DOORCAM

THE SMART WAY TO ANSWER YOUR DOOR

USER MANUAL

ERA

IMPORTANT

PLEASE READ THIS MANUAL CAREFULLY BEFORE OPERATING THE SYSTEM AND RETAIN FOR FUTURE REFERENCE.

All devices, with the exception of the External Siren are suitable for mounting in dry interior locations only.

Any repairs must be carried out by an Authorised Repair Centre. Misuse or attempted repairs to a component part of the product will invalidate the warranty. The photocopying, copying, reproduction, translation to any language, modification, storage in a retrieval system or retransmission, in whole or in part, in any form or by any means, electronic, mechanical or otherwise of this manual, is strictly prohibited without the prior written permission of ERA Home Security.

Disposal and Recycling
Disposal of this product is covered by the Waste Electrical or Electronic Equipment (WEEE) Directive. It should not be disposed of with other household or commercial waste.

At the end of the product's useful life, the packaging and product should be disposed of via a suitable recycling centre. Please contact your local authority or the retailer from where the product was purchased for information on available facilities.

Declaration of Performance
This equipment complies with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive, 1999/5/EC.

Additional Accessories
This system can easily be extended at any time with the range of ERA Wireless Alarm Accessories, for details visit www.eraeverywhere.com or call our Customer Support team on 0345 257 2500 (local call rate).

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DoorCam Installation

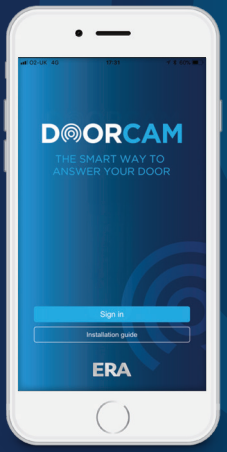
Before you continue with the following procedure, you must have already installed your DoorCam. If not, please refer to the DoorCam Installation & Operating Manual to install your DoorCam.

1. SETUP

Setup Procedure:

Step 1: Download the DoorCam App. (**Section 1.1**)
Step 2: Create an Account (**Section 1.2**)
Step 3: DoorCam Setup (**Section 1.3**)

1.1. Download DoorCam App



Download the App from
App Store or Google Play
by searching the keywords:
"ERA DOORCAM".

ERA DOORCAM

Download on the App Store

ANDROID APP ON Google Play

1.2. Create an Account

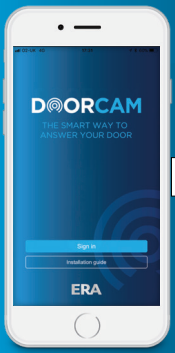
1.

With the Smartphone connected to internet via the home WiFi router, tap the '**DoorCam**' icon to open the App.

2.

Please read the '**End User License Agreement**' ('**Terms of Service**'). Tap '**Accept if you agree with these terms**'.

3. Select '**Sign In**' and '**Create Account**'

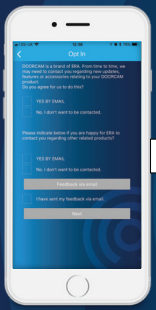


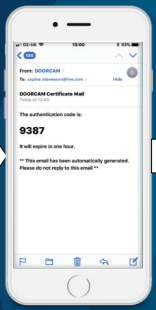
4.

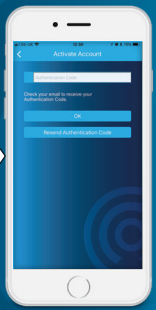
Enter a name, valid email address and password for the account, then tap '**Create Account**'.

This will be the password for the DoorCam App. Later, you will create a different password for the DoorCam.

5.





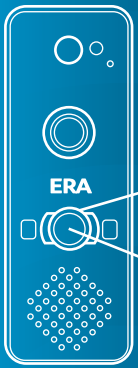


After the account is created, you will receive the verification email

6.

Your account and password will appear automatically; tap '**Log In**'.

1.3. DoorCam Setup



Make sure that the DoorCam is in Discovery Mode; this means that the LED indicator should flash red and green, press the call button for ten to fifteen seconds to enter Discovery Mode.

