NewooEyes

— The Smart Doorbell —

NewooEyes
User Manual

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1. Overview

This user manual is mainly about the introduction of doorbell device and the "NewooEyes" app. For the device, it will include the overview of physical device, device installation, and device Wi-Fi setup. For the app, it will include user registration and login, device live view, video communication, PIR motion detection, device settings, save video recording to SD Card and other functions. NewooEyes supports IOS and Android devices，and it is a requirement that IOS or Android devices must be connected to the internet.

Chapter 1 overview of the main contents of the NewooEyes smart doorbell user manual.

Chapter 2 gives an overview of the physical appearance and device installation.

Chapter 3 describes how to set up the connection with the device through the NewooEyes APP (including device Wi-Fi setup and device addition).

Chapter 4 is about the use and purchase of cloud storage service.

Chapter 5 is mainly for the introduction of NewooEyes app functionality.

Chapter 6 introduce device firmware upgrade and app version upgrade.

Chapter 7 focus on common operating issues and offering solutions, also list some matters needing attention when using the product.

Chapter 8 mainly introduces the problem of battery usage, as well as the safety notice.

Chapter 9 gives a solution to the problem of after-sales service.

The last, the working principle diagram of the NewooEyes smart doorbell is shown below:
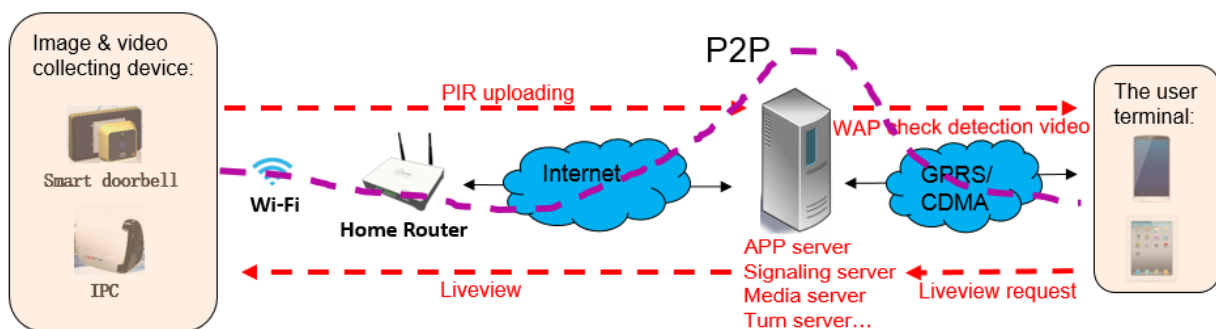
Figure 1-1 working principle diagram

"NewooEyes" is a smart doorbell system with cloud service, which is provides cloud service through the Internet and the various servers between the doorbell device and smartphone/pad. The "NewooEyes" can brings you the convenience, secured and control: such as firstly motion detection, 2-ways audio & video in remote communication, outdoor live view, visitor records review, multiple viewer access, and push notification and so on.

2. Device Introduction

NewooEyes doorbell device consist of two parts: the interior main door module part and the exterior companion door module part. The picture of appearance is as follows:

Figure 2-1 Picture of real products

(1) NewooEyes Interior Main Door Module:
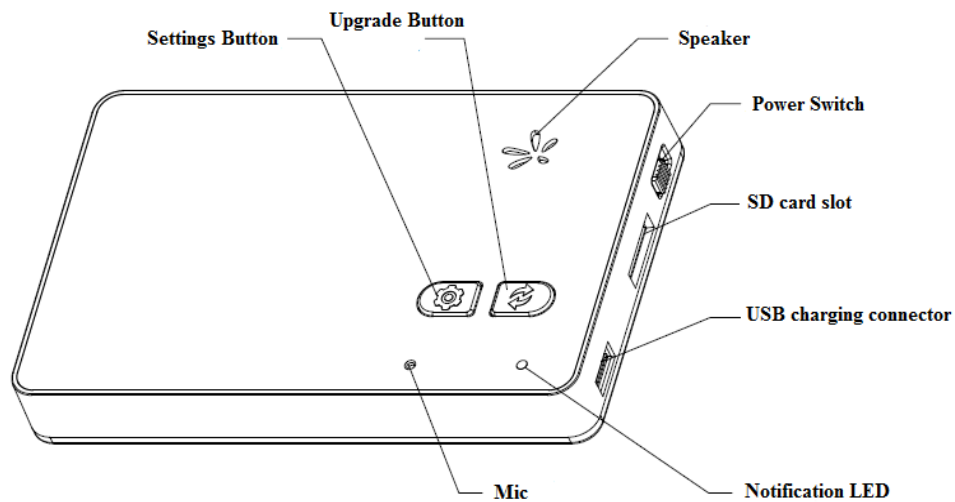
Figure 2-2 Interior main door module

①Settings Button: Used for access device settings mode, long press this button for more than 2 seconds then enter the state of WiFi settings.

②Upgrade Button: When device has been connected to the WiFi, pressing this button enable device to upgrade automatically.

③Notification LED: The device status is indicated by the different color light or blinking speed and the explanation of Notification LED status is on Interior main door module.

④Power Switch: Slide to open or close device.

⑤SD card slot: When Internet is not connected, the video recording can be stored on the SD card which is inserted.

⑥USB charging connector: Connect data cable for charging device.

⑦Microphone, Speaker: Used for receive WiFi settings audio and play doorbell ring.

(2) NewooEyes Exterior Companion Door Module
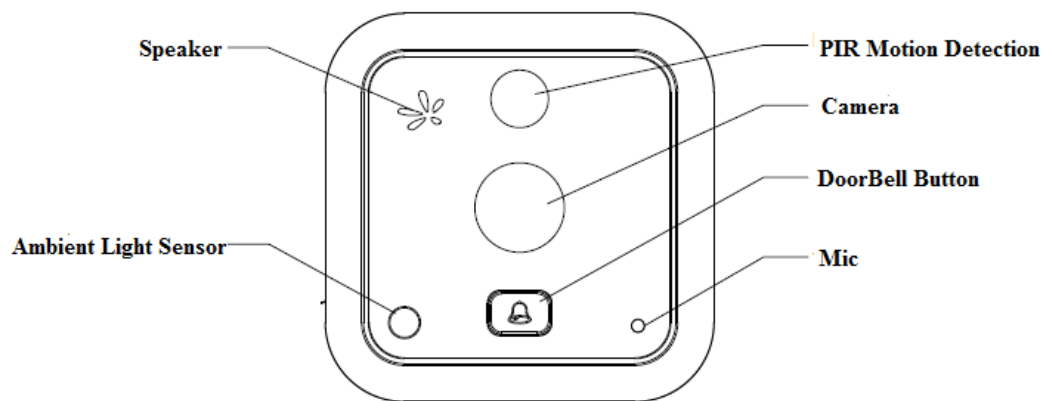
Figure 2-3 Exterior companion door module

①PIR Motion Detection: When motion is detected in front of the door, this black circular button will immediate detect and start to record video automatically.

②Camera: Monitor the situation outside the door and record video.

③Door Bell Button: When pressed, interior main door module will sound together with the exterior companion door module.

④Light sensor detection: Device will automatically detect exterior ambient lighting condition and change to day or night mode according to the reality of light intensity when live view, video recording or video conferencing.

⑤Microphone, Speaker: Used for speak with guest after answering.

(3) Specs:

1	Name	NewooEyes
2	Dimensions:	112*70*20mm(indoor) 60*60*22(outdoor)
3	Weight	300g
4	Color:	Gold
5	Power:	3000mAh
6	Standby time:	Up to 6 months
7	Extended storage:	Micro SD, maximum 32G
8	Viewing Angle:	120°
9	CMOS sensor:	OV9712
10	WLAN function:	WIFI, IEEE802.11b/g/n
11	Button:	A doorbell button, a WiFi settings button, a system upgrade button
12	Fittings:	bracket, screwdriver, screw
13	Warranty period:	One year
14	Live view:	Support
15	Video intercom:	Support
16	Infrared night vision:	Support
17	Wandering detection:	Support
18	Resolution:	1280*720/640*352
19	Video codec:	H.264
20	Frame Rate:	30/25/20/15/10fps
21	Bitstream:	1024/512/384kbps

Table 2-1 device parameter table

3. Device/App Installation and Settings

3.1 Device Installation

(1) Preparations

① The tools may be used:

Screw, electric screwdriver (also non electric screwdriver), steel bracket, etc.

② To know the situation of the door:

The door hole suitable range: 14mm~50mm

The door thickness suitable range: 35mm~95mm

③ Before installing the exterior companion door module, please confirm the thickness of the door and select appropriate screw:

When the thickness in the range of 35mm~65mm, choose 35mm screws;

When the thickness in the range of 65mm~95mm, choose 65mm screws;

When the thickness is over 95mm, need the M3 screws about 80mm.

(2) The installation of NewooEyes smart doorbell:

Detail i：nstructions:

Step 1: Fix the Exterior Companion Door Module to the outside of the door. Pull flat cable and connecting tube of the module through the peephole;

Step 2: Be careful not to pull too hard when pulling flat cable through the peephole;

Step 3: When install metal bracket, make sure that flat cable pass through the center gap of the metal bracket. Place Exterior Companion Door Module resting against the outside of the door and pass flat cable through peephole and then place metal bracket against inside of the door. Make sure that the screw holes at the end of the connecting tube of Exterior Companion Door Module is in a line with the two side holes of metal bracket;

Step 4: After the screw holes at the end of the connecting tube of Exterior Companion Door Module has been in a line with the two side holes of metal bracket, place screws and tighten them separately, then the Exterior Companion Door Module will be fixed;

Step 5: Plug the end of flat cable into the socket that on the back of the Interior Main Door Module. Fix the Interior Main Door Module by hooking it onto the metal bracket.

Below is the step by step diagram of the device installation:
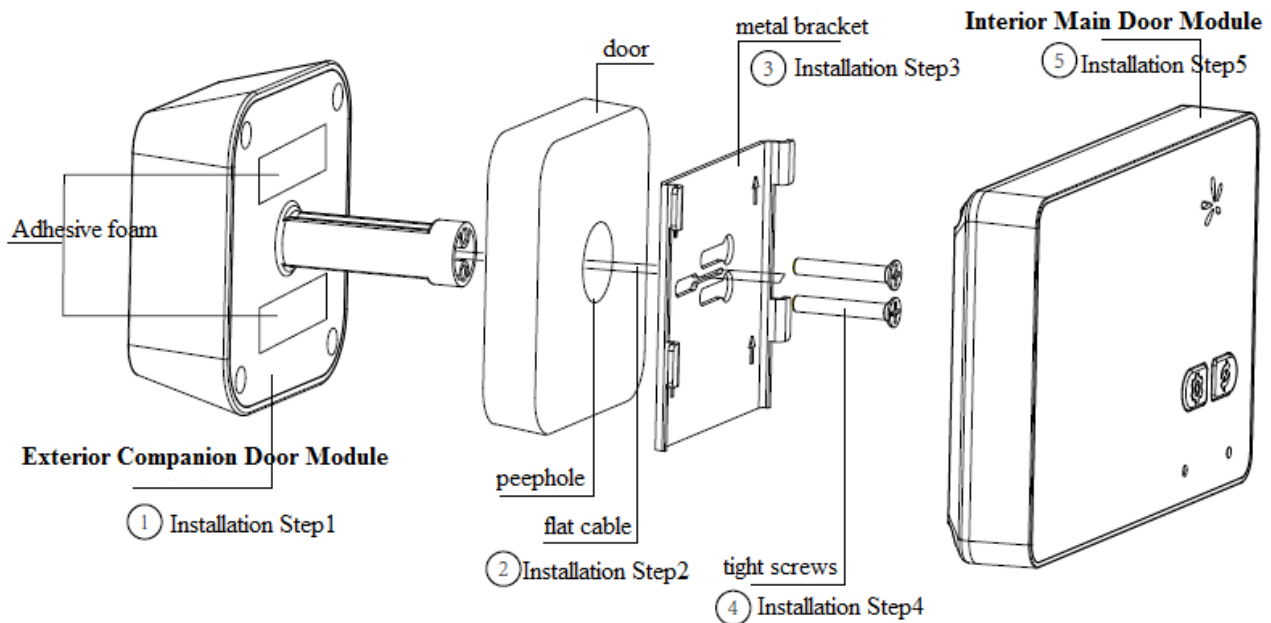
Figure 3-1-1 Device Installation Diagram

(3) At last:

Begin to enjoy a safe and convenient modern home life!

