



ISEFY

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Product FAQ

Empowering Your Security, Every Step Of The Way!

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Doorbell-Pivot

1.What is the recommended mounting height for the doorbell?

- The doorbell should be placed 1.4m to 1.5m or 4.6ft to 4.9ft above the ground.

2.Why don't I receive a phone call or alert when someone presses the doorbell?

- **Enable notifications in your ISEFY app:**

Open your ISEFY app and navigate to Device Details.

Ensure the option "Notification" is enabled.

- **iOS:**

Settings → Notifications → ISEFY → enable "Allow Notifications", set alerts to Lock Screen and Banners.

- **Android:**

Settings → Apps → ISEFY → Notifications → enable "Show Notifications", set priority to High.



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3. Why don't I receive alerts even though notifications are enabled?

- Check **Detection Settings** in **Device Details**. If you've enabled **Loitering Detection**, alerts will only trigger when a target remains in view for a specified duration (8-15 seconds, adjustable).

4. Which detection mode should I use—Motion Detection or Human Detection? And what is PIR?

- We recommend using Human Detection. Motion Detection may cause **false alerts** due to strong light, moving leaves, etc., and can also increase power consumption.
- Human Detection uses **PIR** (Passive Infrared Sensor), which triggers alarms only when a human body is detected by sensing heat and motion—reducing false alarms effectively.

5. Does Pivot Doorbell support 5 GHz Wi-Fi?

- Yes! Pivot is dual-band, which means it supports both **2.4 GHz** and **5 GHz** Wi-Fi connections.



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6. How do I update the firmware of my doorbell?

- Make sure the device is in an **active** state. Then go to Device Details in the ISEFY app and tap "Firmware Update" to install the latest version.

7.How long does the doorbell battery last?

- The built-in **5000mAh** rechargeable battery can last up to **120 days** under typical use (about 10 events/day, each with 8 seconds of video recording).

8.Can I remove the battery?

- No. The doorbell requires the battery to be installed even when wired charging is used. It depends on a battery for normal operation.



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9. Do I need ISEFY Cloud to use the doorbell and save videos?

- ISEFY Cloud allows **remote access** to videos stored on the SD card.

However, you can also manually save footage by tapping the Record button during playback. These videos will be saved directly to your phone's gallery.

10. What is Power Saving Mode?

- When the battery drops below a certain level (default: 10%), the device enters Power Saving Mode.
- In this mode, only doorbell presses will trigger notifications—other alerts are paused to conserve power.

11. How do I factory reset the doorbell and chime?

- Doorbell: Press and hold the power button on the back for 5 seconds.
- Chime: Press and hold the reset button on the side for 5 seconds.



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12.Can I receive notifications only when someone presses the doorbell?

- Yes. Turn off general notifications in the device details, but keep the Device Call feature enabled. You'll only be notified when the doorbell is pressed.

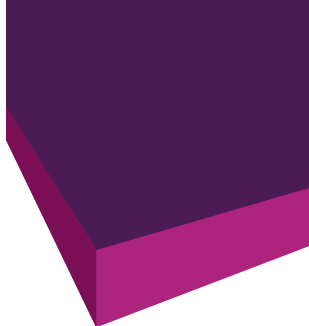
13.Do I need an angled bracket to install the Pivot doorbell?

- No. The Pivot doorbell lens can be **remotely rotated** to your desired position using the ISEFY App, so there's no need for a tilt bracket or corner kit during installation.



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IPC-DualWatch & AlertFlash

1.The indicator light is flashing red—what should I do?

- Reset the device.
- If the indicator changes to flashing green, re-add the camera in the ISEFY App.
- If it stays red, the camera may be faulty—please contact the ISEFY Support team.

2.How do I check if the camera connection is stable?

- Check the Wi-Fi icon in the Device Details page—green full bars indicate a good connection.
- You can also use the **Wi-Fi Detection Tool** in the ISEFY app to test your network status.