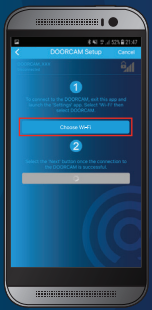
1.

After logging in, tap '**Add your new DoorCam**' to enter the DoorCam Setup page.

iOS

Press '**Home**' key to return to the home screen of iOS phone, then select '**Settings**' and Wi-Fi.

Android

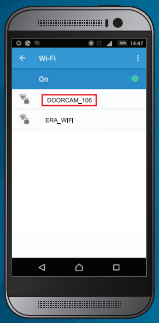


Tap '**Choose WiFi**'. The App will go to WiFi setup page

2. Select DoorCam from SSID list. The Doorbell Camera SSID is '**DOORCAM_XXX**' where XXX is the last 3 digits of the MAC address

iOS

Android

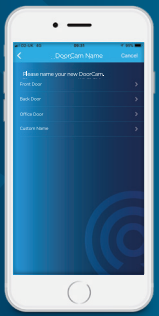


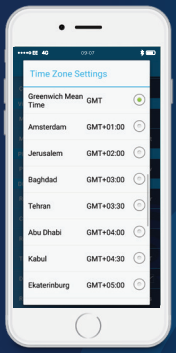
3. After it is connected, return to the DoorCam App.

Android: Tap the [◁] to return to DoorCam App.

iOS: Tap the iPhone home button to return to the home screen then tap the DoorCam App.

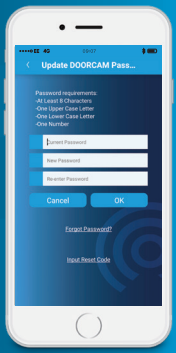
4. Tap '**Next**' then select from the suggested list or create name for your DoorCam





5. Set the Time Zone. If you live in the region that observes Daylight Saving Time (DST) make sure you tick the box.

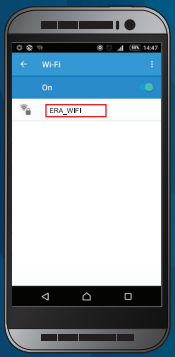
6. Create a new password for your DoorCam. This password will be required for some DoorCam related operations (e.g. add/remove user account).



MAKE SURE TO KEEP A NOTE OF YOUR PASSWORD

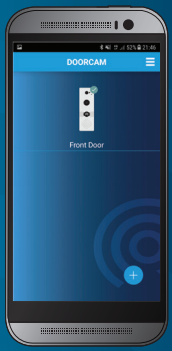
iOS

Android



7. This step connects DoorCam to home WiFi router connection. Choose the home WiFi router SSID from the list, and enter the password. If the home WiFi router SSID doesn't show in the list, please swipe down on the screen to refresh the SSID list.

8. iOS Android



Finally, connect your smartphone to the home WiFi router to finish the setup.

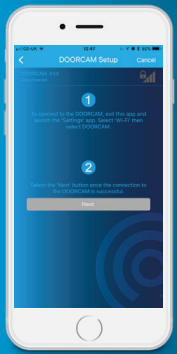
Android User: Choose home WiFi router from SSID list again, and the tap [⮌] to return to the App.

Apple User: It will auto-connect to home WiFi router. If not, please go to '**Settings**' then '**Wi-Fi**' to choose the home WiFi router then return to the App.

Your smartphone may take a few seconds to complete the registration. Once registration is successful, the DoorCam icon will display with a green tick on the screen.

1.4. Troubleshooting

iOS Android

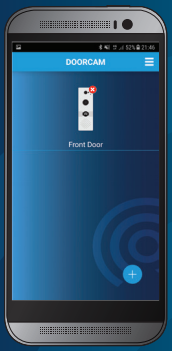


Q: the '**Next**' button is not activated after I connected my smartphone to the DoorCam during setup.

A: 1. Go back to the WiFi settings page to make sure it is connected to the '**DOORCAM_XXX**'.
2. If you have 3G/4G network connection, please turn it off and try again.

iOS User

Android



Q: After finishing the setup, the LED indicator flashes red on the DoorCam. The Doorcam icon also has a red circle with an X on it.