3.2 App Installation

For iPhone/iPad user, visit "App Store", search for "NewooEyes"，download and install.

For Android user, visit Google Play or use any internet browser, search for "NewooEyes"，download and install.

In addition, both iOS and Android user can scan the below QR code or scan the QR code that on the home page of the official website: www.newooeyes.com to download the app and install.

Android download   iOS download

Figure 3-2-1 Android/iOS version QR code download

3.3 User Registration/Device Wi-Fi Setup

3.3.1 User Registration

Open NewooEyes app on the mobile phone, Tap the button of "register" to register a new account then fill out the information and submit.
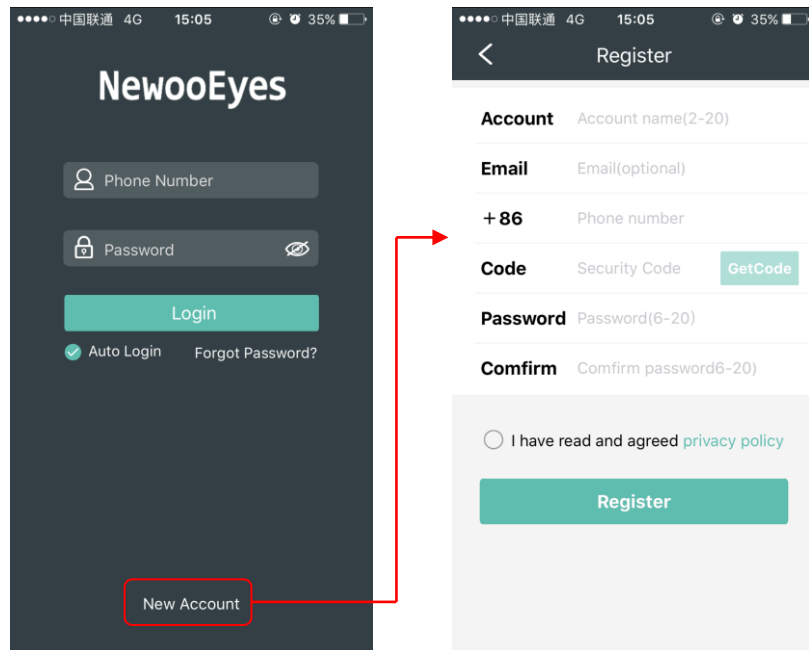
Figure 3-3-1 NewooEyes User Registration

Enter the registered mobile phone number, and then a SMS with verification code will be sent to you. Enter verification code. Fill in all the other necessary information and submit. After the registration is successful, log in to this account.

Note: You might need to wait a little longer for the SMS verification code, especially when the phone network is experiencing some problems. If you still do not receive any SMS verification code, then try requesting for the verification code again.

3.3.2 Device Wi-Fi Settings

(1) Slide power switch to open the device, device will prompt "Please set up Wi-Fi" after long pressing the "Settings" button of Interior Main Door Module, This means that the device has entered into the Wi-Fi setting mode.

Figure 3-3-2 Starting interior main door module

(2) Connect mobile phone to Home Wi-Fi network, open NewooEyes app and log in. Make sure that the doorbell position was covered over by the Wi-Fi network sufficiently.
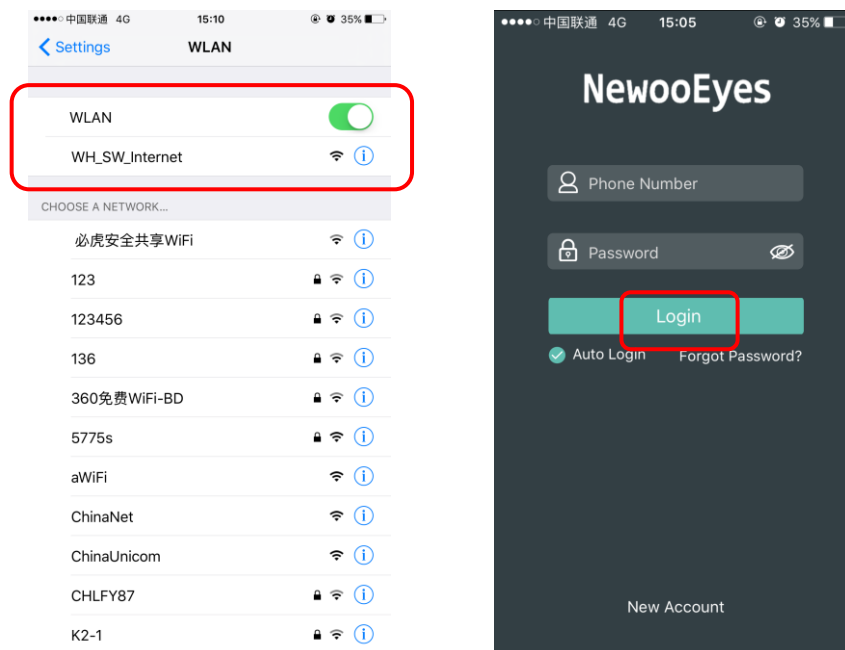
Figure 3-3-3 Connect Family Wi-Fi and login

(3) In the app, tap "Settings" and choose "device Wi-Fi settings" to enter Wi-Fi setup page. Under Wi-Fi setup page, Wi-Fi SSID will be automatically detected and displayed in "Step Two". Enter the corresponding password and tap "Setup".
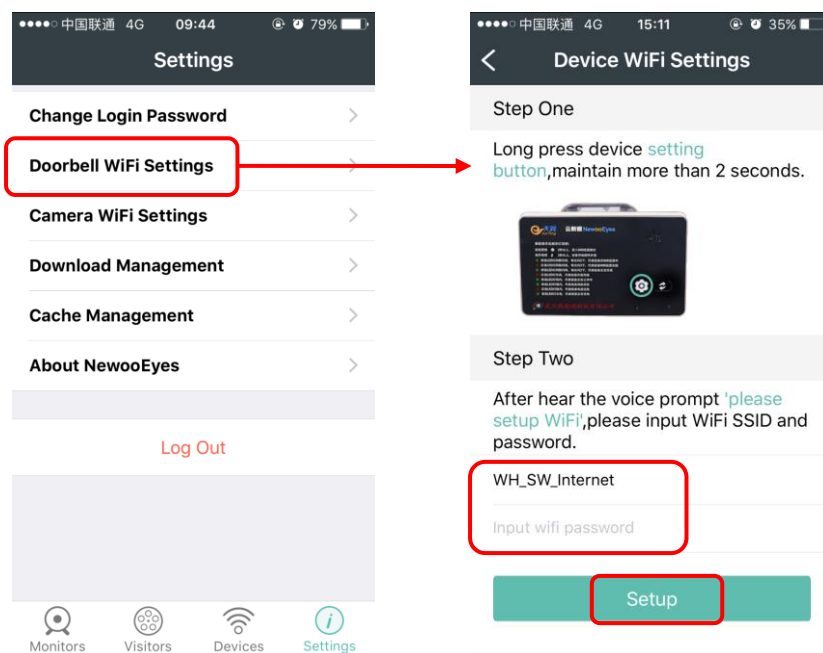
Figure3-3-4 device Wi-Fi settings

(4) Then the app will send an audio to the Interior Main Door Module. When "Sending …" is displayed, the LED of Interior Main Door Module will be blinking three times once with green light. At this time please don't cancel or pause the audio transmission.
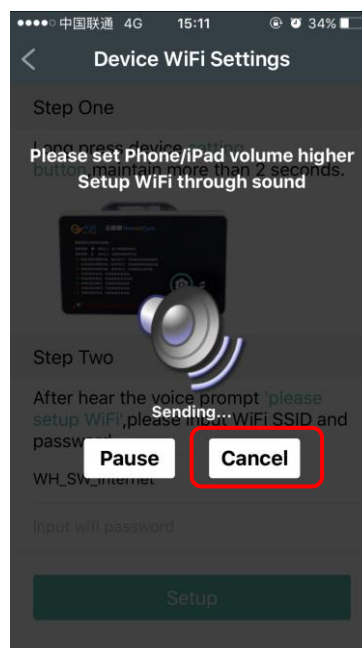
Figure 3-3-5 app send the audio

(5) When the transmission is successful, Interior main door module will prompt "Wi-Fi Setup is successful". Device will bind to the current account directly and the user can also find in NewooEyes app that the device has been named by "my doorbell".

Note: When setting up Wi-Fi, the distance between mobile phone and Interior Main Door Module should be within 20 cm (Recommended: For setup to finish quickly, mobile phone should be close to the Interior Main Door Module). If the distance is too far, audio transmission might be affected.

3.4 Adding a Doorbell device

There are only two ways to add a doorbell device, one is scanning barcode, the other is manual input.

(1) Scanning barcode

After logged in to the account successfully, under "My devices" page, tap the button of "+" on the top right corner to jump to barcode scanning page.

Figure 3-4-1 Adding device

In the barcode scanning page, let your mobile phone aim at the barcode which is on interior main door module, please make sure that the whole barcode is within the scanning frame. After scanning successfully, the barcode will be read automatically. Tap "Confirm" and device addition will be completed.

You can tap at the scanning frame to focus when scanning, it's will work faster.
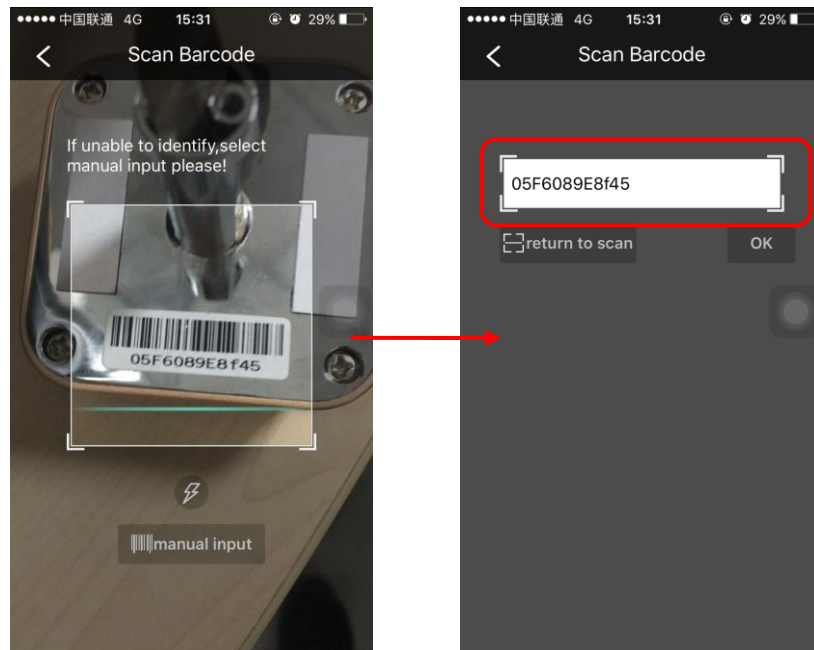
Figure 3-4-2 Scanning Barcode to add device

(2) Manual input.

