



DIC-23216

MANUAL



Installation

As the battery may not be fully charged out of the box, it is recommended to plug the doorbell into the mains using the pre-installed power cable and power supply during set-up. The main button will light up white during charging.

The power cable comes pre-installed to easy set-up out of the box. You can keep this connected and keep the doorbell powered from the mains or you can remove it for full wire free use and charge the doorbell every 4-6 months depending on use. To remove the power cable unscrew the rear cover and disconnect from the doorbell.

Alternatively, you can also charge the unit using the Micro-USB cable and connect this to the charger port at the bottom of the doorbell when required.

Doorbell setup

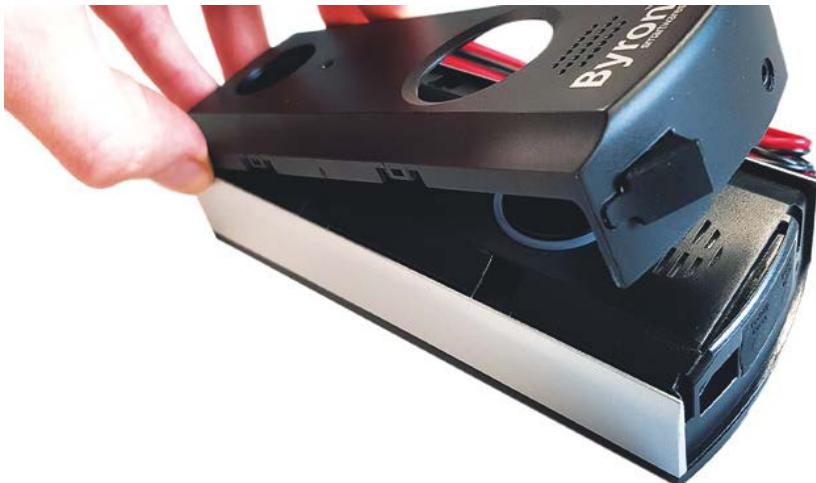
1. Remove the wall fixing base by using the supplied screwdriver to loosen the security screw at the base of the doorbell then slide the base plate down and off the doorbell.



2. Pull the charger port cover open.



3. Pull the front cover off the doorbell by pulling the bottom first. You can use a blunt tool to help you with this. This will reveal the power and re-set buttons at the bottom of the doorbell.



4. At the bottom, press the right hand power button for 2 seconds to turn on the device. The main button will start to flash blue and white.



5. Open the MicroSD card cover to reveal the MicroSD card slot.



Smartwares View App Set-up (iOS)

- Download the Smartwares View App and install it.

You must allow notifications to receive Alerts on your device!

- Open the Smartwares View App and touch the plus icon on the screen to begin set-up. 
- Type a name for your doorbell under system name.
- Click the QR code under DID and click “Allow” to open the camera on your phone.
- Point the camera at the QR code label on the back of the doorbell to scan it. This will automatically fill the ‘DID’ field.

System Name:

DID:

 | 

Security Code:

- Now enter the default Security code **123456** and click ‘OK’.



12. On Wi-Fi setup click **SET-UP**.



13. Ensure your doorbell is still flashing blue and white and then click "**Next**". If it is not flashing blue and white, then press the power button twice to turn it back on.
14. Go to your phone Wi-Fi settings and select your required network from the list, then return to the app to enter the password for the network.

Two stacked input fields. The top field is labeled 'Wi-Fi network' and has a magnifying glass icon on its right. The bottom field is labeled 'Password' and has an eye icon on its right.

If your phone only has one Wi-Fi network stored then this will already be shown. Enter the password for the network.

15. Click "**Next**" in the app until you are prompted to connect to the **RVDP Wi-Fi**. Go to your phone Wi-Fi settings and select the **RVDP-xxxx** network from the list, then enter the password **12345678**.

Default Code: 123456

Two stacked input fields. The top field contains the text '123456' and has an eye icon on its right. The bottom field is labeled 'Confirm Again' and has an eye icon on its right.

16. Return to the Smartwares View app and click "**Next**". Allow a few minutes for the phone to complete the set-up.
17. Once connected, the doorbell will ring.

Smartwares View App Set-up (Android)

6. Download the Smartwares View App and install it.
7. Open the Smartwares View App and touch the plus icon on the screen to begin set-up.
8. Type a name for your doorbell under system name.
9. Click the “Scan DID Label” and allow the app access to your camera on your phone.
10. Point the camera at the barcode label on the back of the doorbell to scan it. This will automatically fill the ‘DID’ field.



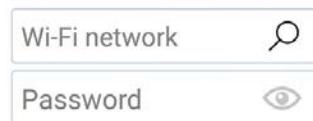
11. Now enter the default Security code **123456** and click ‘Save’.