A: When the LED indicator flashes red slowly, it means that the DoorCam is not connected to the network. It usually happens when a wrong password is entered which causes connection failure. Please follow these steps to reconnect the DoorCam to your home network.

Step 1: Tap [☰] (menu) at the upper right corner, then select '**System Settings**', then '**DoorCam Settings**' (you need to wait for connection time out). Select '**Device Settings**' and '**Remove DoorCam**'.
Step 2: Press the call button for ten to fifteen seconds to enter Discovery Mode (the call button indicator should flash red and green).
Step 3: Tap '**Add your new Door Camera'** and then follow steps to the final setup.

2. OPERATION

2.1 DoorCam Home Page

The picture below shows the DoorCam home page. The indicator in the top right corner of the DoorCam icon shows the DoorCam status - whether it is connected to the cloud server or not.

a) The top right of home screen shows the menu icon [☰] that is used to access options from the App and DoorCam.

b) Tap the Door Camera icon [ ] to show the DoorCam function menu, see live view or check the Call/Motion logs.

c) Use this icon [⊕] to add one more DoorCam to the DoorCam App. The DoorCam App supports up to two DoorCam's.

2.2. DoorCam Camera Setup

Doorbell Status

Connected

Disconnected

a) Menu

b) Doorbell functions

c) Add second DoorCam Device

A green tick mark indicates the doorbell is connected.

A yellow circle shows the number of missed calls. After you check the logs (click the doorbell icon then 'Recorded Events') the yellow circle will disappear.

A red X indicates the DoorCam is disconnected from the network.

A black question mark indicates an account mismatch. Your account might have been removed by the administrator. You need to re-establish connection with the DoorCam if you want to use it again.

2.3. Answering a Call

Once a video call is initiated by a visitor and the video connection is established, the DoorCam will take one picture automatically. Tap 'Answer' to speak with your visitor.

Function Keys

Function Icon	Action	Function
	Snapshot	Take a snapshot of the view.
	Video	Start/End recording the video (automatically saved to phone)
	Speaker	To switch to Handset mode, tap the icon once
	Handset	To switch to Speaker mode, tap the icon once
	Mute	Mute/Unmute voice transfer from Smartphone to DoorCam

2.4. DoorCam Functions

Tap DoorCam icon to enter the DoorCam function menu.

1) Live View

The Live View function provides you with on-demand monitoring of your front door. When the Live View is activated, the microphone is set on mute by default. You can see a live image and hear the voice through the DoorCam. You can also un-mute to talk to the visitor.

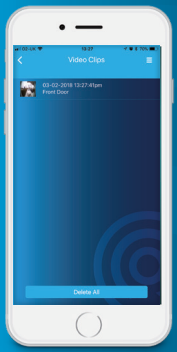
2) Recorded Events

The Recorded Events show the call and motion event information. You can also view the short video clip that was triggered by the motion detection or call button pressed and uploaded to the cloud server.

3) Chime Do Not Disturb

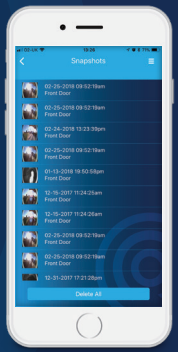
This function allows you to configure the WiFi Chimes to not generate audio or visual indication of the DoorCam being pressed from 15 minutes up to 8 hours. This function can also be configured to be Always off or Always on.

When the motion or PIR detection is triggered, the detection events will be listed in Motion Logs.



4. Video Clips

When you tap the [ ] button during the visitor call-in or when the Live View screen is activated, the DoorCam will take a video clip that will be stored in your smartphone. The manually taken video clips will also be listed on this page.



5. Snapshots

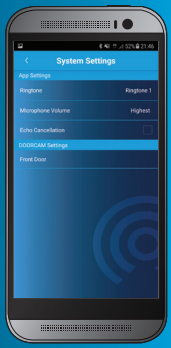
When you tap the [ ] button during a visitor call or when the live view screen is activated, the pictures will be stored in your smartphone. The manually taken snapshots will be listed on this page. Tap the item to view image.

3. MENU

Tap menu icon [☰] to bring up the option list.

