smanos®

Smart Video Doorbell

Instruction Manual

Welcome to the Smart Home Family!

Thank you for choosing “Smart Video Doorbell”. This product integrates motion detection and video recording into your doorbell system. Please take your time to unpack and familiarize yourself with the included parts and this instruction manual to learn how to to setup the “Smart Video Doorbell”.

Disclaimer

This instruction manual has been reviewed thoroughly and has been designed to ensure that your product setup will be quick and easy with our easy to follow guide. All statements, technical information and recommendations in this manual are believed to be reliable, but the accuracy and completeness thereof are not guaranteed or warranted.

The specifications and information regarding the products in this document are subject to change without further notice.

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Contents

Things to Note before Getting Started ---------- 1

WiFi Internet Connection ---------- 1

WiFi Network and Password ---------- 1

Operating System Requirements ---------- 1

In the Box ---------- 2

Getting to Know Your Smart Video Doorbell ---------- 3~4

Overview ---------- 3

LED Indicators ---------- 4

Getting Started ---------- 5~7

Operating Requirement ---------- 5

Connecting to the Existing Doorbell ---------- 5

Download the App ---------- 6

Signing Up/In ---------- 7

Installation ---------- 7

Adding Device ---------- 7

Setting Up Your Doorbell ---------- 8~10

App Operation ---------- 11~24

Main Page ---------- 11

Live Video ---------- 12

Answering Your Door ---------- 13

History ---------- 14

Album ---------- 15

Settings ---------- 16~21

Account Management ---------- 22~24

Specifications ---------- 25

FAQs ---------- 26~30

Things to Note before Getting Started

WiFi Internet Connection

- One critical factor affecting the performance of your doorbell is the relative positions of your home WiFi router and doorbell. Place your doorbell in an open area (DO NOT place it directly on the floor); the closer the doorbell is to the router, the stronger the WiFi signal will be, resulting in optimum performance and satisfaction.

- A slow network speed will also affect the performance of your doorbell. It is recommended that you have an upload speed of at least 2Mbps or faster.

To test your networks upload speed we recommend www.speedtest.net or the speedtest App by Ookla it is FREE and very informative about your network's TRUE performance.

WiFi Network and Password

- Have your WiFi network name and password handy. The WiFi network name is normally referred to as the SSID. The password or security ID is normally the next line or two down from the WiFi/SSID network name.

These can be easily found on your WiFi router if you did not change them when you first installed your WiFi router, for example:

- WiFi/SSID Network Name: XXXX

- WiFi/SSID Network Password/Security Key: XXXXX

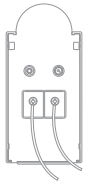
Operating Requirements

- iOS 8.0 or above with iPhone 5 or newer;

- Android 5.0 or newer;

- Connect to the existing doorbell with a voltage of 8~24VAC

In the Box



Smart Video Doorbell x 1

Waterproof Case x 1

Extra Terminal Screw x 2
* For securing the wires on the back of doorbell

Wire Connector x 2
* To connect the wires Harness to your existing wires

Mounting Bracket x 1

Mounting Screw x 4
* Used to mount doorbell with Phillips screwdriver (not included in the package)

Anchor x 4
* For installing on concrete/stucco/brick

Security Screw x 4 (2 for Extra Use)
* Used to secure the mounting bracket

Screwdriver x 1
* The screwdriver used for the security screws

Power Regulator x 1

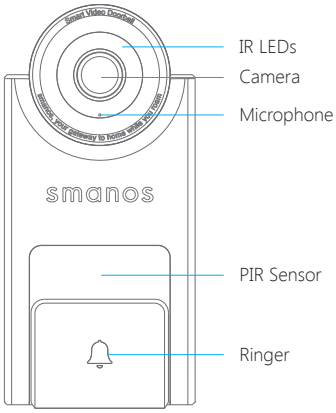
Wire Harness x 1
* Used to connect the power regulator to your internal chime