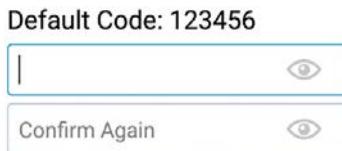
12. On Wi-Fi set-up click **SET-UP**.



13. You will be prompted to turn off your mobile data. This is to force the device to connect to the Wi-Fi of the doorbell. **You can turn this back on after set-up.** Return to the app and click “Start”, your device will connect to the doorbell.
14. Click the magnifying glass in the wireless network box to search for nearby Wi-Fi networks.



15. Click the network you want to connect the doorbell to and type the network password.



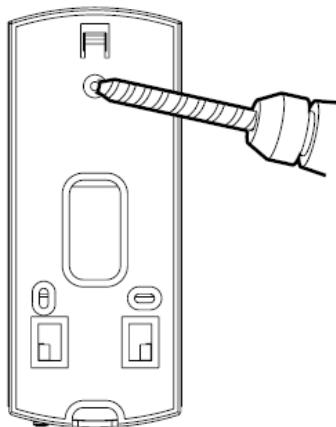
16. Once connected, the doorbell will ring.
17. Click “Ok” and you will be prompted to change the default password. Choose something memorable and secure.

Testing

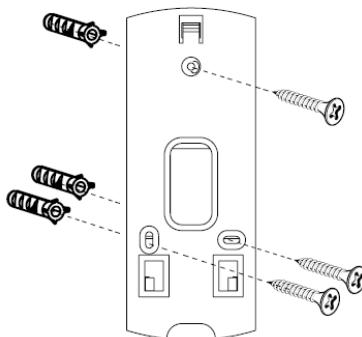
18. Replace the front cover and charger port cover.
19. Exit the App using the back/home button on your phone/tablet.
20. Press the main button on the front of the doorbell to test.
21. Your phone will ring and the item is set-up.
22. The main button will flash white when connected and will stop flashing after a short time. To end the call, press the back/home button on your phone/tablet

Wall mounting

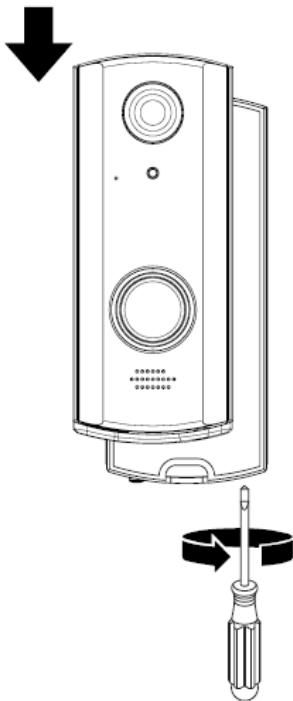
1. Now the doorbell is working, test it in your ideal location making sure you are happy with the view from the camera.
2. Using the wall fixing base as a template, mark and drill 3x holes using a 6mm drill bit.



3. Secure the wall fixing base to the wall using the wall plugs and screws provided.



4. If using the power cable, drill a hole to allow the power cable to go through the wall.
5. Feed the cable through the backplate and wall.
6. Put the doorbell onto the backplate and slide down into position, then secure the security screw.



Included in the box is a power cable that can be used to connect bell to a power supply as an alternative for continuous battery mode. Connect the power cable to the power connection terminals on the rear of the doorbell and using the cable connectors supplied connect this to your power supply **MAX AC: 9V – 36V / DC: 12V- 30V**.

Wired Connections

C2-C1 = 0v door/ gate contact controlled via the app using lock 2.

Any door lock / motor used here will require its own power supply. **AC/DC:12~30V Max. 2A.**

B2-B1 = Connection to wired doorbell system, allows a wired doorbell to be activated when the main button is pressed. **02-01** = 12V door / gate contact with 12V 1A output.

Controlled via the app using lock 1 suitable for use with a door lock that requires additional voltage to operate. This mode can only be used when the Wi-Fi doorbell is powered by an adaptor onto the power connection terminals.

Smartwares View app overview

Note: The screenshots in this manual may look slightly different from the app you are using. This is because there are different versions of the app for iOS and Android, and because the app is updated regularly.

Start screen

The start screen offers you an overview of your Smartwares Wi-fi video doorbell and other compatible Smartwares cameras you may have installed. From this screen you have access to different functions:



- List of all registered cameras. You can quickly access your camera of choice in the list, even when multiple cameras are registered, by scrolling the list up or down.
- Tap the screenshot to enter a live view of your camera.
- The connection status (connected or disconnected) is indicated for each camera in the list.



Add a Wi-Fi video doorbell (or other compatible Smartwares camera).



Settings: View your video doorbell information, access advanced settings, remove a video doorbell or camera from the app and view your recordings from the event list.