If barcode cannot be scanned automatically, tap "Manual Input", and enter the device serial number (under barcode) to add device. You can also follow the section 3.3.2 to add a device automatically.
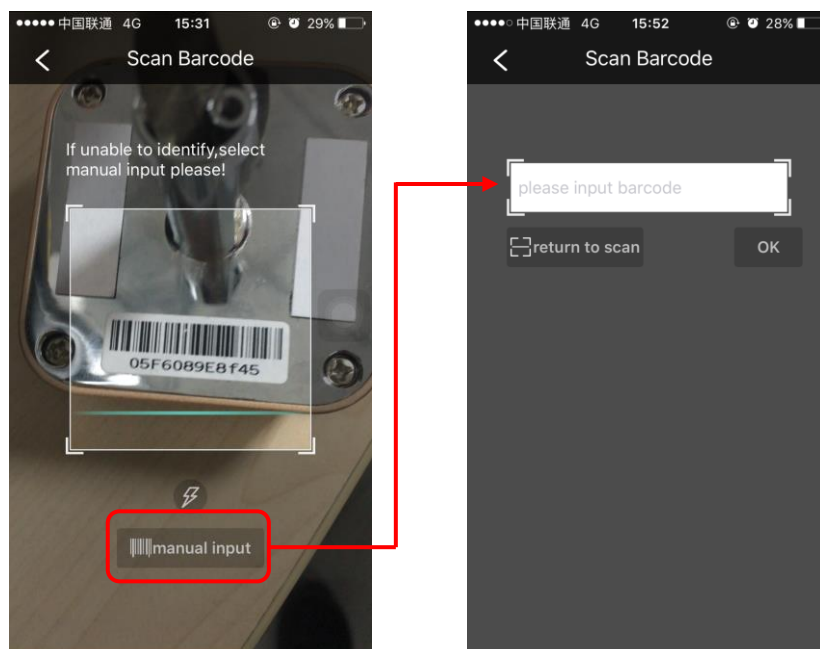
Figure 3-4-3 Manual Input Barcode to add device

Note: One account could add more than one doorbell device, different accounts also can share the same doorbell device. That will make things become easier for home usage.

4. Cloud Storage

4.1 Cloud Storage Introduction

Cloud storage is a data storage service provided by NewooEyes cloud storage system which used to store the PIR detected video in the cloud. The user can access, download and management those data on each door bell device after they login to the account on the mobile terminal device.

The smart doorbell NewooEyes needs enough storage space to support the clear and high quality images and video data storage. These images and video data that generated by the HD camera and wandering detection of the NewooEyes contains a very large amount of information. Cloud storage can provide flexible ample storage space and secure data storage function as a very flexible and effective storage mode, it's also convenient for the user to manage the data immediately, no longer need to use any memory card or card reader.

In addition, cloud storage is a service need to buy, and it calculated the cost in accordance with the size of the cloud storage space and the length of time, users can choice to buy the contents of the package flexibly according to their different needs.

4.2 The Subscribe and Unsubscribe

NewooEyes APP to provide users with a stable and secure cloud storage space, the space size can be purchased or unsubscribed by users according to their needs.

4.2.1 Description of Subscribe

(1) The purchase for iOS user:

Users can buy the cloud storage services at any time, iOS users need to log in the product official website of NewooEyes: www.newooeyes.com for the purchase, the specific purchase process as shown in the following:

① After log in the product official website of NewooEyes，tap the "cloud storage" button on the right of the device name:
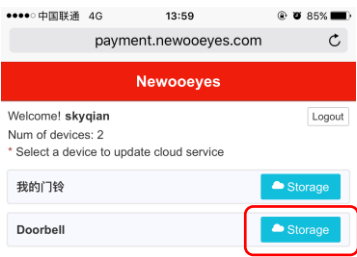
Figure 4-2-1 the purchase process of iOS user

② After entered into the "cloud service" page, you can view the user's storage space, tap the button of "buy upgrades" to choose the size and effective time of storage space, then click "confirm".
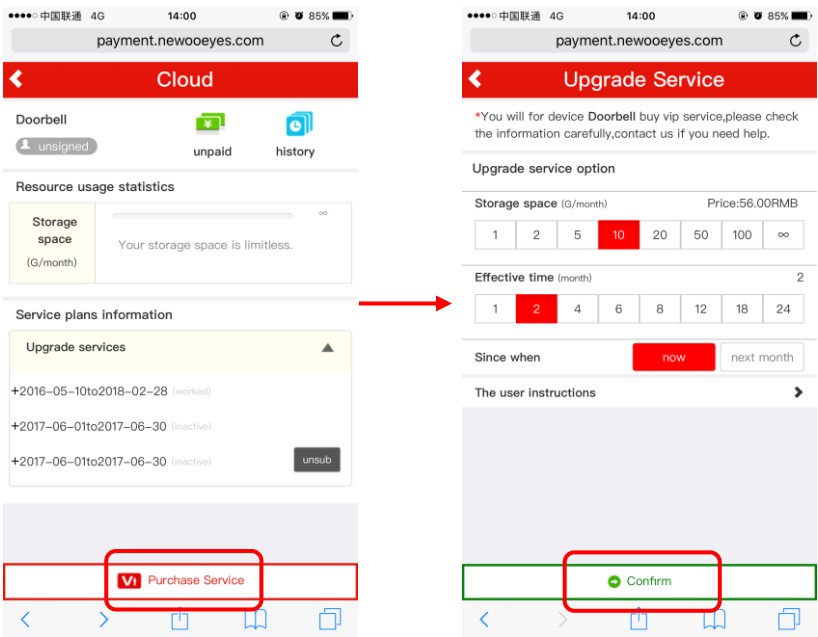
Figure 4-2-2 the purchase process of iOS user

(2) The purchase for Android user:

Android users can buy the cloud storage services at any time too, but they can buy directly in the NewooEyes APP, the specific purchase process as shown in the following:

① In "Devices" page of NewooEyes APP, tap the button of "cloud " to enter the Android cloud storage purchase page:
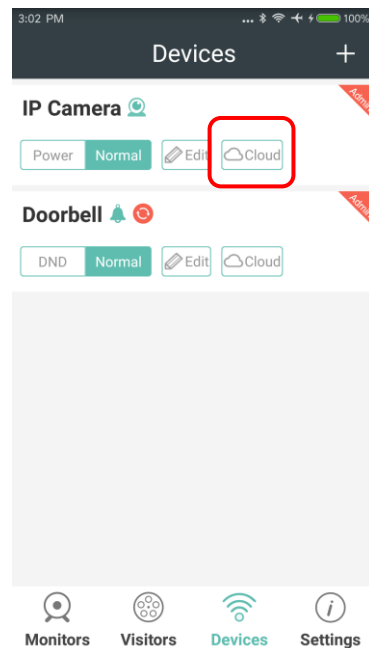
Figure 4-2-3 the purchase process of Android user

② At the Android cloud storage purchase page, you can view the user's storage space, tap the button of "purchase service" to choose the size and effective time of storage space, then click "ok" to confirm.
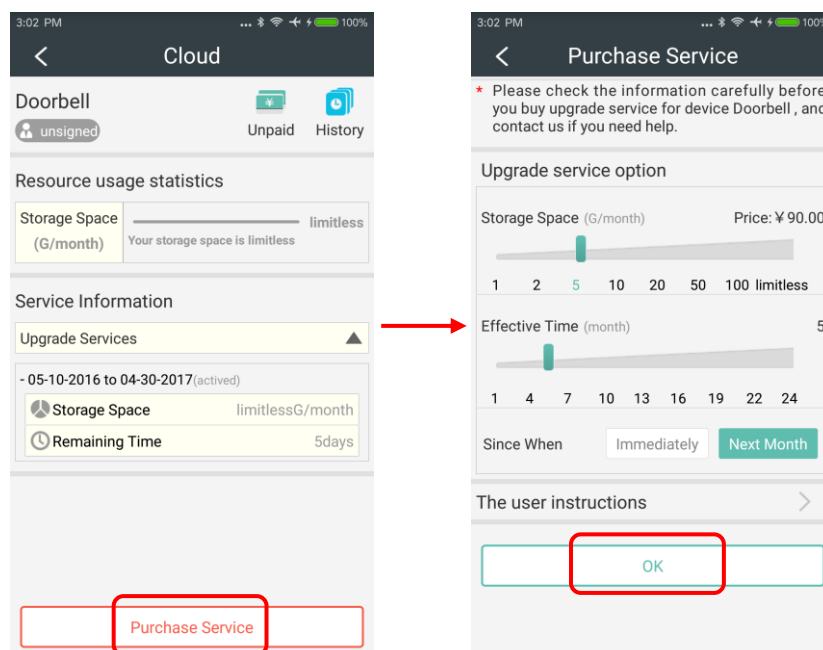
Figure 4-2-4 the purchase process of Android user

(3) The Description of Subscribe:

Storage space is the size of the cloud storage that retain video data for users, according to their own needs, users can choose the size of storage space and the corresponding effective time period.

Cloud services are calculated by nature month, you can choose "effect immediately" or "take effect next month". For the service of "effect immediately", if the purchase before the 15th of each month, the cost of that month will be calculated at a full price, but if the purchase happened after the 15th (including the 15th), the cost of that month will be calculated at a half price.

If a device have multiple upgrade services take effect at the same time, then the "storage space" of this device should be added up in this time period. For example, a user purchased 2G space per month from January to July, and 2G space per month from July to December, then in this year, the space of July is 4G, the other months is 2G per month.

4.2.2 Description of unsubscribe

If the users want to terminate the use of the purchased "cloud service upgrades", click "unsubscribe". Unsubscribe must be launched by the buyer and the cloud services expired by the end of this month can't be unsubscribed.

After the "unsubscribe" audit success, the system will return the cost of the rest month from the beginning of next month, the cloud service will also be invalid in the end of this month.

Users also can revoke the application of unsubscribe not yet processed, while the cloud service in dealing with unsubscribe or have successful unsubscribe can't be revoked. The operation process of "unsubscribe" is shown:
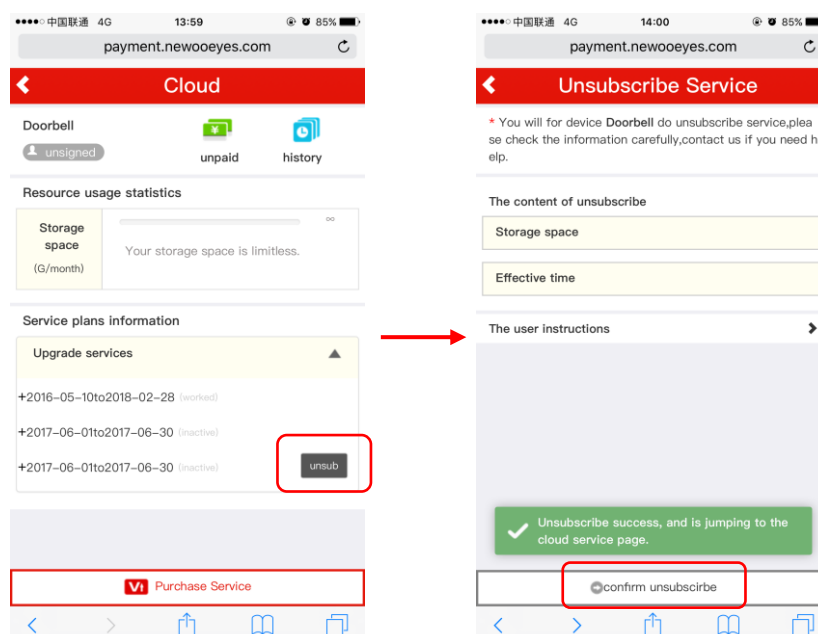
Figure 4-2-5 process of user unsubscribe

The refund produced by "Unsubscribe" can only be returned to the purchase payment account, and the third party payment platform may deduct some commission fees in the amount of refund, the refund period depends on the unsubscribe audit time and the third party payment platform processing time.

4.3 Notes

(1) The system will alert automatically when the video data that you keep in "storage space" is going to exceed the amount of the purchased service, at this time we think that you need to buy "upgrade service" in time, or delete some data manually. When the stored data is in excess of the quota, the system will give priority to keep the latest data of same quota.

(2) The system will also give some tips in advance and delay to retain your "cloud storage" data for 7 days, but when the "cloud service" expires more than 7 days and by then if there is still no purchase for upgrade services, this part of the data will be deleted permanently.

(3) When the cloud storage is about to expire, the user can choose to download some important data to ensure that these important data has been downloaded will still be retained in your mobile phone when the cloud storage service has expired for more than 7 days and has not been purchased.

(4) The cloud storage space purchased by users is only for a certain device under the account, simple to say, different devices under one account do not share the same cloud storage space, similarly, a device in different accounts does not share the same cloud storage space too.

(5) At present, the only way to pay for "cloud service" is in "Newooeyes" application and the product official website: www.newooeyes.com. Users should fully understand that STT Vision will not take any responsibility for the payment risk which is comes from any other charges besides the "Newooeyes" application and the official website.

5. Device Function

NewooEyes, an intelligent doorbell app that can realize the possibility of remote viewing the situation of outside the door and communicating with the guest outside, check the video of PIR motion detected , set up the device and also including local storage of SD card and other functions at anytime in anywhere through internet technology under any network environment.