Extra Wire Connector x 2
* To connect the wires Harness to your existing wires

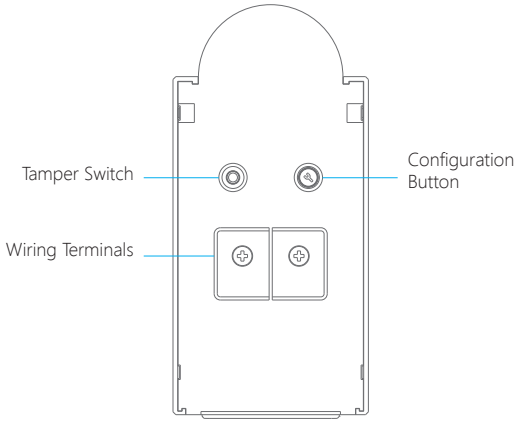
Getting to Know Your Smart Video Doorbell

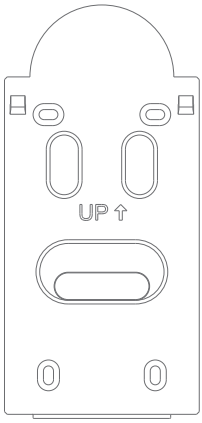
Overview

Front View



Rear View





LED Indicators

The LED indicators on the doorbell give you an idea of the device's current status. Here is a list of light indicators and the corresponding status it refers to.

Light indicator	Status
Solid red light lasts for 30 seconds and then off	Powering on
Green light flashes fast (once every 0.2s)	WiFi signal searching
Green and red light flash alternatively	WiFi configuration mode
OFF	WiFi connected
Green light flashes slowly (once every second)	Doorbell ringing
Solid green light	Live streaming
Red lights flashes fast (with warning beeps)	Tampering alarm
Red light flashes once	Motion detected
Red light flashes slowly (once every 3s)	Low battery

Getting Started

Operating Requirement

This video doorbell is only available to connect to a low voltage 8~24VAC transformer or an existing traditional doorbell with a voltage of 8~24VAC. In general, your traditional doorbell consists a ringer to be installed outdoor, and an indoor chime with a transformer. When the ringer is pressed by visitor, a ringtone of “ding dong” will remind the family there has a visitor.

If you don’t get a detailed information about your existing doorbell, please consult your local agency or installer.

To ensure a good performance of the smart doorbell, please check the things below:

(1) Please do not install the smart doorbell on the mental.

(2) Mount your smart doorbell at a proper height. It is highly recommended to mount it at the height of 1.2~1.3m from the ground.

(3) One critical factor affecting the performance of this video doorbell is the WiFi quality it connecting with, It is recommended to close your door and do a WiFi speed test via speedtest app (for example) in the location where you want it to be installed on to make sure that you have an upload speed of at least 2Mbps.

(4) The app of this video doorbell is available to run at iOS 8.0 or above with iPhone 5 or newer, Android 5.0 or newer.

Connecting to the Existing Doorbell

This part is recommended to be done by qualified electrician.

Step 1: For your safety, please shut off the power source of your existing doorbell system.

Step 2: Remove the cover of your internal chime and you can see 4 wires, two of them are connected with its transformer, and two of them are connected with the outdoor ringer.

Step 3: Disconnect the wire on the "front" terminal (outdoor ringer) and the wire on the "transformer" terminal.

Step 4: Attach the newly disconnected wires into the provided Power Regulator. Push down the orange fasteners to secure the wires in place.

Step 5: Then attach the other end of wires from the Power Regulator in parallel back to the "front" and "transformer" terminals of internal chime. Tighten the screws on top to secure the wires in place.

Step 6: Fix the Power Regulator inside the chime with double-sided tape, if it does not fit inside, you can attach it to the wall next to your chime. Place the cover back onto the chime.

Step 7: Remove the wires attached to the outdoor ringer. You can disconnect the wires by loosening the screws on top of the wires.

Step 8: Attach the newly disconnected wires into the doorbell in any pairing. Push down the orange fastener to secure the wires in place.