Refresh : Refresh the connections of all the cameras in the list.



Information : Access camera/app firmware version information, manage your cloud settings, and set up a PIN lock for the app.

Adding a video doorbell

Tap  to add a video doorbell or other compatible Smartwares camera.

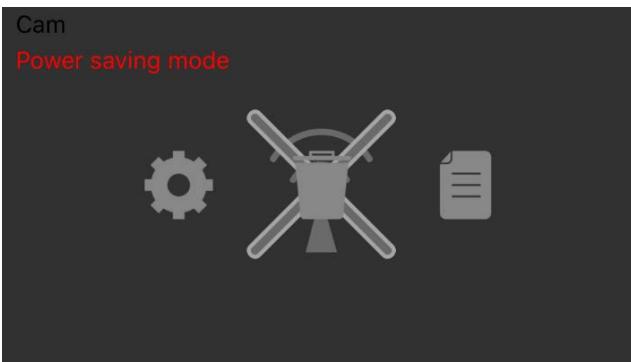
Advanced Settings

Tap . The additional setup selection icons will appear. Now tap  to access the advanced settings. Tap  again to exit.

Note:

If the device is in power saving mode, you will not be able to access the advanced settings.

Wake the device first by going to live view mode. Now you will be able to access the advanced settings menu.



Device settings: Change the device name, reset the Wi-Fi settings and access the advanced settings section.



Delete the device : Remove the device from your app.

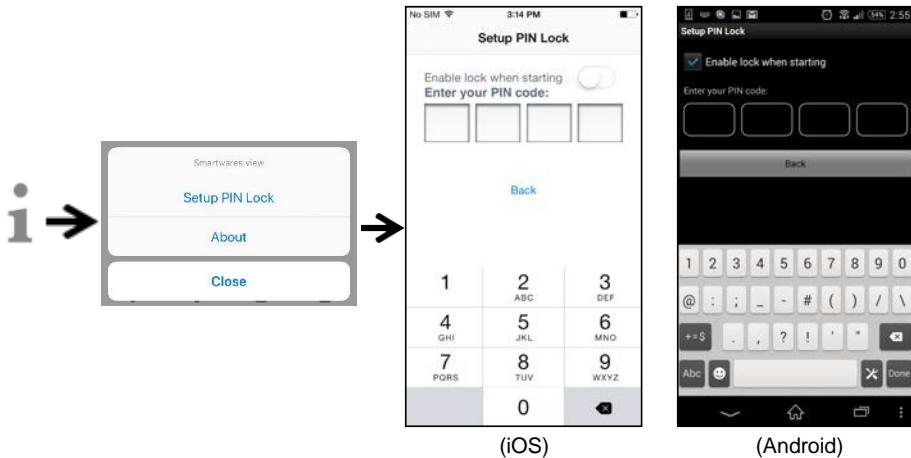


Event list: View and play back the list of events for the selected video doorbell or compatible Smartwares camera.

Setup PIN Lock

If you choose to enable the PIN lock function, you are required to enter the PIN code every time when launching the app.

1. Select "Enable lock when starting" and enter your PIN code.
2. Confirm the PIN code entered.



Note:

If you forget the PIN code, please delete and reinstall the app.

Notifications

For iOS

If you want to enable/disable notifications, please follow the steps below:

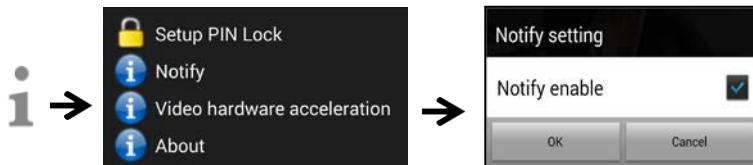
1. Launch Settings from your Home screen.
2. Tap "Notifications".
3. Scroll down to find the Smartwares View app and tap on it.
4. Adjust the notification settings, such as On/Off, Sounds, banners, etc.

Note:

It takes time for the changes to take effect in iOS.

For Android

If you want to enable/disable notifications, please follow the steps below.



Note:

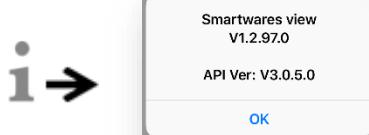
The internet connection and wireless network speed may influence the performance of the push notification service.

Video hardware acceleration

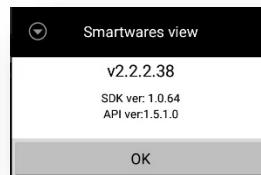
Turn video hardware acceleration on for faster performance. Please turn this off if you experience any graphical glitches.

About app/API version info

Tap "about" to check the app version.