5.1 Doorbell calling function

5.1.1 Doorbell ringing notification

➢ When "Doorbell" button is pressed by guest, Interior Main Door Module and the Exterior Companion Door Module will play a doorbell ringtone at the same time.

➢ App will receive a notification (app could be anywhere as long as it is Internet connected)

5.1.2 Guest Answering

Android app – At the popped up Doorbell Ringing Notification page, tap the button "answer", then you can have a video communication with your guest by using the mobile phone, but it is important to note that if you don't open the app, the notification page will never pop up automatically;

IPhone/iPad app –There are three kinds of situations for iPhone/iPad user after the doorbell ring: a. if you have already opened and logged in to the app, then the Doorbell Ringing Notification page will pop up automatically as Android app does; b. app will receive a pushed notification from the doorbell device when app closed or running in the background, after Doorbell Ringing Notification is received, manual open the app, tap the button "Answer", then you can have a video communication with your guest too; c. there will be no notification pushed if the account is log out.
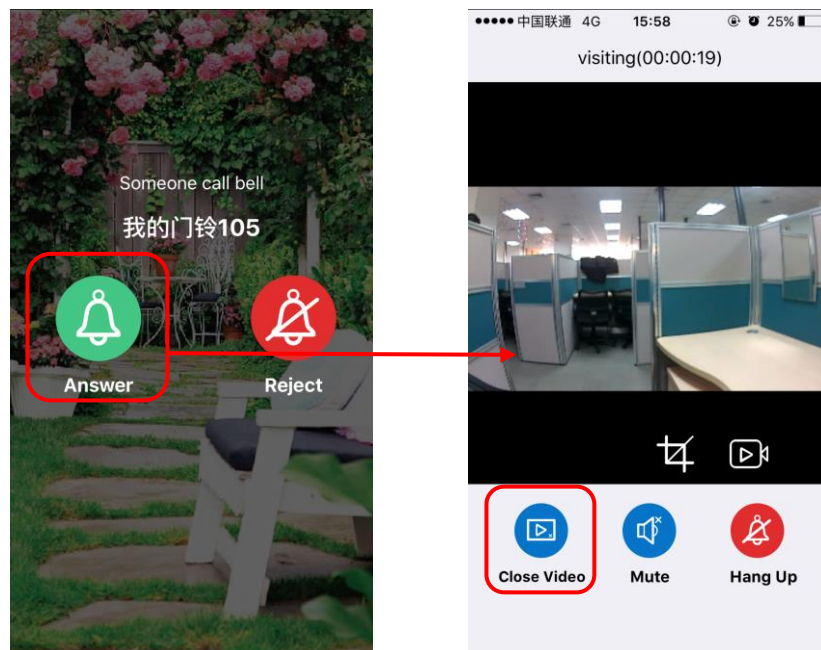
Figure 5-1-1 Guest Answering and Video Conferencing pages

Video communication page will display the call duration and real-time video, so you can communicate directly with your guest, the picture of outside shown by this app is clear and fluid. Tap "Turn Video Off" to turn off video display, switch between turning video on/off. Tap "Mute" and device side will not be able to hear anything from the app, but the app can still hear what the guest is saying. Switch between mute/chat.

Note: When a device is added to multiple mobile app, the doorbell ringing notification of device will be sent to all app. Only the first answered can communicate with the guest. After the first app answered, all other app will hang up and show the device is busy.

5.1.3 Guest Rejection

Android and iPhone/iPad app – At the popped up Doorbell Ringing Notification page, tap "Reject" to reject the guest request. Doorbell device will then revert to waiting status.

Note: The doorbell ringing notification of device will be sent to all app that has been logged in. Other app can still answer the doorbell even when one or more apps have rejected. If there isn't any respond, doorbell ringing notification will stop after about 15 seconds.

5.2 PIR Motion Detection

(1) PIR Motion Detection settings

Under "My devices" page, tap "device settings" button then to choose "video information settings", after unfold this part, you may found the detection alarm is turned on by default. When human motion was detected by Exterior Companion Door Module, video recording will start. Recorded video can be found under device list of past video surveillance footage. Tap the green button to close detection alarm if you want.

The "wandering detection" option is a function of intelligent filtering. You can open it when the detection video is no actual value of reserve such as the common passers-by through your door frequently. In this function settings, choose "off" means the normal detection alarm, select "X(seconds)" on behalf of: only when the visitors wandering in front of the door to reach or exceed the "X" seconds, the device will complete the video and save。

Choose the "detection alarm reminder", so that your phone will receive a warning notification to remind you to check the video on time when the detection video is triggered.
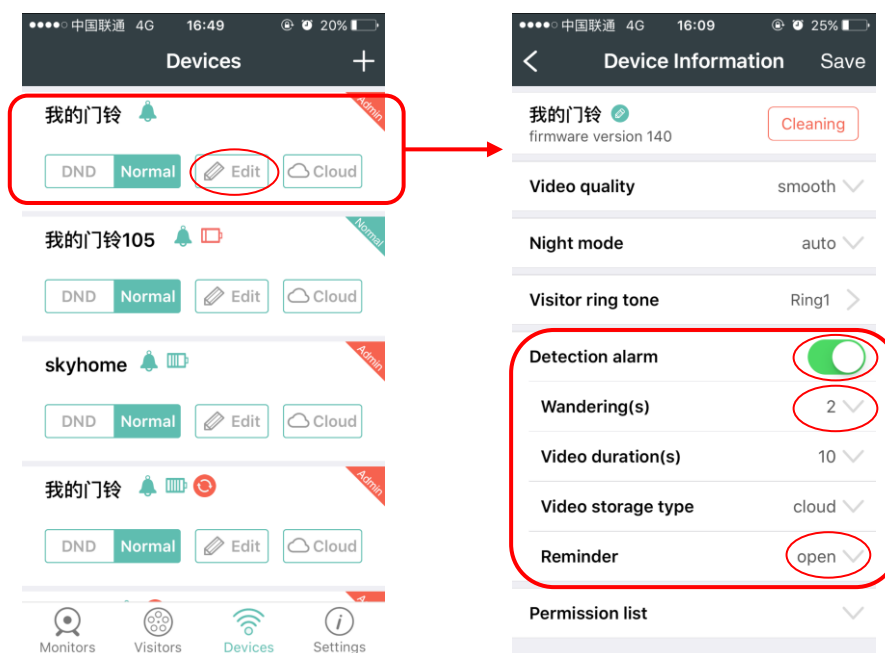
Figure 5-2-1 Device Edit page - PIR settings

Note: It is possible to filter out some effective detection of video after choose this option, so please be cautious.

(2) Viewing device past surveillance footage

After logging in successfully, you will be transfer to "Monitor" page by default. This page will shows the total number of surveillance footage. Tap "PIR detecting" button on the right, a list of detection video will be shown.
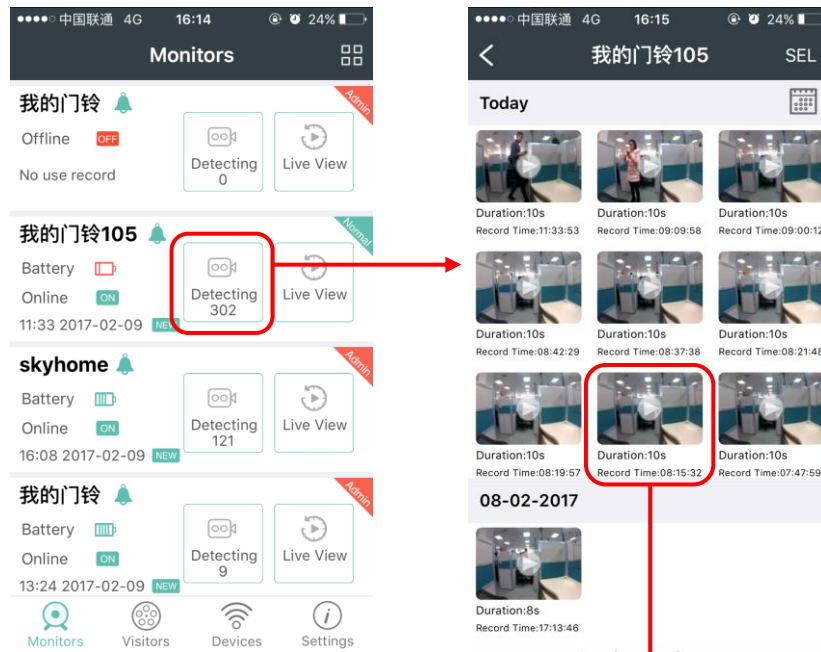
Figure 5-2-2 Surveillance home page and list of video footage
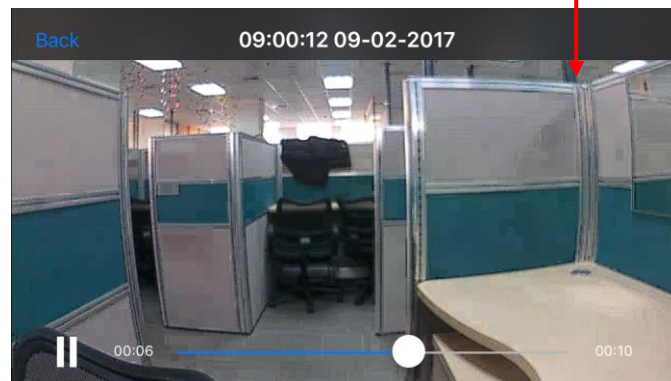
Figure 5-2-3 Playback of surveillance footage

(3)Device past surveillance footage – Download/Delete

Under the list of video surveillance footage, click the button of "select" in the top right corner, then you can choose to download or delete the video.
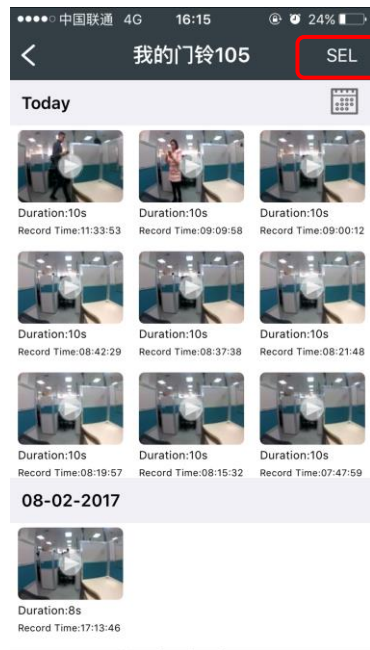
Figure 5-2-4 Choose the video to download or delete

Tap "Download" button, a popped up dialog will shows downloading progress and then another will popped up to notify that download has completed. Tap "Delete" button, a popped up dialog will be showed, tap "Confirm" to complete deletion.
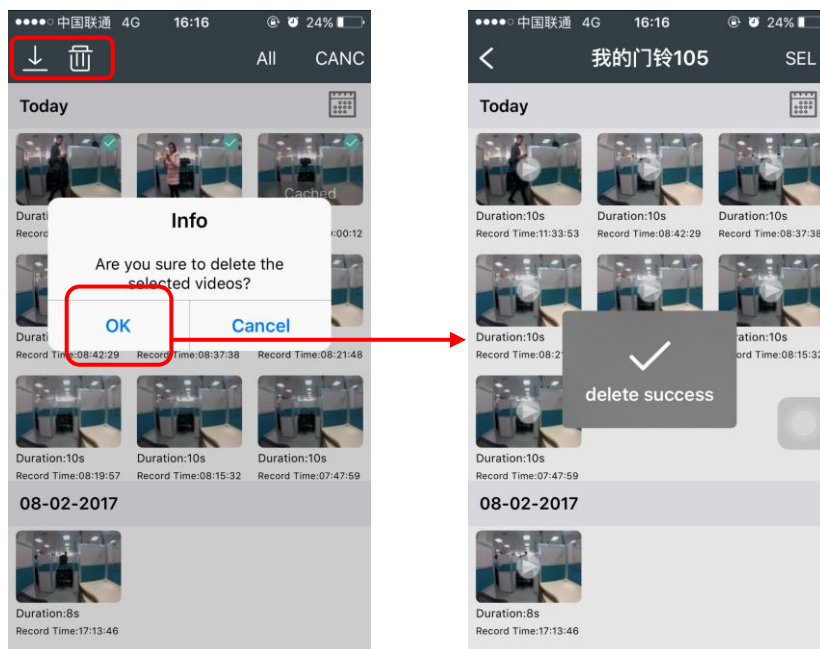
Figure 5-2-5 Deleting of past surveillance footage