- **System Settings** provides the options for the App and DoorCam configuration.
- **Account Management** sets name and password of account and show the other account status.
- **About Devices** displays the hardware and software information.
- **More information** links to erahomesecurity.com with more information.
- **Feedback** sends an email to technical support for issue feedback.
- **Logout** logs the current user out of App.

3.1 System Settings



Ringtones: Select your favourite ringtone from the provided list. Once ringtones is selected, it will play once for your consideration.
Microphone Volume: Sets the volume of smartphone's microphone.
Echo Cancellation (Android only): Some smartphones don't support echo cancellation function. If echo appears during conversation, try to enable the feature to improve any echo issues.

DoorCam Settings: Select and configure the settings of your DoorCam

WiFi Chime

Add WiFi Chime

Please remember that ERA's DoorCam doesn't support 3rd party WiFi Chimes. To pair up your ERA WiFi Chimes, you need to select '**Add WiFi Chime**' and follow the instructions to add your WiFi Chime to the ERA DoorCam.
For details please refer to the WiFi Chime Installation Manual. One DoorCam supports up to 4 WiFi Chimes.

WiFi Chimes (WiFi Chime List)

When the WiFi Chimes are added, you can check the WiFi Chime list on this page

Audio Settings

Use the slider to adjust the speaker volume or microphone gain of DoorCam to ambient noise. Both settings are set at 5 by default.

Video Settings

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

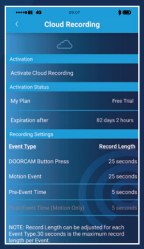
Frame rate: High frame rate guarantees smooth image display.

NOTE: The higher resolution and frame rate would require more bandwidth for image transmission. When the bandwidth is not enough, the DoorCam will automatically reduce the resolution and frame rate to get a more stable image display.

Image Adjustments adjust the image quality related parameters.

Cloud Recording

The first account that registers on the DoorCam will become administrator for the cloud recording feature. Only the administrator can see and configure the cloud recording settings. For current version, the cloud recording free trail will be auto activated when the DoorCam is setup.



Cloud Recording Settings

You can change the DoorCam Button Press, Motion Event, Pre-Event and Post-Event Time. Current maximum record time is 30 seconds.

Pre-Event Time: You can set a pre-event time for DoorCam button press and motion event.

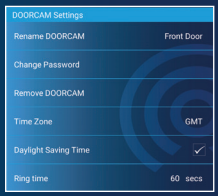
Post Event Time (Motion Only): The post event time is for motion event only. If you want to change the post event time, you need to select 'Motion Event' then 'Motion'.

Motion Detection & PIR (Passive Infrared Sensor) Alert: Once the Motion Detection or PIR is configured your smartphone will receive a notification when something is moving in the front of the DoorCam.

Motion Detection & PIR (Passive Infrared Sensor) Alert: Once the Motion Detection or PIR is configured your smartphone will receive a notification when something is moving in the front of the DoorCam.

PIR Detection: You can setup PIR detection distance or disable it. Set to '**High**' to get longer detection distance.

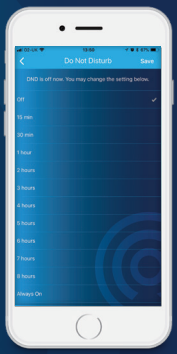
Device Settings



Rename DoorCam changes the name of your DoorCam. Change Password changes the password of the DoorCam. The password is used for security related operation for DoorCam. (e.g. Delete user account, WiFi Discovery Mode)

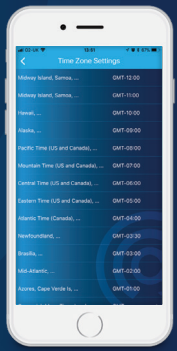
Remove Door Camera: Once you remove DoorCam, you need to re-register with DoorCam if you want to use it again.(If you want to re-register smartphone to DoorCam, please refer to section 4.2 or 4.3.)

MAKE SURE YOU TAKE A NOTE OF YOUR NEW PASSWORD



Do Not Disturb (DND) Silences your Door Chime when DoorCam is pressed. You can assign a DND time limit (15min ~ 2 hours). Once the time limit is expired, the DND will be automatically disabled.