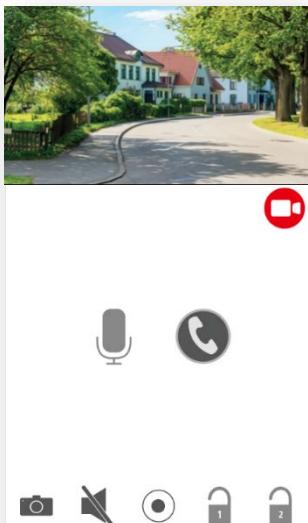


(iOS)

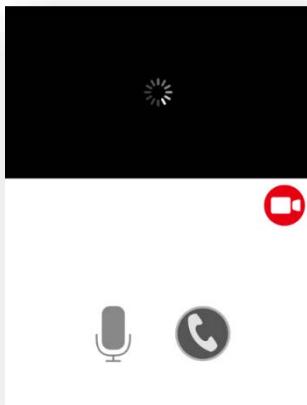


(Android)

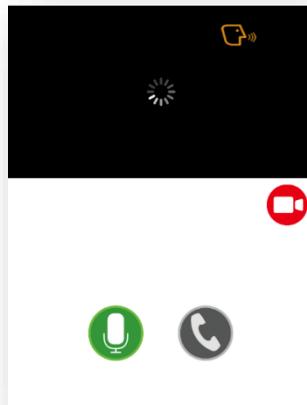
Live view page



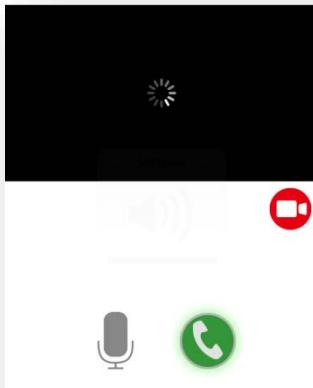
	Microphone on/off	Tap once to speak with a visitor, tap again to mute.
	Phone mode	Tap once to switch from hands-free talking mode to phone mode, tap again to switch back to hands-free mode. In phone mode, you can hold your phone up to your ear when talking to a visitor.
	Snapshot	Tap to take a snapshot. Snapshots are saved to your mobile device.
	Mute	Tap once to mute the audio coming from the door unit. Tap again to resume.
	Record	Tap to start a recording. The recorded files are stored in the MicroSD card inside the door unit.
	Start/Stop live video	When internet connection speed is low, it can cause delays in communication with the visitor, Tap this icon once to stop the video transmission to free up more bandwidth for audio.
	Door unlock Trigger	Tap this icon once and enter the admin password to remotely open the door for a visitor (Smartwares DB5005 or DB5005L required).
	Gate unlock Trigger	Tap the icon once and enter the admin password to remotely open the gate (Smartwares DB5005 or DB5005L required).



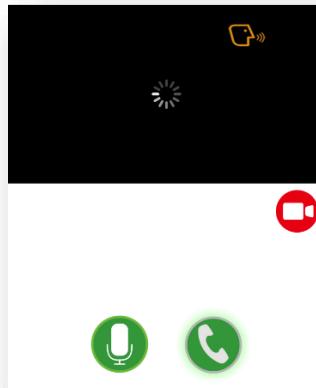
Hands-free Mode



*Hands-free mode
with two-way talk*



*Phone mode with
one-way audio*



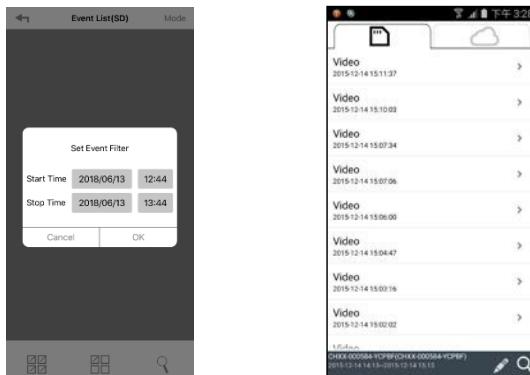
Phone mode with two-way talk

Event video playback

The recorded video is automatically saved to the memory card. You can access the files for playback.

Tap  on the main page.

Tap  and the date/time filter will appear. You can define the period to display all available recorded files for playback.



All available events will be stored on the MicroSD card. The number of available events will depend on the memory card storage capacity. Files stored in the MicroSD card will be transferred to the cloud if (A) you have activated the cloud storage service (Google Drive or Dropbox) and (B) sufficient cloud storage space is available. Files will not be transferred to the cloud if the maximum cloud storage has been reached. To free up more space for the cloud storage please manually delete the files.