5.3 Device Storage Mode

5.3.1 Local Storage of Micro SD Card

Insert the Micro SD card into the Micro SD card slot which is on the side of the indoor machine then into "my NewooEyes" page of NewooEyes APP, click the button of "edit" and open the video information settings, in the video storage setting, select "video storage type" and then click the button of "save".
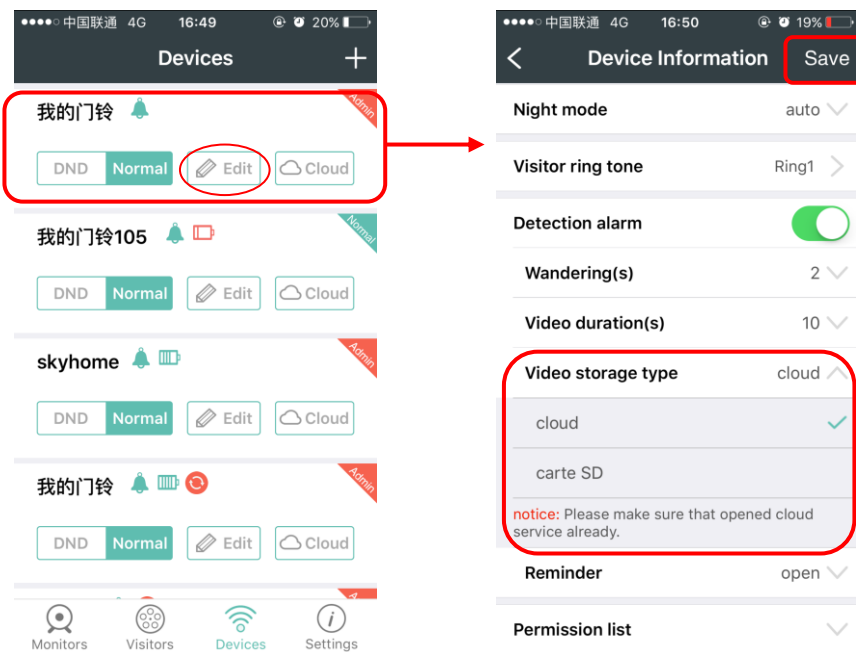
Figure 5-3-1 video storage mode selection

If you haven't brought the cloud storage space yet, you can choose the Micro SD card storage mode to store the PIR video and visitor records.

If you need to check the video which was in the Micro SD card, you can take the SD card out of the Interior Main Door Module, plug it into a SD card reader then connect the computer. Since the video format is the widely accepted MP4, you can view the video just by a simply double-click.

When the storage of SD card is insufficient, old video recording will be deleted, then the new storage space thus created can be used for new recording.

In the event that SD card cannot be used for storing new recording, please check whether SD card has been inserted properly. At present, the video stored in the SD card only can played with images but without sound. The details can refer to the fourth chapter: cloud storage.

5.3.2 Cloud Storage

Users can select the storage mode of "cloud storage" to store the PIR detection video into the cloud storage space or access, download and manage the video detection on the terminal device at anytime or in anywhere if the user has already purchased the cloud storage space.

5.3.3 Comparison

(1) Storage mode introduction:

SD card: after users select the SD card storage mode in NewooEyes APP, PIR detection video and visitor records will be stored on the SD card automatically.

Cloud storage: if users choice the cloud storage mode on the APP and purchases the cloud storage space, then the detection video and other resources will be stored in the cloud storage automatically and can be obtained directly through the mobile terminal;

(2) Safety and stability:

SD card: there will have lost, damaged, failure and other security risks

Cloud storage: AES256 encryption algorithm to ensure the security of video transmission and storage;

(3) Storage space and cost:

SD card: the storage space of SD card is limited and it's difficult to change, but the cost for users is low.

Cloud storage: users can choose the size of the storage space and the corresponding time according to their own needs, also can expand the storage space at any time, but the cost for users is higher than the SD card storage.

(4) User experience:

SD card: SD card storage video does not support sound recording playback, the video reading is not easy too, you have to connect the computer with a card reader to catch the video, that means you can not get real-time video resources.

Cloud storage: purchase or unsubscribe according to the users actual need then the users can read directly through the mobile terminal device, convenient, fast and instant.

5.4 Live View

(1) Device real time surveillance

Still under the "monitor" page, you can see a list of devices, please tap "live view" button, then you can view the real time surveillance footage of each devices.
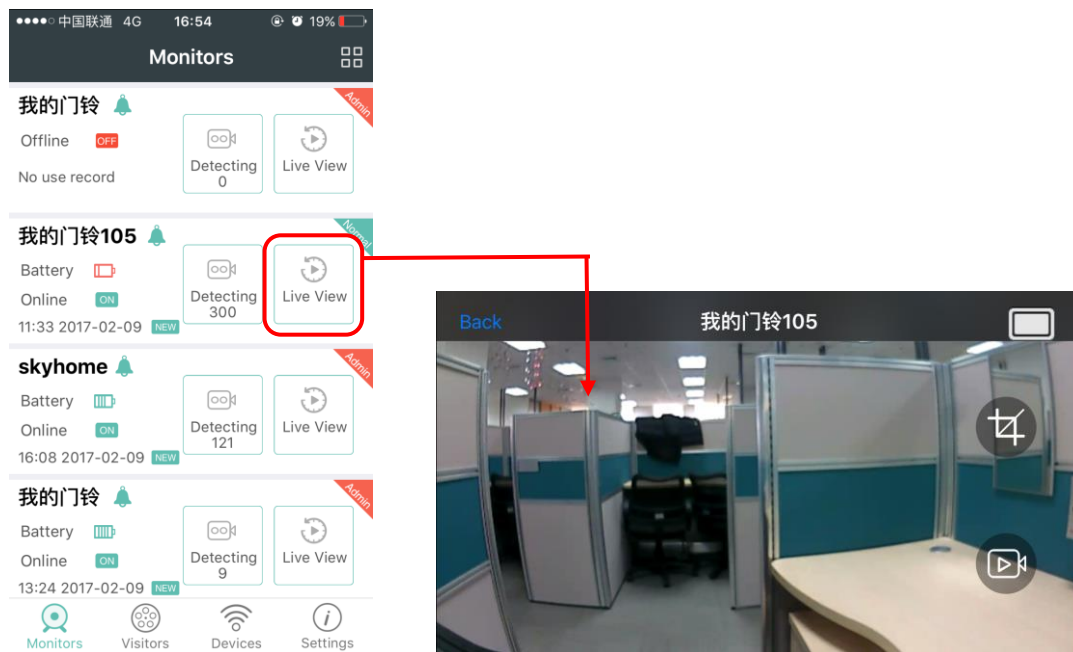
Figure 5-4-1 Real time surveillance page

Note: When the device couldn't be back to normal operating mode or just in a state of viewing real-time surveillance, detecting video or doing video communication and so on, the app will pop up a message of "Device is busy" or "Device is not responding" as you viewing real time surveillance footage.

(2)Device real time video screen capturing/ recording

When viewing surveillance footage, tap the Screen Capture button as shown below to pop up a Screen Capture confirmation dialog. After tapping Confirm, you can saved the screenshot under your mobile phone default photo gallery.

Figure 5-4-2 Real time surveillance screen capture

Tap Video Record button to start recording real time surveillance video, recording duration will be shown in this recording page. Tap the Video Record button again to stop video recording, and the video will be saved in a default photo/video gallery of phone.
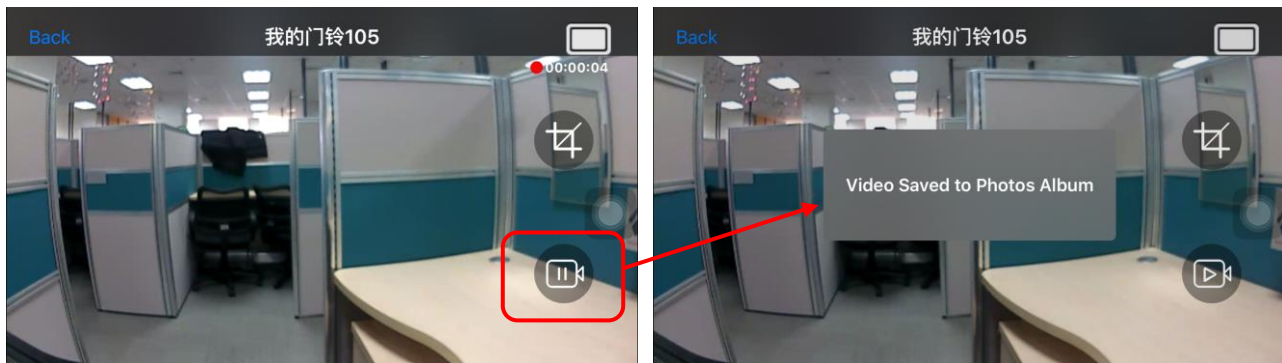
Figure 5-4-3 Real time surveillance video recording

5.5 Guest Records

5.5.1 Visitor screenshot recording

When a visitor rang the bell, NewooEyes will screenshot automatically and keep the visitor photo in the "visitor" page. The basic information of visitor screenshot recording include access time, doorbell device name, and the icon that indicate whether it's going to answer or reject etc.
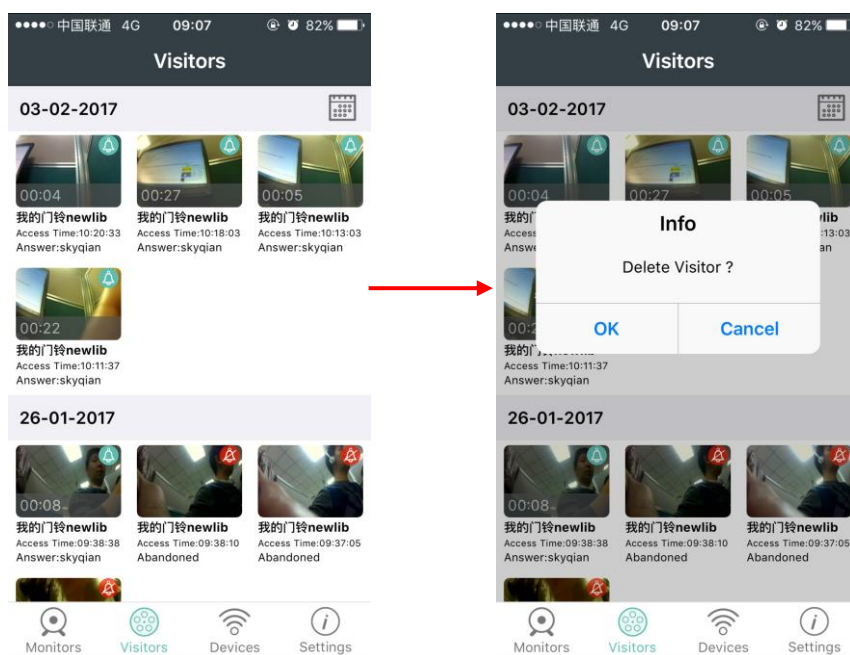
Figure 5-5-1 Guest Record – View/delete

Tap the picture of guest record to view larger image, long press at the guest record picture, a popped up "Delete" dialog will be shown, tap "Confirm" to delete the record.

5.5.2 Visitor video recording

Insert SD card to the side of the Interior Main Door Module. When the guest press the "Doorbell" button, device will start recording and save the video to SD Card. The recording might consists of these scenario:

(1) Doorbell ringed, after user answered through mobile app, video recording will stop;

(2) Doorbell ringed, if user rejected through mobile app, video recording will stop;

(3) Doorbell ringed, if user did not respond, video recording will stop after doorbell ringing stopped;

(4) Even if there is a problem with internet connection, SD card will still save the video recording after doorbell is pressed.