Step 9: Restore the power back to the doorbell system. The ringer LED will be red on boot.

Step 10: The initial boot takes about 30 seconds. There will be an audio indication when the boot is completed. The ringer LED will also change to green.

Downloading the App

Special Tips

Tap "Allow" to allow receiving notifications from App. Forbidden to receive notifications may result in an application running failure, please allow it to send notifications to your phone in case of alarm.

Signing Up/In

If you have not registered an account with us, please press “Sign up” just below the “Sign in” icon on the App, and follow the instructions to create your account first.

* If you do not receive an account verification code in your email inbox during the registration process, please remember to check your spam/junk folder and make sure the notice has not been blocked by your service provider.

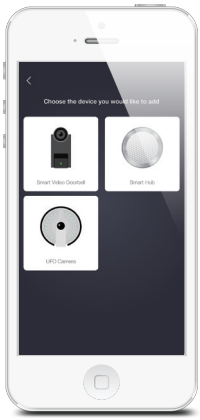
Once you have an account with us, please select the “Sign in” icon and enter your email address and password to log in.Once you have an account with us, please select the “Sign In” icon and enter your email address and password to log in.

Installation

The voltage of the doorbell is 8-24 VAC. To see how to connect the power, please scan the QR code below to watch the video.

Adding Device

Press the [+] button on the Device List page.



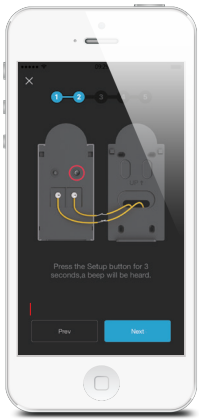
Tap on [Smart Video Doorbell], and then follow the configuration steps to set up your doorbell with your home WiFi.

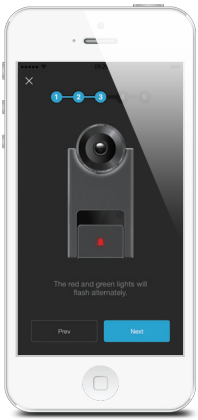
Setting Up Your Doorbell

Powering On

Putting the Doorbell into WiFi Configuration Mode

Press and hold the Configuration Button on the back until the doorbell beeps once (about 3 seconds), and then the indicator would flash red and green alternately, indicating that the doorbell has been switched into the WiFi configuration mode.



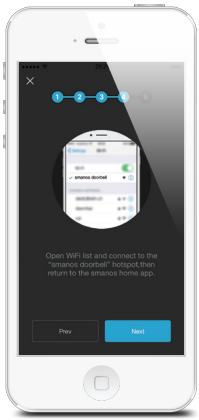


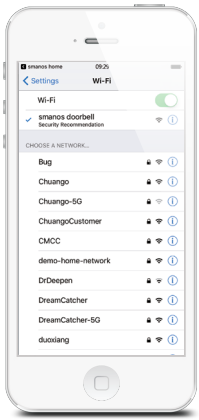
Connecting the Doorbell to Your Smartphone

NOTE: Android users may need to disable cellular (mobile) data before proceeding to this step. This setting is normally found in your smartphone's settings under Data Usage, or Mobile Networks.

If you're unable to find the setting location, we suggest searching on Google with the following syntax: Disable (Phone Model) cellular data.

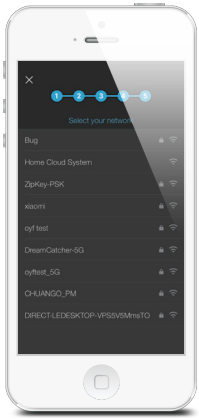
Go to your smartphone's WiFi settings, and select "smanos doorbell" to connect to the doorbell. Now, your smartphone is the control center of your doorbell.





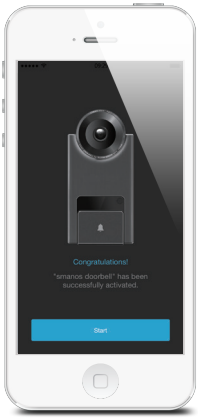
Entering WiFi Details for the Doorbell

Pick your home WiFi network from the drop down box listed on the app, and enter the WiFi network's password. The doorbell will connect to the selected WiFi network. This binding process should take about three minutes.