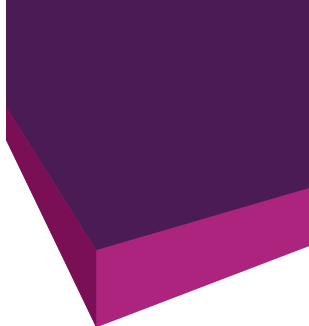
3.How to switch to Night Vision mode?

- Ensure the device is online.
- Open the Device Details page.
- Tap Night Vision Function and switch to your preferred mode (4 mode night vision support).



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IPC-DualWatch & AlertFlash

4.Can I view video without internet?

- Yes. Double-click the reset button to activate the device's Soft AP mode. Then, connect your phone to the device's Wi-Fi hotspot.
- Open the app → Tool → **LAN Live** to view the video locally.

5.Why are there fewer messages than event videos in the app?

- If Human Detection is enabled, the system will only notify human-triggered events, not general motion. This reduces unnecessary alerts.

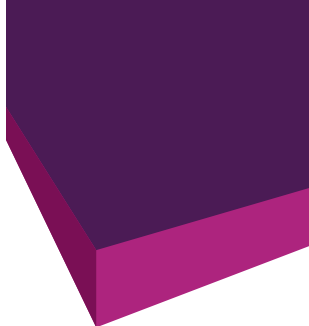
6.How to set up SD card for continuous recording?

- Go to Device Details → Local Storage Settings.
- Turn on Scheduled Recording to enable continuous recording.



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IPC-DualWatch & AlertFlash

7. What if the camera can't recognize the memory card?

- Gently clean the gold connectors on the SD card with an eraser.
- Format the SD card to FAT32 using a PC.
- Try inserting a different SD card if the issue persists.

8.Which ONVIF profiles does the ISEFY camera support?

- ISEFY cameras support ONVIF Profile S, which covers basic video streaming and device discovery.

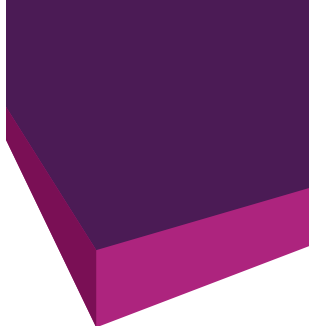
9.What is Privacy Mode?

- When Privacy Mode is enabled, the camera lens is physically blocked, and the device will not capture any video or send any alerts.
- No images or information will be recorded during this time.



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IPC-DualWatch & AlertFlash

10. Can I set detection zones for the two lenses on Dual Watch separately?

- Yes! When configuring the Detection Zone in the device details page, you can switch between the two lenses and set different detection areas for each one. This allows you to customize alerts for each view independently.

11. Can I view multiple cameras at once?

- Yes! On the Home Page of the ISEFY app, tap the play icon at the top right corner of the camera list to enable multi-view mode and watch multiple cameras simultaneously.

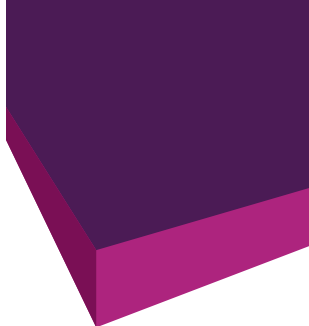
12. Can I use the camera without an SD card?

- Yes. You can still view the live stream and receive push notifications. However, video playback and recording require either an SD card or Cloud storage.



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IPC-DualWatch & AlertFlash

13.How to add my camera to a new ISEFY account?

- For security reason, one camera can be bound to only one ISEFY account. So if you want to add your camera to a new account, please delete it from the previous account first.

14. Can I set a schedule for detection and alerts?

- Yes! In Detection Settings, you can configure detection schedules for specific days and times to receive alerts only when needed.

Still have questions?

Please contact our support team for further assistance.

support@isefy.com