Notes: visitor video and visitor shots are not limited by storage mode selection, but the visitor video can only be stored in the Micro SD card and visitor shots are automatically saved in the"visitor" page of APP for users to view at any time

5.6 Device Edit/Delete

5.6.1 Device Edit

Tap "device settings" button to jump to Device Information page. After changing the intended device information, tap "Save" button at the top right corner to save. Information that can be edited including Doorbell Ringtone, Night Mode, image quality, wandering detection, video storage mode.
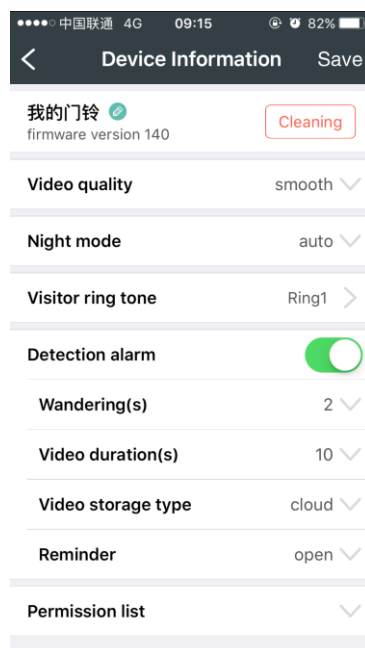
Figure 5-6-1 Device settings page

(1) Doorbell settings:

Tap "Set Ringtone" then pop up a list of ringtones selection, choose to change the ring which was played when the doorbell ringing notification popped up.
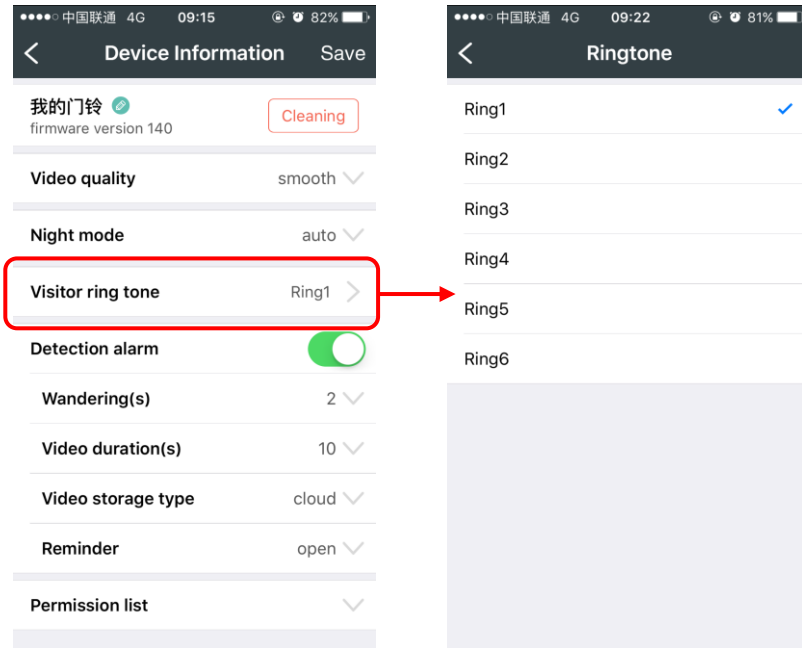
Figure 5-6-2 Doorbell ringtones selection

(2) Video quality settings: This settings will affect video quality during video live view or video communication. With normal network speed, these values should stay at their default values so as to preserve normal usage. If network speed is very good, this settings can be set higher.

(3) Night Mode: Use for set up the amount of light during video recording or video communication. When set to automatic, device will change the day/night mode depending on actual situation.
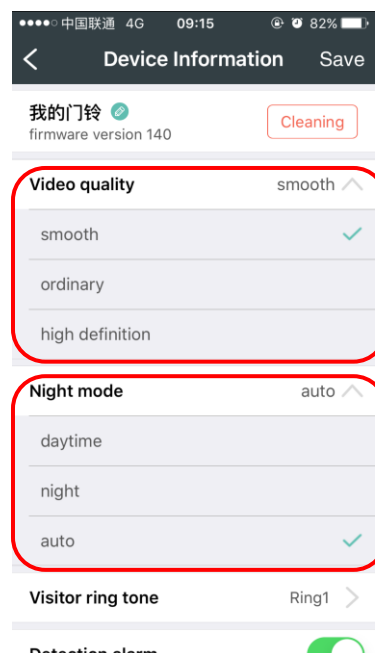
Figure 5-6-3 Video quality settings and night Mode

5.6.2 Purchase upgrade service

The intelligent doorbell products of "Newooeyes", through its "cloud services" to provide users with those functions like remote real-time visitor communication, looking back at the history of video and visitor records, real-time observation of the outside environment and so on.

Before "cloud services" deadline, in order to continue using the function of the system, you need to buy upgrade services timely in the APP software. You can also buy upgrade services at any time to upgrade your "cloud services" use level.

The content of services is "storage space", which is the maximum cloud storage space to save the video. According to needs, user can choose the size and the corresponding time period of the storage space. Please check the specific purchase process and the matters needing attention from "purchase upgrade service" page.

5.6.3 User Settings

The admin can delete the device information and account bindings by one button, and there is only one admin for a device. The user who add the device or set the WiFi account at first will become an admin, the admin has advanced permissions and this permission will be displayed on the "monitor" page.

General user only can normal use the device, but they can't clear the device information and account bindings by one botton. If a general user needs to delete a device, tap the button of "delete" in "my devices" page. The general authority of a general user will be showed in the "monitor" page too.

A device can be bound to a number of general users. If the device already has an admin account, app will be prompted to send an authorization code message to the administrator phone number when a general account is going to bind, so the new general account should input the received authorization code, then click "next" to binding success.

5.6.4 Device download and cache management

In the page of "settings", users can can manage the detection video that be downloaded and can also set the video cache.
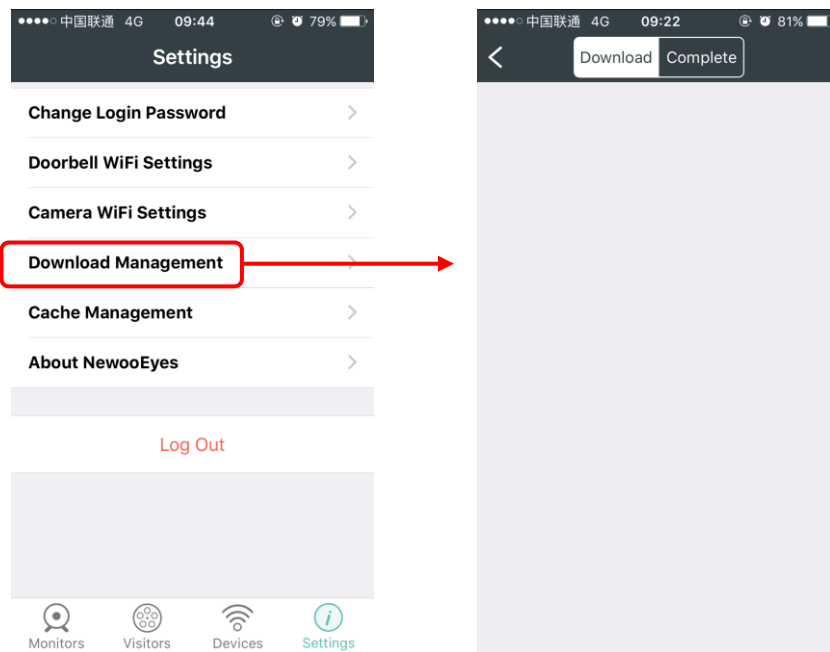
Figure 5-6-4 Device download
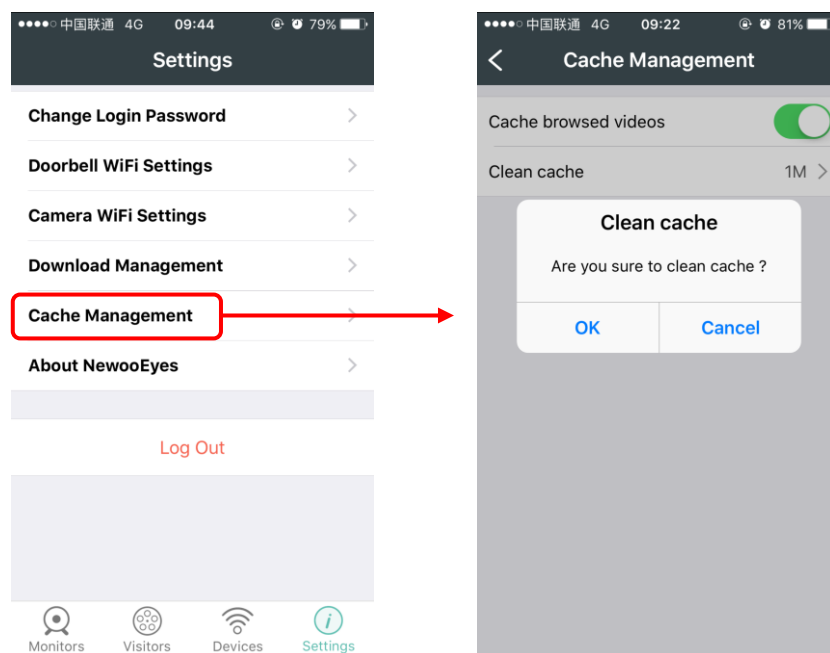
Figure 5-6-5 Cache management

5.7 Retrieve/Edit Password

(1) Retrieve Password

Under Login page, tap "Retrieve Password", then input registration mobile phone number, tap "Submit". A few seconds later, check the SMS regarding NewooEyes password retrieval on your mobile phone and follow the instructions.
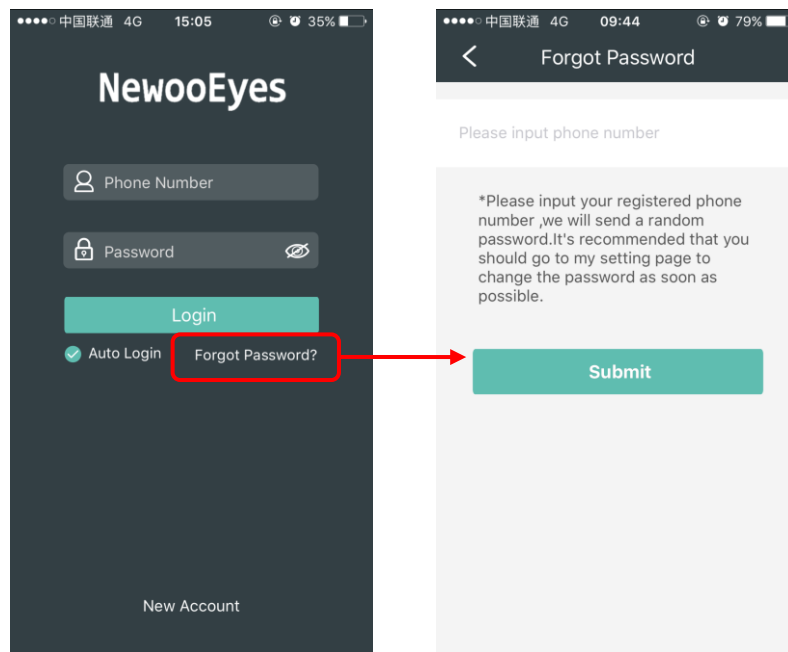
Figure 5-7-1 Retrieve Password

