ 80% no condensation
IP level	IP65