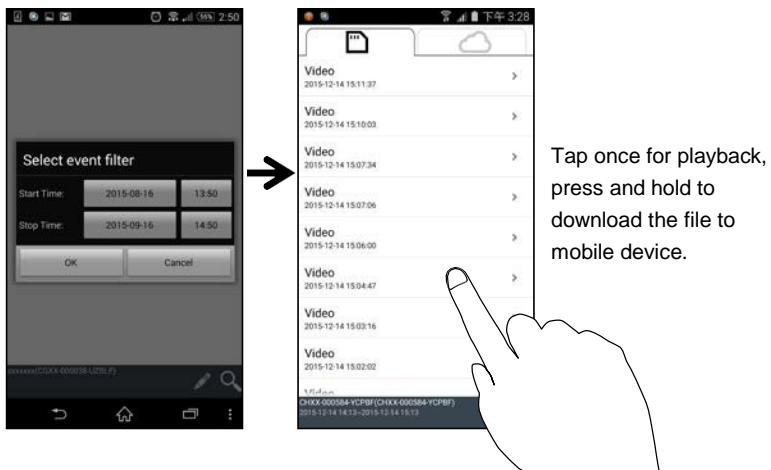
When you have reached maximum storage capacity the camera will begin to overwrite by removing the oldest event(s). Please backup the files periodically if necessary.



The cloud storage event list displays all available events stored on the cloud side. The number of available events will depend on the cloud storage capacity. To expand the cloud storage capacity please contact Google Drive or Dropbox directly.

Once reaching maximum storage capacity, either Google Drive or Dropbox will remove any of the files stored within the account.

For playback, select the file from either the local or the cloud event section. During the playback you can tap the pause button to pause/resume the playback. The local network conditions may cause improper video playback, resulting in a black screen. If this happens please leave the playback mode and try again later when the internet conditions have improved. We strongly suggest using a good Wi-Fi connection for better performance playback.



The app layout may vary depending on the display panel size of your smart-device. Please check the release notes in the App Store/Google Play for more details.

Download

If you want to keep a particular event file on you mobile device, tap and hold the event file and a pop-up will appear, indicating the progress of your download.

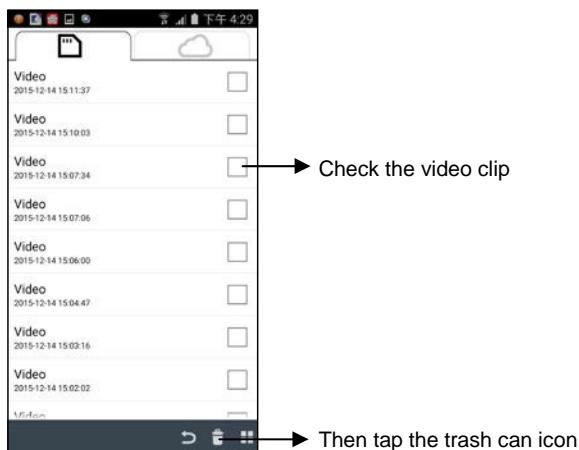


Note:

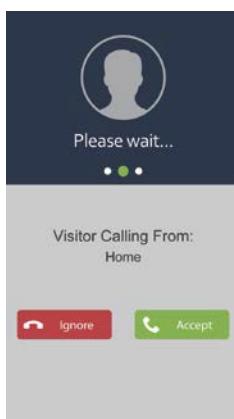
While a user is downloading the event file, the camera's recording and live-view function will not be available for other users.

Delete

Select the file(s) and tap the delete icon. It's possible to delete multiple files at once.



Answering a call



A pop-up like you see on the left will appear on your mobile device when a visitor presses the doorbell button on your video doorbell.

- Tap "Ignore" to ignore the call.
- Tap "Accept" to answer the call.

Advanced settings

This chapter explains the advanced settings for the administrator. The administrator is the one who owns the administration password and has full control over the Wi-Fi video doorbell. The administrator can access all functions and settings, while normal users can only receive the surveillance images for live view, capture video recordings and cannot manage the camera settings.

Admin Password	The security code required to edit the advanced settings
Device Security Code	Setup/change the password for remote access
Time Setup	Update the time of your device
Firmware Update	Update the firmware of your device
Notify Enable	Activate/deactivate push notifications for the device
Cloud Setting	Manage your cloud settings
SD Card Overwrite	Activate/deactivate the data storage overwrite function for the device
Record Mode	Choose between photo or video
Video Framerate	Setup the number of frames per second for the video recording
Video Resolution	Select either HD or VGA resolution
Video Brightness	Adjust the brightness level
Record Cycle Time	Setup the length of the video recording when device detects motion
Environment mode	Choose between 50 or 60 Hz
Device remote access	Allow remote access of your device
Power Saving Time	Adjust the period of time before the device goes into power saving mode
Ringtone	Select the doorbell melody
Volume	Select the doorbell melody and volume
Relay Trigger Duration	Setup the length of time for the trigger
Audio Acoustic Cancelling Effect (For Android only)	Acoustic echo canceler
Door Chime Melody	Change the melody of your chime (sold separately)
Device Information	Check the device type and API Kernel version

Admin password

The Admin Password is a specific security code for the administrator to edit the advanced settings. The default admin password is 123456.