(2) Change Login Password

Under Settings page, tap "Change login password", then the "Change login password" dialog will be popped up. Password will be changed successfully after input the original and the new password and tap "Confirm", you can use the new password for login next time.
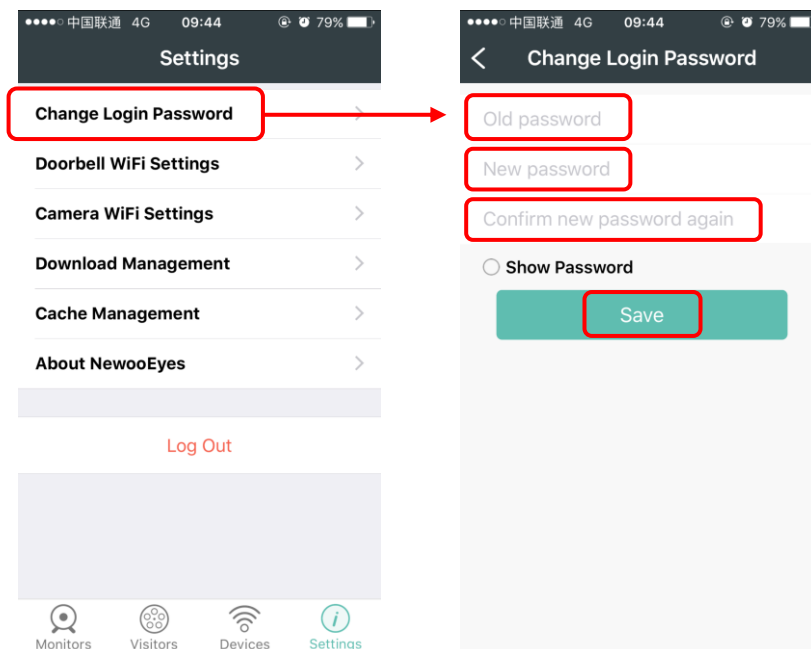
Figure 5-7-2 Change Login Password

5.8 Logout

Under "Settings" page, tap "Log Out" button to log out of the NewooEyes APP.
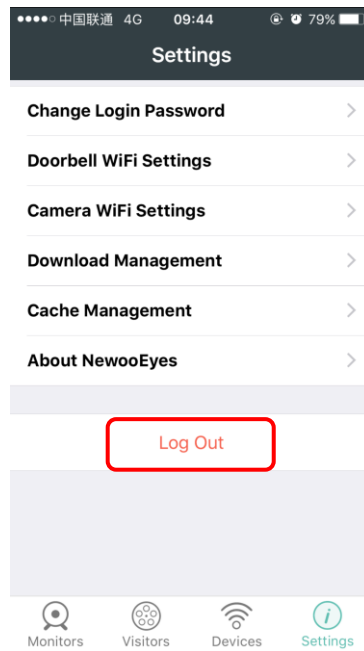
Figure 5-7-3 Logout

6. Doorbell Device/App Version Upgrade

6.1 Doorbell Device Upgrade

When the firmware version of doorbell device has new update, there will be a little red icon shown on the right of the device battery icon. As shown below:
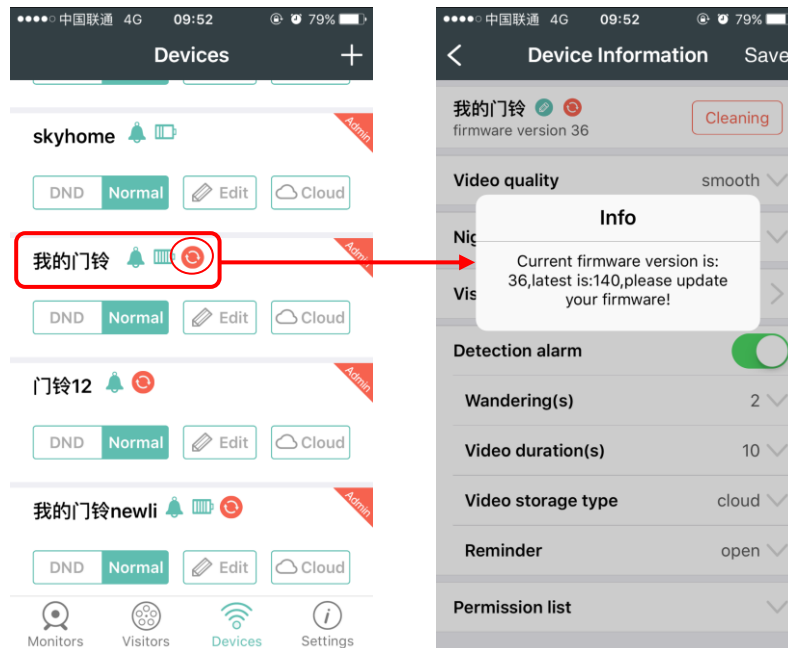
Figure 6-1-1 "Devices" page, device upgrade reminder

When you tap "Device settings" button, a dialog will be popped up to remind you to upgrade.

Before upgrade, ensure that Wi-Fi is connected, then long press at the button of "Upgrade" on NewooEyes Interior Main Door Module, device will update automatically and also with a voice prompt if there is a new firmware.

If the current version of device is different with the latest version, device will be updated to latest version. If the current version of device is already the latest, device will not be updated.

6.2 NewooEyes App Upgrade

When there is a new version, app will prompt a version upgrade notification automatically. For iPhone/iPad, App Store will remind user to upgrade. For Android, once the user log into the app, a dialog of version upgrade notification will pop up.

Android user also can check and update manually. Log into app, tap the button of Settings, click to open the page of "About NewooEyes", then tap "Check for update". If there isn't any newer update, app will notify that current app version is the latest. If an update be detected, app will notify then the user can download the latest update.
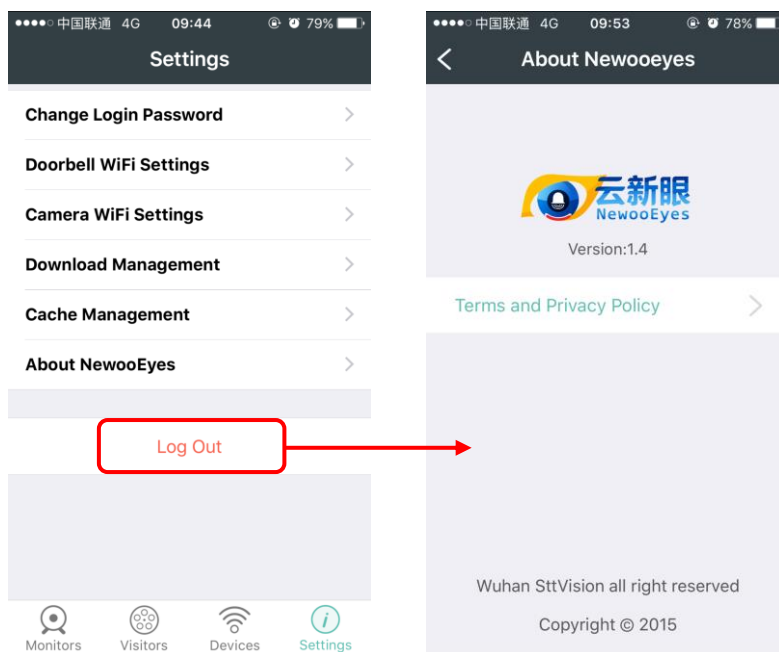
Figure 6-2-1 About NewooEyes

7. Frequently Asked Question

Q1: Device display not connected, prompt that it cannot access server?

A: Ensure that the connection of device's Wi-Fi is operating normally.

Q2: Device cannot record video after open PIR motion detection?

A: Ensure that Exterior Companion Door Module and Interior Main Door Module are connected properly.

Q3: Device prompt no response or busy/ringing, when you viewing the real time surveillance of device.

A: Device is in a call, ringing or have not revert back to normal operation.

Q4: Why press doorbell button cannot trigger doorbell ringtone when viewing the real time surveillance of device?

A: The device is in a busy state and unable to ring the bell when you viewing the real time surveillance, so you need to exit real time surveillance.

Q5: There is no sound after press doorbell button.

A: 1) Is the device open?

2) Ensure that flat cable between Exterior Companion Door Module and Interior Main Door Module is connected properly

3) Refer to instruction manual to rearranging the connection flat cable.

4) Check whether there are any obvious damage on flat cable.

5) Slide power switch to restart your device

Q6: Problem with display (color issue)

A: Only black and white color display: Lighting issue makes device into the Night Mode, this is normal

Q7: Flat cable issues

A: 1) Reconnect flat cable

2) Ensure that flat cable between camera and Interior Main Door Module is connected properly

3) Check whether there are any obvious damage on flat cable.

4) Send to after-sales maintenance

Q8: Poor battery life

A: Check the daily number of the video detection, if the quantity is exceptionally high, please refer to Q9.

Q9: PIR issue

A: 1) The detection range of PIR should be about 2 meters or less, more than 2 meters may have some of the missing video.

2) Video Record Sensitivity should not be set too high, higher values may costs more in electricity.

Q10: Charging issue

A: 1) When battery is totally flat, it will take a while before device display charging status after plug in the charger. Please be patient.

2) Try not to wait until battery is totally flat before charging, this will shorten battery lifespan. You could charge the battery when the battery only last grid left.

Q11: App download and installation

A: 1) For Android, search "NewooEyes" at Google Play, download and install. For iPhone/iPad, search "NewooEyes" at App Store, download and install

2) You can also download by scanning QR code found on User Manual or website of "NewooEyes"

3) Support Android 4.0 or later, iOS 6.0 or later

4) If installation is not success, try deleting current "NewooEyes" app and then reinstall

Q12: Wi-Fi set up failed

A: 1) Ensure that Home Wi-Fi name did not have Chinese or Special characters (other than "alphabet" and "number", all other characters are special character)

2) Ensure that Wi-Fi account and password are correct, take note of capital letters

3) Ensure that Wi-Fi network is operating normally. Interior Main Door Module and Router should be within 10 meters (when not separated by walls). This ensures the stability of the Wi-Fi signal.

4) Ensure that the Wi-Fi that the device is connected can access Internet properly

5) The best distance between mobile phones and equipment is about 20 cm.

6) When setting up Wi-Fi, ensure a quiet environment, try to minimize noise

Q13: How many people can manage the device at the same time?

A: 1) One account can add many doorbell device

2) One account can be logged in by more than one mobile phone at the same time.

Q14: App is showing that doorbell device is offline

A: 1) Under the "monitor" page of app, pull downward to refresh

2) Logged out of current account and login again

3) Ensure that doorbell device is the latest firmware version

4) Check whether device Wi-Fi is disconnected or signal is unstable

5) When router is too far away from Interior Main Door Module, signal might be unstable, try shifting router's position

Q15: When viewing the video, it displays nothing.

A: 1) If there is only audio but no video, mobile network might be slow, check the mobile network

2) Check or restart router, make sure that the network connection is normal

Q16: Quality of Night Mode is not acceptable

A: 1) During the night, the infrared lamp of the device will open automatically and the effective distance is about only 2-3 meters

2) If there is no object/person in front of the door, it is normal that the quality is not good enough.

3) If someone is in front of the door, and the quality of the night mode is good enough, then the night mode works well.

Q17: When viewing real time surveillance, device shows no response

A: 1) At the same time, device only allows one mobile phone to view real time surveillance, so you can't view the surveillance until the device is free.

2) You can't view real time surveillance when device is ringing or in a call

3) Please check the connection of network when network error is prompted

Q18: Video issue

A: 1) You might experience video freezing or delaying when the network is not good enough, wait a while or try to adjust network environment

2) When viewing video, video streaming will consume a lot of network bandwidth. You could turn off the video depending on actual situation when using mobile network, but if the mobile network bandwidth is sufficient, this would not be a problem.

8. Battery Usage and Safety Notice

(1) This machine use the 3.7 V 3000 mA high-capacity polymer batteries which is built-in and rechargeable. So, we don't need to replace the battery in this case that the battery can continue to charge and discharge and can use normally.

(2) Please connect the machine USB and the external DC power supply with the special data cable, and turn on the power switch to charge.

(3) Connect the charger to the 220v AC power supply, in order not to burn out the machine or charger, it is best to use our recommended charger to the battery charging.

(4) Please charge the battery in time before it's going to running out.

(5) The output of the charger is 5V/1000MA, please don't make the positive and negative pole connection short-circuit.

(6) If you plan to do not use this machine for a long time, please turn off the power switch after the battery is full again.

(7) Cleaning method: This product can only do surface cleaning, separating NewooEyes from the transformer before cleaning and need wipe with detergent regularly.

(8) This specification shouldn't be discarded and must pay attention to those announcements.

9. Product Warranty Card

Thank you for purchasing and using this new smart doorbell NewooEyes!

This product has already passed the quality inspection of Wuhan ShiTuTong Technology Co., Ltd. If there are any quality problems within seven days, we can give a free return, and you can also enjoy the free warranty for one year. In the course of your normal use, any hardware failure caused by the quality problem of our product are all able to contact the relevant product sales for free warranty or call customer service hotline to take counsel.