NOTE: If you don't want to receive any notifications from DoorCam on your smartphone, you should log out of the app. Or switch notifications off in the General Settings App under the DoorCam App

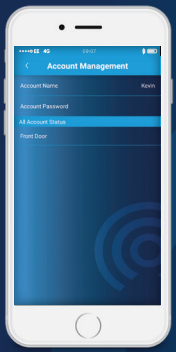


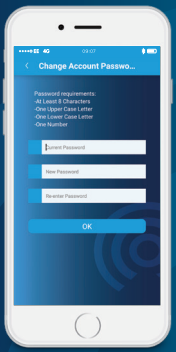
Time Zone: Manually modifies the time zones for DoorCam. The time zone will influence the record time for call, motion detection and PIR logs.

Daylight Saving Time: If Daylight Saving Time (DST) is observed in your area, you should enable this feature.

Ring Time: If you are late to pick up the calls because the ring time is out, you can adjust the ring time. Ring time can be set in the range of 15 to 60 seconds.

3.2. Account Management





Account Name changes user name.

Account Password: You need to follow the requirements on this page to change password.

All Account Status

All accounts are displayed on this page. You can see other users' status (online/offline).

- Icon indicates the account is online.
- Icon indicates the account is offline.

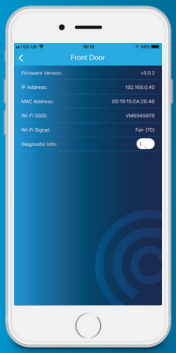
Administrator:
The administrator can remove the other accounts or transfer the admin privilege.

Remove Account: The [🗑] icon to delete the account from your DoorCam. Once the account is removed, the user will not be able to monitor and receive any notifications from this DoorCam.

Admin Privilege Transfer:
The administrator can transfer the admin privilege to another user. Tap the [🔄] icon and select the user.

Add new Account to your DoorCam:
It also allows you to assist other users to add their account to your DoorCam by taping [⊕]. For details please refer to **Section 4.3 Request Access to the DoorCam**

3.3. About Devices



Software Information: DoorCam App version

Hardware Information: Android/iOS device hardware information

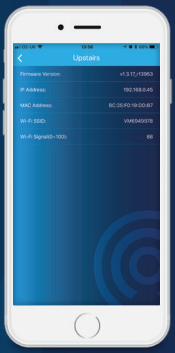
DoorCam shows the DoorCam information.

Software Version: DoorCam software version
IP Address: IP address of DoorCam
MAC Address: MAC address of DoorCam
WiFi SSID: The WiFi AP's SSID which is DoorCam connected.
WiFi Signal: Shows WiFi connection quality, it must be 'Good' or better for reliable WiFi connection

WiFi Chimes:

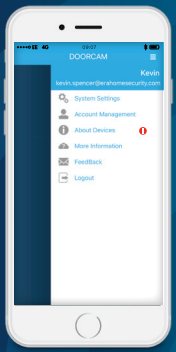
This screen shows the WiFi Chimes information.

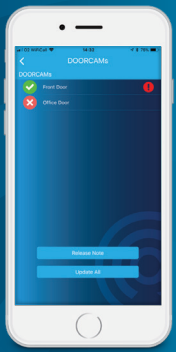
Firmware version: WiFi Chime firmware version
IP Address: IP address of WiFi Chime
MAC Address: MAC address of WiFi Chime
WiFi SSID: The WiFi AP's SSID which is WiFi Chime connected.
WiFi Signal: Shows WiFi connection quality, it must be 'Good' or better for reliable WiFi connection



3.4. Firmware Update

When a red N appears on the Menu icon, it is the indication that a new DoorCam or WiFi Chime firmware is available on the server.





You can update the Door Camera or WiFi Chime firmware by selecting '**Menu**', '**About Devices**' then '**DoorCam/WiFi Chimes**' to upgrade.

Two new buttons '**Release Notes**' and '**Update Firmware**' are also displayed on the DoorCam information page. Tap '**Update Firmware**' button to update your DoorCam or WiFi Chime firmware.