This function allows you to change the default admin password into your personal admin password. For the protection of your system configuration, you need to enter the admin password when changing the advanced settings. We strongly suggest that you change the admin password periodically.

Note: If you forget the admin password, press and hold the reset button on the bottom of the device for 5 seconds to restore the device to factory default settings, and configure your device from the start.

Device security code

This section allows you to setup the security code, limiting who can access to the device form a remote location.

The default security code is 123456. Follow the app instructions to revise the security code. For security reasons a strong password is required, with 8 or more characters. At least one uppercase letter, at least one lowercase letter, and at least one number are also required.

Note: If you forget the device security code, press and hold the reset button for 5 seconds to reset the system to factory default settings. You should configure the device from the start again.

Time setup

With this function you can sync the time of your video doorbell to the time of your mobile device.

Wi-Fi setting (Android only)

Adjust your Wi-Fi settings.

Firmware update

This function allows you to trigger an over the air firmware update of your device.

Note: Before you update the firmware, make sure to insert a memory card into the device with enough storage space.

Notify enable

By disabling notifications here all users will not be able to receive push notifications on their mobile device, even if they have push notifications enabled.

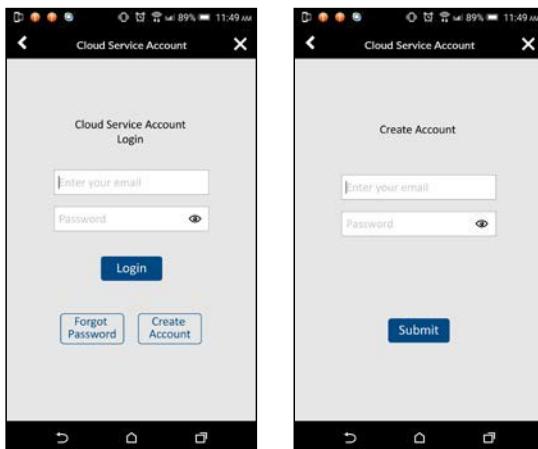
Cloud settings (DIC-232116 only)

In this section you can manage cloud storage of your footage.

Creating a cloud storage account

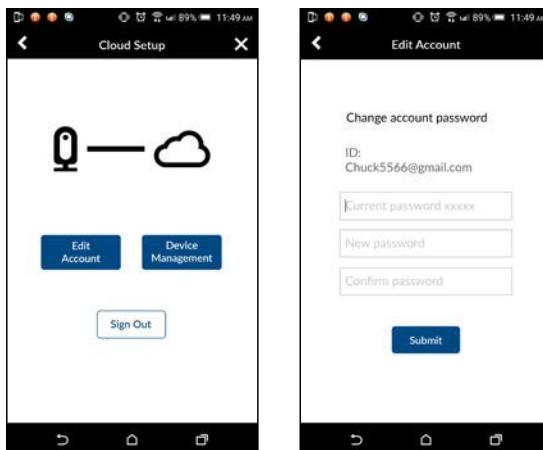
If you choose not to create a cloud account at when you first set up the device, you can do it at later moment. The app automatically detects the fact that cloud storage isn't available and directs you to the in-app wizard. Follow the in-app instructions to configure your private cloud, using your personal Google Drive or Dropbox account as storage.

The cloud account is different than your Google Drive/Dropbox account, and is for management of single or multiple devices, and is connected with either Google Drive or Dropbox.



Edit Account

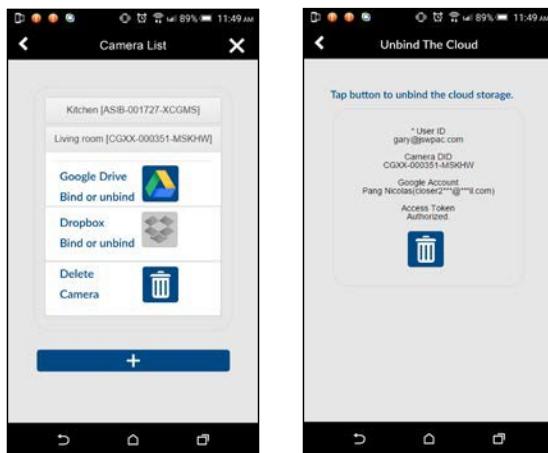
Enter here to modify your cloud account password.