Use retention (Fill in by salesman)　　　　　　Signature of salesman:

Product name	NewooEyes		
Purchase date	year	month	date
Distribution address			
Distributor			

The form keep by after-sales department

Product name	NewooEyes		
Purchase date（salesman fill）	year	month	date
Distribution address（company fill）			
Distributor（company fill）			
Username （consumer fill）			
Telephone number （consumer fill）			
Return address（consumer fill）			

Signature of consumer:　　　　　　　　　　Signature of salesman:

Appendix 1：LED Status

LED	Appearance	Status
	Red, blinking slowly	Low Battery Warning
	Red, blinking intermittently, 3 successive blink each time	Wi-Fi/Server Connection Failure
	Red, always on	Upgrade Failed
	Green, blinking slowly	Waiting
	Green, blinking quickly	Normal
	Green, blinking intermittently, 3 successive blink each time	Wi-Fi Setup in progress
	Green, blinking intermittently, 2 successive blink each time	Upgrading in progress
	Green, always on	Charging

Note: During normal operation and charging, will display charging status.

Appendix 2：Specs

1	Name	NewooEyes
2	Dimensions:	112*70*20mm(indoor) 60*60*22(outdoor)
3	Weight	300g
4	Color:	Gold
5	Power:	3000mAh
6	Standby time:	Up to 6 months
7	Extended storage:	Micro SD, maximum 32G
8	Viewing Angle:	120°
9	CMOS sensor:	OV9712
10	WLAN function:	WIFI, IEEE802.11b/g/n
11	Button:	A doorbell button, a WiFi settings button, a system upgrade button
12	Fittings:	bracket, screwdriver, screw
13	Warranty period:	One year
14	Live view:	Support
15	Video intercom:	Support
16	Infrared night vision:	Support
17	Wandering detection:	Support
18	Resolution:	1280*720/640*352
19	Video codec:	H.264
20	Frame Rate:	30/25/20/15/10fps
21	Bitstream:	1024/512/384kbps

Terms of usage and Privacy Policy

Wuhan ShiTuTong Technology Co., Ltd (Hereinafter referred to as STT Vision) hereby remind user to read carefully and have a thorough understanding of each terms including the exclusion or limitation of STT Vision liability disclaimers and limitations of user rights in this "Terms of usage and Privacy Policy" (The following referred to as the "policy"). Please read carefully and choose to accept or not accept this "Policy" (Minor should read together with legal guardian). Unless you accept all the terms in this "Policy", or you don't have the rights to register, log in or use any related service under this "Policy". The registering, logging in or using any service would be considered that you accepting "policy", as well as accepting all binding terms of this "Policy".

This "Policy" describes the rights and obligations of "NewooEyes" services between STT Vision and user. "User" refers to the individual or organization who was registered, logged in, used, or browsed this service. This "Policy" can be updated at any time by the STT Vision. Once the updated "policy" published, original terms will be replaced, and will not to notify separately. In the event when STT Vision changes the terms in this "Policy" but user don't want to accept, user should stop using those services provided by STT Vision. Any behavior to continue use of those services will be regarded as accepting those updated terms.

I. Rules of Usage

1. User should fully understood and agreed that NewooEyes is just an intelligent security products that transmit Real-time video and voice information through the Internet, users must be responsible for all the behavior under their own registered account, including every contents that you have transmitted and also the consequences resulted from this. Users should make their own judgment on the content of NewooEyes product, and accept all risks that caused by the dependence of those content accuracy, timeliness, completeness, or usefulness arising from the usage of those contents. STT Vision cannot and will not be liable for any loss or damage due to user's behavior.

2. Users must assume full responsibility for the validity, authenticity and legality of the registration information to ensure that you can get the normal product service, technical support and timely message of the information related to the product.

3. STT Vision reserves the rights to unilateral change, suspend, limit, stop or revoke contents for all or part of the NewooEyes service at any time without any notice for business development needs. User should accept this risk.

4. The service provided by NewooEyes might contain advertisement, user agrees to display advertisement that provided by STT Vision and third party supplier and partners in the process of using the services.

   5. The services provided by NewooEyes contain "Buy upgrade services", which means users need to pay for cloud services. At present, the only way to pay for "cloud service" is in "Newooeyes" application and the product official website: www.newooeyes.com . Users should fully understand that STT Vision will not take any responsibility for the payment risk which is comes from any other charges besides the "Newooeyes" application and the official website.

   6. Users couldn't make use of NewooEyes or its services to create, upload, copy, or send those content below:

  (1) Against the determined basic principles of the Constitution;

  (2) Endanger national security, disclose state secrets, subvert country regime, undermine national unity;

  (3) Damage to national honor and interests;

  (4) Incite ethnic hatred and ethnic discrimination, undermine ethnic unity;

  (5) Damage national religious policy and promote cults and feudal superstition;

  (6) Spread rumors, disturb social order and undermine social stability;

  (7) Spread obscenity, pornography, gambling, violence, murder, terrorism or abet the crimes;

  (8) Insult or slander others, Infringe upon the lawful rights and interests of others;

  (9) Other information that prohibited by laws and administrative rules;

     STT Vision have the right to stop the transmission of any content that in violation of relevant laws and regulations or the "policy" agreement, to infringe, impair, or threaten the rights or safety of any person, or the act of passing off others according to the law or in its reasonable judgment, including but not limited to, delete the content that illegal, tortious, and improper from the NewooEyes service, terminate the membership of the violators, prevent the use of NewooEyes all or part of the service, also STT Vision will keep the improper information and report to the relevant departments according to the laws and regulations, etc.

   7. Rights and obligations of users,

  (1) STT Vision has the ownership of NewooEyes account, users can get the right to access the NewooEyes account after they completed the application for registration, the right just belong to the initial application for registrant, no gift, borrow, rent, transfer or sale. STT Vision has the right to take back the user's NewooEyes account if there are any need for the company business.

  (2)Users have the right to change or delete their personal data, registration information or the content transmissions on NewooEyes, but it should be noted that if you delete the relevant information it will also make every related videos and pictures which was stored in the system disappeared, and users need to undertake this risks for their own.

  (3)Users have the responsibility to keep the registered account information and password security

properly, users also need to take legal responsibility for the behavior under registration account and password. Users should agree that they will never use the other members' account or password in any case. When you suspect that someone is using your account or password, you agree to notify STT Vision immediately. If the user name and password are copied, stolen, or unauthorized to use because of your bad management, you need to take the loss and responsibility on your own.

(4) The users agree STT Vision to push notifications in the following manner, a. announcement; b. mail and the message pushed by STT Vision client-side; c. e-mail, messages, letters and other way that sent according to the contact information you set aside.

(5) Users should comply with the each terms of the "policy" to use the service correctly and appropriately, if the users violate any terms of this "policy", according to the "policy", STT Vision will has the right to stop provide service to default users.

Ⅱ. Protection of privacy

User personal privacy information is those information that could carry out personal identification or related to personal communication, including but not limited to the following information: user's real name, ID number, phone number, IP address, email address, video which contains personal information, etc. Non personal privacy information refers to the basic information that is the operating status and using habit to the service of users which are clearly and objectively reflected in the STT Vision server, also refers to all the information that exceed the personal privacy information, and the privacy information that users consent to the public.

Respect for the private of the user's personal privacy is a consistent policy of STT Vision, STT Vision will take reasonable measures to protect user's personal privacy information. Without the consent of the user, STT Vision will never disclose or reveal the user's personal privacy information to a third party except the cooperator, in addition to these reasons that the law accept or the government departments was authorized by law give a permission or the users agree to. If there are any other agreements about user personal privacy information disclosure between the users and the STT Vision or the cooperator, then the users should accept any and all risks that may arise, STT Vision will not be responsible for this.

STT Vision promise that your personal information will never be public by us, except for the following conditions, a. get your written permission in advance; b. according to the requirements of relevant laws or regulations and the government authorized by law; c. on the basis of this "policy"; d. for safeguard the legitimate rights and interests of STT Vision.

Meanwhile, in order to operate and improve the STT Vision technology and services, STT Vision may autonomous gather or use non personal privacy information or provide it to a third party, this will help STT Vision to provide a better user experience and also will improve the service

quality of STT Vision. Users are also subject to the constraints of STT Vision privacy policy when they use the service of NewooEyes. If users accept every terms of this "policy", they will also be considered to accept the terms of the STT Vision privacy policy.

Ⅲ. NewooEyes trademark information

The trademark of STT Vision include the graphics, characters, or their composition in the service of NewooEyes, as well as other STT Vision logo, product and service name. Without the prior written consent in of the STT Vision, users mustn't display or use or make other processing with the NewooEyes logo, also user can't show others that you have the right to display, use or other way to deal with the NewooEyes logo.

Ⅳ. Legal liability and Disclaimer

1. Users should agree to compensate STT Vision and co-operatives and associated company for the losses like the compensation or demand or loss advocated by a third party which is caused by the users when they violate the rules of this "policy" or other related terms of service, meanwhile the users also have the responsibility to help them avoid the losses.

2. Any content that is transmitted by a user in NewooEyes service or through the service does not reflect the views or policies of STT Vision, STT Vision has no responsibility for that.

3. All losses due to a third party such as the telecommunications sector communication line failure, technical problems, network or computer failure, system instability and a variety of other reasons of force majeure, STT Vision and the cooperator has no responsibility for that too.

4. Due to force majeure events such as a technical problems affect the normal use of the service, STT Vision and the cooperator promise that they will repair it in the first time cooperate with related units. But STT Vision and the cooperator will not take responsibility for all the losses suffered by the user.

5. Just like the majority of internet service, this service may be harassed by all kinds of security problems such as others take advantage of user information cause harassment to user in real life, the Troy Trojan and other viruses included in the software that downloaded and installed by users or the other website they visited threatens the safety of the user's computer information and data then affect the normal use of the service and so on, those security problems probably all due to the influence of factor differences including but not limited to user causes, network service quality, social environment, etc. Users should strengthen the protection consciousness of information safety and the user data and also should to pay more attention to password protection, in order to avoid causing loss and harassment.

6. Users must understand that, due to the Internet services involved, the use of this service may

be affected by some unstable factor of various aspects. Therefore, in this service, users should take this kind of risk like service is suddenly interrupted or can't meet user requirements which caused by a force majeure, the computer virus or hacker attacks, the unstable system, the location of user, the user shutdown and any other reasons of technology, Internet, communication lines and so on. And if it makes users can't send and receive message or get and hair some wrong message, STT Vision will not be responsible for this too.

7. The content of the information defined by STT Vision includes, character, software, sound, photos, video, graphics, all content in the advertisement and the business information for users provided by STT Vision, all those contents are protected by copyright, trademark, and other intellectual property rights and ownership laws, so that users can only use those contents under the authorization of STT Vision and advertisers, but not to copy, modify, edit, or create related derivatives without permission.

8. In any case, STT Vision will not take responsibility for any indirect, consequential, punitive, incidental, special or exemplary damages, also including the profit losses due to use of NewooEyes services. Although this "policy" may contain the terms of contrary, the whole responsibility undertook by STT Vision no matter what kind of behavior or for what reason, will always less than the costs (if any) that you have already paid for NewooEyes services in the member period.

9. There are many versions of the plug-in and software that developed and operated by STT Vision, based on your terminal equipment, you should download, install and use the match version from the official website of the product or the authorized third party platform. If you download from a third party platform which without being authorized by STT Vision or make some mistake choice lead those software or plug-in can't use normally, STT Vision will not bear the losses.

10. If user is contrary to applicable laws or the terms of "policy, according to the nature of this behavior, STT Vision will have the right to take those measures including but not limited to interrupt service, limit the use and terminate the service, investigate legal liability and so on without advance notice, meanwhile, users should agree to undertake all losses that cause by user violations for STT Vision or a third party.

Ⅴ.**The other terms ,**

1. STT Vision hereby solemnly remind users to notice that you need to pay a special attention to the terms about the exemption from liability of STT Vision and aggravate the obligation of users, please read carefully and consider the risk independently. Minors should read this "policy" accompanied by legal guardian. STT Vision reserve all the right for the final explanation and modification of all above terms.

2. When the terms of this "policy" partially or completely invalid, it will not affect the validity of

other terms.

    3. STT Vision has copyright of this "policy", STT Vision reserves all rights to modify and explain.