The doorbell indicator light will be off when a successful connection has been established.

Starting to Use



Now, your doorbell is ready for a spin!

App Operation

Main Page

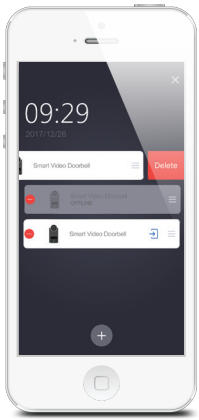
Checking device status after setting up

When the status bar turns into white, it means the device is ONLINE and available.

If it's gray, it means the device is OFFLINE and cannot be accessed.

This icon on the left of your device indicates that the device was shared to you by family or friends.

Editting your device(s) as you wish



Deleting Device

Tap on the Edit Button [ ], and press the Delete Button [ ].

Sorting

Tap on the Edit Button [ ], press and hold the Sort Button [ ], drag it up or down to the position where you want it to be located.

Live Video

Please tap on the "Smart Video Doorbell" icon from the main page and enter the live video page.

1. Signal Strength

Indicate the signal strength between the WiFi network and the connected devices.

Note: Another critical factor affecting video quality is the upload speed of your selected home WiFi network.

2. Video Quality

Tap on the video quality icon at the top right of the Live Page, there are 3 different levels of video quality you can choose: 1080p, 720p, 360p; please choose video quality according to your need and network situation.

If the level of 1080p is selected, the upload rate for the network that the device is connected should be not less than 200KB/S, and the download rate for the network that the mobile phone is connected should not be less than 200KB/S.

If the level of 720p is selected, the upload rate for the network that the device is

connected should be not less than 120KB/S, and the download rate for the network that the mobile phone is connected should not be less than 120KB/S.

If the level of 360p is selected, the upload rate for the network that the device is connected should be not less than 30KB/S, and the download rate for the network that the mobile phone is connected should not be less than 30KB/S.

3. Snapshot (left) / Record (right)

Real-time screenshots and video clips can be recorded directly onto your phone. Tap on "Album" to view them.

4. Listen (left) / Speak (right)

Press the microphone button to speak and press it again when you finish. Anyone in the vicinity of your doorbell will hear you.

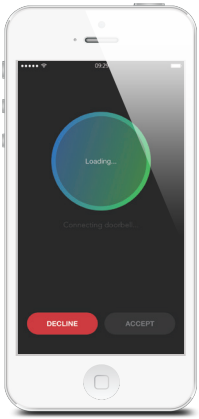
If you want to listen in on the surrounding area of your doorbell, all you need to do is tap on the Listen In button.

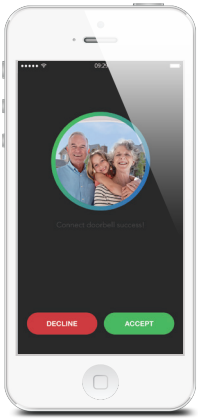
5. Latest Alerts

The latest three alerts will appear on this area. And the corresponding 15-second videos can be played directly ONLY if you have purchased a smanos cloud plan.

Answering Your Door

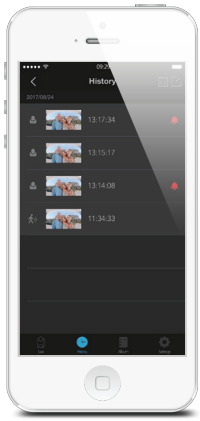
When someone is infront your door and ring the doorbell, it will show on your App:





After loading successfully, it will show the image of the outdoor situation. Press "Accept" button to speak to the ringer directly or just tap on "decline" to finish the conversation.

History



If you already have had our smanos cloud service, motion-triggered alerts, accepted or missed ring logs can be reviewed from this History page directly and the corresponding 15-second videos can be played.