Device Management

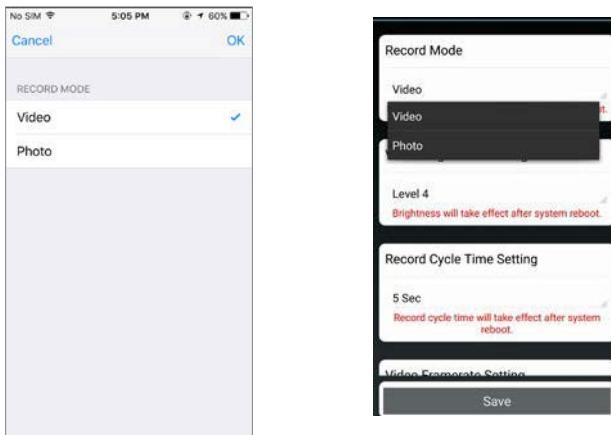
Enter here to see all devices registered under the cloud account. You can disconnect the selected device with an existing Google Drive or Dropbox account and then bundle the device to new Google Drive or Dropbox account.

You can also remove the camera from the cloud account to stop using Google Drive or Dropbox as cloud storage. The video files will then be recorded to the memory card.



SD card overwrite

This function will overwrite the old files when the MicroSD card is full. Turning on this function will enable the system to start overwriting oldest files when the available memory card capacity is not sufficient. This ensures the most recent video recordings can be saved so that you won't miss any important footage.



Record mode

Choose if the device takes a snapshot or records a video when motion is detected.

Video framerate

This section allows you to set the frame rate of the recorded video. A higher frame rate will result in a larger video file, but will provide smoother quality for playback .



iOS



Android

Video resolution

This section allows you to change the resolution of recorded video. There are two options you can select, VGA or HD. To get better quality you should select HD video. It will however consume more storage space, cause longer upload times, and higher power consumption.



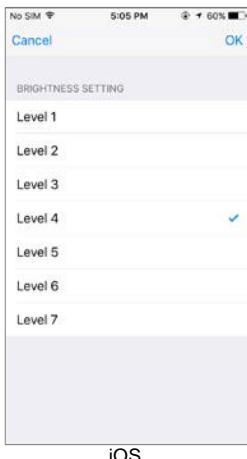
iOS



Android

Video Brightness

This setting allows you adjust the brightness level of the recorded video for the best results, with level 1 being the darkest and level 7 being the brightness.



iOS



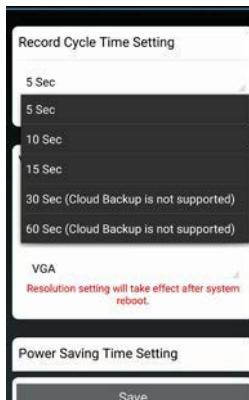
Android

Record cycle time

This section allows you setup the length of time for video recording. The longer length of video record will consume more battery power and take longer to upload to the cloud, which also consume additional battery power. Please notice both 30 and 60 seconds are not supported to backup to cloud service.



iOS



Android

Environment mode

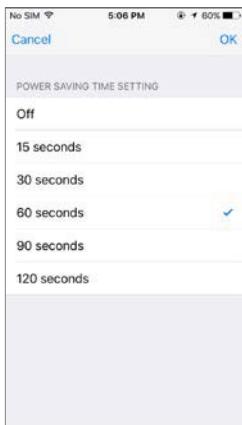
Choose between 50 or 60 Hz, depending on your region. If you are in Europe, you should select 50Hz.

Device remote access

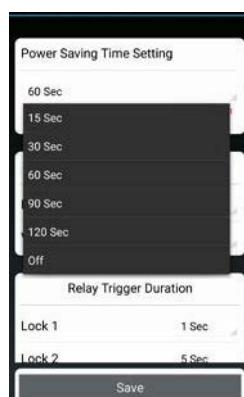
Allow remote access to the device. Turn this off to save battery. When this is turned off, you won't be able to turn on live view remotely.

Power saving time

Select the length of time for the device to stay awake after a trigger. This is useful only when the device is battery powered, because selecting a shorter period of time can preserve more battery power. By selecting a longer period you will have more time to establish a connection with the app while you are away.



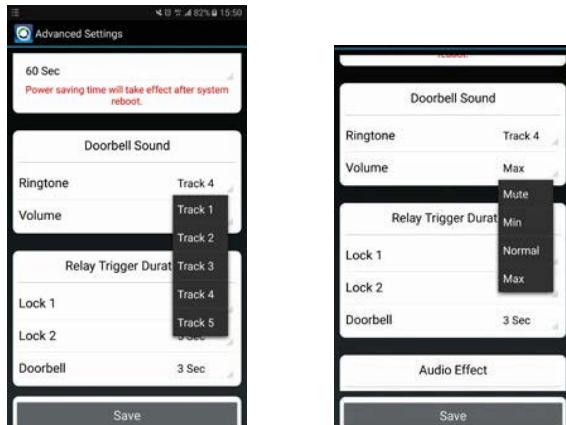
iOS



Android

Ringtone

This section allows you to select a melody for your video doorbell. There are five different melodies you can select.