3.5. Terms of Service

Please read the Terms of service, agreeing to these terms of service will enable ERA the use of the DoorCam APP with your DoorCam device.

3.6. More Information

For more information on DoorCam and other products visit erahomesecurity.com

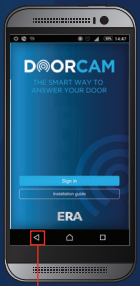
3.7. Feedback

If you have any questions or need support with DoorCam or the App, please contact ERA on support@erahomesecurity.com

3.8. Log Out

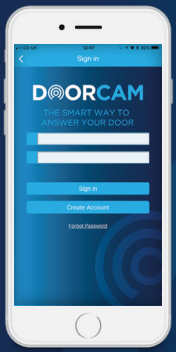
Once logged out of the App, you will not receive any notifications from the DoorCam App. If you still wish to receive notifications, you should leave the App by pressing the **Home** key (iOS) or **Back** key (Android).

Home Key



Back Key

3.9. Log In



After logging out of the app you will need to re-enter your email address and password to gain access to the App features.

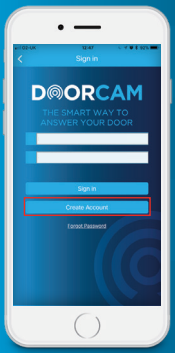
3.10. Forgot Password

If you have forgotten your password, tap on the '**Forgot Password**' link to reset the password via your chosen email.

4. ADD MORE PHONES TO DOORCAM

One DoorCam can support up to four registered smartphones. After you finish your Smartphone registration, your family members can register their smartphones to the DoorCam themselves or with your help.

4.1. Install App and Create Account



1. Install DoorCam App from Google Play or Apple Store.

2. Run the App, create a new account.

3. Log in to the App using a new email and password.

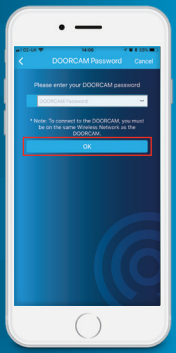
1. If the new member knows the DoorCam password and their smartphone is connected to the same WiFi router as the DoorCam.
Refer to Section 4.2.

2. If the new member doesn't have the DoorCam password, or their smartphone is connected to a different router than the DoorCam, or via 3G/4G network connection.
Refer to Section 4.3.

4.2. By using the DoorCam Password

1. Tap Connect to an existing DoorCam

2. Tap '**By using the DoorCam Password**'

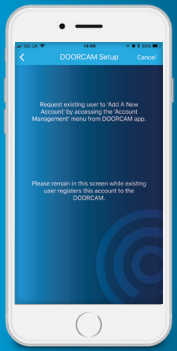


3. Enter DoorCam password and tap '**OK**' to finish setup

4.3. Request Access to the DoorCam

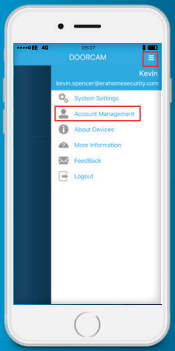
1. Tap '**Connect**' to an existing DoorCam

2. Tap '**Request access to the DoorCam**'

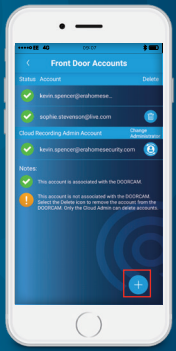


3. Please keep this screen on and ask other family members who know the DoorCam password to add your account. Once they have added your account, your App will auto jump to the main page.

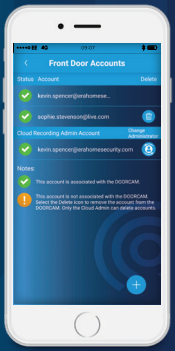
The following procedure has to be performed by the family members who know the DoorCam password.



1. Log in to the DoorCam App, Select '**Menu**' and '**Account Management**'



2. Tap [⊕] icon, then enter the new account and DoorCam password. Tap OK.



3. The message '**Add Account OK**' pops up once the new account is added

Customer Helpline:

0345 257 2500

www.erahomesecurity.com

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West Midlands, WV9 5GB
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