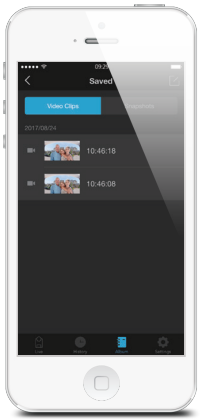
Tap on [ ] to pick a specific day and search for an alert.

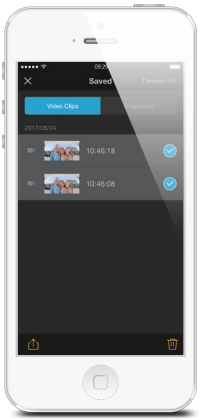
Tap on the edit icon [ ] and then press the shown [ ] to delete the selected 15-second videoes.

Tap on the edit icon [ ], and then press the shown [ ] to share the selected 15-second videoes.

Album

You can find all your manually saved video clips and snapshots on this page. Any video or snapshot found here is stored on your phone and can be edited and shared as you wish.





Deleting Video(s) or Snapshot(s)

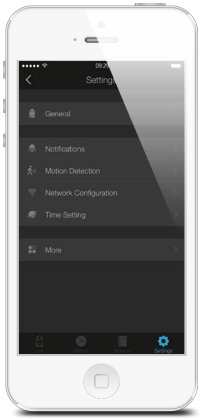
Tap on edit icon [ ] and then press the shown [ ] to delete video clip(s) or snapshot(s).

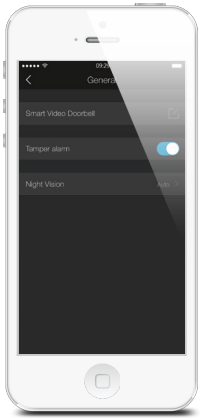
Sharing Video(s) or Snapshot(s)

Tap on edit icon [ ], and then press the shown [ ] to share the video clips or snapshots of interest.

Settings

General





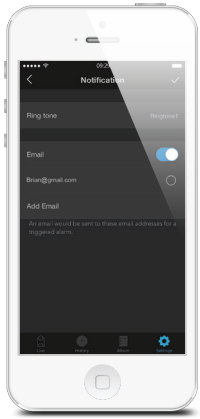
Device Name

This setting enables you to rename your doorbell, and the new name will be shown on the Device List on Main Page.

Tampering Alarm

This setting enables you to switch on/off the tampering function on your doorbell.

Notifications



This setting enables you to:

1. Change the alert tone of the push notifications.

Note: The notification for motion alerts will be sent to you without any ring tone.

2. If you want to receive an email notification whenever the motion is detected, you can turn on the “Email” function and input the receiving email addresses.

Motion Detection

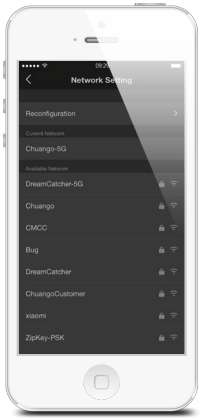
On/Off

When the motion sensor is turned on, you will receive a push notification whenever motion is detected.

Timing

This is useful if you installed the doorbell in a busy area in your home where foot traffic is frequent. Define a time frame during which you wish to receive motion alerts.

Network Configuration



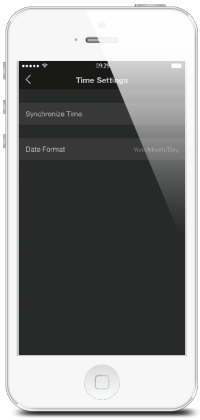
Change WiFi (Switching between Networks)

This setting enables you to connect your doorbell with another nearby WiFi network, without repeating the configuration process.

Reconfiguration

This setting enables you to reconfigure your doorbell when a network issue has arisen. All settings and records will NOT be cleared.