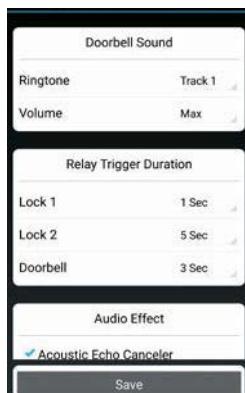


Volume

You can adjust the volume from completely muted to maximum volume.

Relay trigger duration

In this section you can set the trigger time for your door, gate or doorbell to 1, 3 or 5 seconds respectively.



Door chime melody

Choose a melody for your paired chime (sold separately).

Audio effect (Android only)

If you have issues with echoes when using two-way audio, enable the acoustic echo canceler function.



Pairing with a Smartwares chime

You can pair your video doorbell with a separate chime. This way you get notified in your home if anyone presses your doorbell, even when you are away from your phone. We recommend the Byron BY501, 504 and 601.

- Put your chime in pairing mode by pressing and holding the correct button (please check the manual for your chime), until the chime beeps.
- Now press the doorbell button on the video doorbell. If the pairing is successful, your chime will ring.

Factory reset

Press and hold the reset button on the bottom of the device for 5 seconds to reset the system to factory default settings. You should configure the device from the start again.

Trouble shooting

IF	SOLUTION
You are not able to connect the video doorbell to your Wi-Fi network	<ul style="list-style-type: none">Please put the device in close proximity to the Wi-Fi router.The device only supports 2.4GHz, it does NOT support a 5GHz network. Please make sure that the Wi-Fi network is on a 2.4G frequency.If you are using Android 8 (Oreo), turn off mobile data before setup, turn it on again when you're done.
You need more instructions on how to install you Wi-Fi video doorbell	<ul style="list-style-type: none">Please check our installation videos on YouTube. Search for the item number DIC-23216
You want to change the language in the Smartwares View app	<ul style="list-style-type: none">Please change the language of your mobile device. The language in the app is the same language you have chosen in your device settings. If your language is not available, the app will be in English
The battery life is shorter than expected:	<ul style="list-style-type: none">Disable live view optionLimit the times of using live view or the length of watching live view.Connect the item to a transformer.
The image is flickering during a call	<ul style="list-style-type: none">Improve your Wi-Fi reception by adding a Wi-Fi extenderSet the video resolution to VGA
I do not have any cloud storage even though I have connected my video doorbell to DropBox or google drive	A MicroSD card is required to temporarily store recordings before uploading them to your cloud storage. <ul style="list-style-type: none">Make sure a MicroSD card is inserted.
it takes longer than expected to accomplish live view	When the doorbell is in power saving mode it takes a short while to wake-up and switch to live view. This process can take longer with a weak Wi-Fi connection. <ul style="list-style-type: none">Improve your Wi-Fi reception by adding a Wi-Fi extenderConnect the item to a transformer.

Storage media management

MicroSD card capacity (Class 10)	Max. video Resolution	Recording time
8GB	720p@30fps	10 hrs. / max.3000 events
16GB	720p@30fps	20 hrs. / max.3000 events
32GB	720p@30fps	40 hrs. / max.3000 events

Product specification

Wireless Network	Wi-Fi 802.11b/g/n
Transmission Frequency	2.4GHz
Transmission Range	Up to 150 Meters
Image Sensor	720P
Remote Live-view	24/7 app remote view, even when battery operated (can be turned off for power saving)
Two-Way Audio	Yes
One-Way Video	Yes
Push Notification	Yes / iOS and Android
Event List	Yes / Snapshot and Video
Remote Event Playback	24/7 remote event playback, even when battery operated
Night Vision	Supported
View Angle	H:140°/ V75°
Audio Input/output	Speaker & Microphone
Video Resolution	720P/VGA
Video FPS	Up To 25FPS
Data Storage	MicroSD Card up to 32GB with Max 3000 events
IP Rating	IP55
Electronic Door Unlock Trigger X1	Support 3rd Party Wired Door Lock
Electronic Gate Open Trigger X1	Support 3rd Party Motorized Gate
Electronic Doorbell Trigger X1	Yes
Power Source	AC:9V~36V/DC:12~30V Direct Power Input*, 5000mAH Rechargeable battery
Operating Temperature	-22°F/-10°C ~ 122°F/50°C
Dimensions (H x W x D)	160 x 66 x 47 mm

*For remote door unlock function with 12V/1A current output trigger, the direct input power must be higher or equal to AC or DC 15V/1.5A.