Time Setting



Synchronize Time

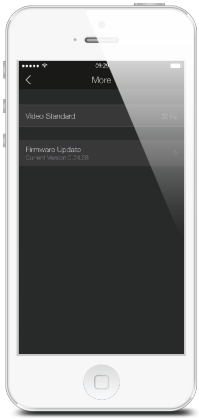
This setting enables you to choose the time zone for your doorbell, to make sure the time stamp on the recorded video is correct.

When motion is detected, you will receive a push notification: (for example) Activity detected by [Smart Video Doorbell name] at 08:20:00 GMT+2 Or Activity detected by [Smart Video Doorbell name] at 07:20:00 GMT+1 DST during Daylight Saving Time.

Date Format

This setting enables you to change the format of the date shown on your app.

More



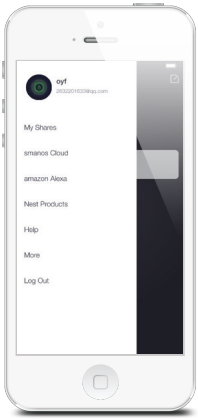
Firmware Update

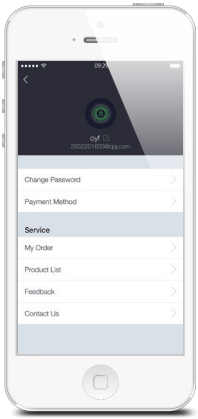
This setting enables you to update your doorbell to the latest firmware if necessary. WHEN AN UPDATE IS TAKING PLACE, FORCED TERMINATION WILL CAUSE SERIOUS DAMAGE TO YOUR Smart Video Doorbell. It is highly recommended that you keep your doorbell plugged in at all times, and DO NOT SWITCH THE DEVICE OFF BEFORE AN UPDATE IS COMPLETED.

Account Management

Editting Account

Tap on [☰] on the main page to enter the account management.





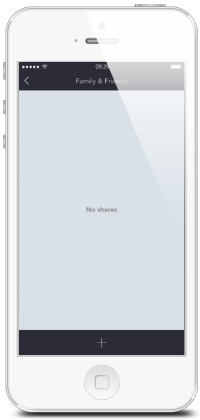
Tap on the picture, and you can add or replace your account image by taking a picture or choosing a picture from your phone's album.

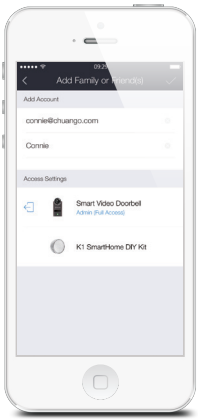
If you want to change your account name, just tap on the [✎] button and enter a new name.

Changing your password can also be done on this page.

My Shares

Sharing device(s) with family or friends



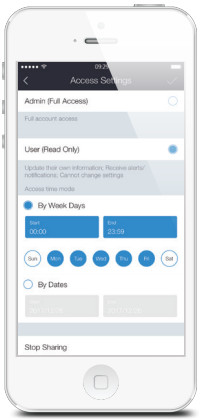


By choosing “My shares” on the menu and pressing the [+] Add Button, you can share access to your device(s) with other registered accounts.

Enter the email address and nickname of the account you want to share with, and then select the device(s) after setting access limit.

Access Setting

There are two types of sharing way with some key differences: the Administrator and the User who has been invited to the devices.



Admin (Full Access)

With Admin (Full Access), the shared user in this group will be able to do almost everything as the Owner can to the devices you're shared, with few exceptions, like re-sharing to others.

Important:

Because people in Admin group with access to a device can do so much, you should only invite people you really trust.

User (Read Only)

With User (Read Only), the shared user in this group will only be able to edit the name of the device(s) and receive alerts; re-sharing the device(s) to other users or changing the settings are not permitted.

(1) By week days

Select the day(s) and each day's routine you want the device(s) to be accessible to the account you share with.

(2) By dates

The family and/or friend(s) you share with would have access to your device(s) during the entire chosen time period.

Stop Sharing

If you would like to limit access to the device you have shared, tap stop sharing, then tap "√" on the top right to save.

Specifications

Model No	DB-20
Camera	Full HD 1080p
Angle of view	horizontal 170°, vertical 90°
Video compression	H.264
Night vision	Automatic IR-cut filter
WiFi	802.11b/g/n/ac with WEP/WPA/WPA2 encryption 2.4GHz + 5GHz
Power supply	AC 8-24V
Operating conditions	temperature -20~+50°C (4~122°F, humidity < 95% RH (non-condensing)
Dimensions (LxWxH)	131.7 x 62.2 x 36.2mm
Dismensions	117 x 118.5 x 40.5 mm (L x W x H)

FAQs

* WiFi and Network:

1. I have a poor WiFi signal, what can I do?

Please check the WIFI connection strength from live video page or test your network's speed from www.speedtest.net or from the speedtest app.

If it shows the connection is weak, you should re-attempt the setup procedure, and try moving your router closer to your doorbell, or exploring possible sources of WIFI interference such as large appliances, or other wireless products that may affect the signal.

You may also need to extend the range of your WiFi network with a WiFi repeater.

2. How do I locate my WiFi password?

The WiFi network's name is normally referred to as the SSID. The password or security ID is normally the next line or two down from the WiFi/SSID network name.

These can be easily found on your router if you did not change from the default name and password that was shipped with from the factory. For example:

- WiFi/SSID Network Name: XXXX
- WiFi/SSID Network Password/Security Key: XXXX

3. Why did my smart doorbell go offline and how do I fix it?

There may be a time when your smart doorbell loses its network connection. If you open the app and notice the status bar is gray, this is one of those times. There are a few possible causes of this occurrence:

- A power surge causes a problem with your Internet router.
- You temporarily lose power.
- A wire in your router setup temporarily comes loose.
- You changed your Wi-Fi network password.
- Your device is suffering from low power due to a discharged battery.

In most cases, the device will automatically be reconnected to the network when the circumstances causing the disconnection clear up. Please check the following troubleshooting routine to find the possible reasons if it fails to reconnect automatically.

> Check that all of your wires are properly plugged in and that all the lights on the front of the router are green.

> Check to see whether another Wi-Fi device is having a problem connecting to the network.

> Unplug your router for 30 seconds and then plug it back in. See if your doorbell

automatically reconnects.

> Press the configuration button on the back of your device to put the device in Setup mode. Wait 10 seconds, then press it again and see if the device automatically reconnects.

> Check to make sure your device's battery to make sure it's properly charged.

* Motion alerts:

4. Why am I receiving false alerts?

An infrared sensor is used for motion detection meaning it could be triggered from a moving object which produces heat.

Cars as well as other objects that may give off large heat signatures will trigger unwanted motion alerts as they pass by. As the doorbell is featured with a wide-angle lens, some undesired objects in the motion zone may trigger the alerts. Proper location, height and angle of the device are important.

It is suggested the height for installation is 1.2-1.3m (4.0-4.3ft) from the ground.

Please make sure it does not cover the areas that may trigger unwanted motion alerts (e.g. a public sidewalk or street). If there is an adjacent wall by your front door, try to mount the device on the wall not facing the street.

5. What to do if no motion alert is received?

Please make sure you've enabled the motion detection function on your App by setting the motion sensor slider to the blue "on" position.

6. Why am I not receiving any motion alerts?

This is most likely caused by a poor WiFi connection. An upload speed of two mbps or higher is recommended for optimal streaming performance. If your bandwidth doesn't meet this requirement, you may need to relocate your router, or purchase a WiFi extender to strengthen the connection.

7. How do I set up a schedule to turn on motion alerts?

Go to the "Settings" page, and select "Motion Detection". Move the "Motion Detection" and "Timing" slider to the blue "on" position, and then set the time period that you would like to receive motion alerts.

If you do not want to receive motion alerts, turn the "motion sensor" slider to gray "off" position.

* Notifications

8. My device is not sending me notifications, how can I fix this?

Notifications will be sent to your mobile phone once the bell is rung or any motion is detected by the doorbell (if this function is enabled).

Be sure your device is online and your phone is allowed to receive notifications from smanos home(for iPhone only).

You may check from the front page to see the status of the device. When the status bar turns into teal, it means the device is ONLINE and available. When the status bar turns into gray, it means the device is OFFLINE.

If the device flashes in green light fast (once every 0.5s), it means the device is searching for signals and is OFFLINE.

And if you are an iPhone user, you may check the notifications setting on settings section in your phone.

* Video

9. My video quality is poor, how can I fix this?

Bring your router near the doorbell, and press the Live View utton, or trigger a motion event to see video.

If you get good video quality near the router, you need to extend your wifi signal.

If you video quality is poor still near the router, test your network from www.speedtest.net or get the speedtest app.

There are 3 different levels of video quality you can select: 1080p, 720p, 360p. You may select higher level to improve the video quality.

If 1080p is selected, the upload rate for the network that the device is connected to should be not less than 200KB/S, and the download rate for the network that the mobile phone is connected should not be less than 200KB/S.

If 720p is selected, the upload rate for the network that the device is connected to should be not less than 120KB/S, and the download rate for the network that the mobile phone is connected should not be less than 120KB/S.

If 360p is selected, the upload rate for the network that the device is connected to should be not less than 30KB/S, and the download rate for the network that the mobile phone is connected should not be less than 30KB/S.

10. How can I access my doorbell's live view?

The "live view" feature lets you access a live video feed from your smart doorbell at any time. Tap the "live view" button to watch a live video from your app. The green light will be on when you watch the live video. Press the microphone button to speak and press it again when you finish. Anyone in the vicinity of your doorbell will hear you. If you want to listen in on the surrounding area, all you need to do is tap on the Listen In button.

* Battery

11. Does the smart doorbell operate on battery power?

The smart doorbell can be connected to your doorbell wiring. It is recommended to connect to AC power (voltage of 8~24VAC) as the battery is intended to be a backup.

12. If the smart doorbell is hardwired to the existing doorbell, does the battery still need to be charged?

No, if the doorbell is hardwired to power then it will be charged by your home's electricity.

* Sharing

13. Can the doorbell be controlled by multiple devices? How can I share my device with others?

If you plan to use multiple devices to control your doorbell, use the in app "My Shares" feature. You can access this feature by tapping on "My Shares" and pressing the + button.

Note: Additional users will need to register for an account.

Enter the email address and nickname, then select which device(s) you wish to share.

There are two types of sharing way with some key differences: the Administrator and the User who has been invited to the devices.

With Admin (Full Access), the shared user in this group will be able to do almost everything as the Owner can to the devices you're shared, with few exceptions, like re-sharing to others.

With User (Read Only), the shared user in this group will only be able to edit the name of the device(s) and receive alerts; re-sharing the device(s) to other users or changing the settings are not permitted.

*smanos Cloud Plan

14. How long is the free trial?

3 days. If you purchase a paid subscription during the time, it will activate automatically at the end of the trial period.

15. If I sign up after my free 3-day trial, will I still be able to retrieve my videos?

If you don't subscribe before your trial has ended, your videos won't be lost. If you purchase a subscription during the free trial, your paid subscription will go into effect as soon as your trial has ended.

16. If I don't have a smanos cloud service, will I still receive alerts?

Yes. You will still get alerts when visitors press your Doorbell or trigger the motion sensors.

Tap smanos Cloud in the account management page for more information.

Technical Support:

Website: http://www.smanos.com

You may send emails to:

support@smanos.us (North America)

support@smanos.com (Rest of the World)

Thank you for choosing "Smart Vide Doorbell". It is a product that integrates motion detection and video recording into a doorbell. The doorbell will provide you a safe, easy and cost-effective solution to protect your home & loved ones 24/7/365. Please take the time to unpack and familiarize yourself with the included parts and this instruction manual to learn the easy steps required to setup your "Smart Video Doorbell".

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .

This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

(b) For a Class B digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual:

NOTE: This 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 instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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.

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