NewooEyes User Manual

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版本记录

版本	日期	作者	备注
V0.1	2015-07-20	Dana.Liu	Initial Draft
V0.2	2015-07-22	Dana.Liu	1.设备图片更改，电源键说明； 2.门铃与设备操作补充； 3.调整内容结构，按用户操作流程来写。
V0.3	2015-07-23	Dana.Liu	1.调整设备外观图片； 2.修改设备Wifi设置部分。
V0.4	2015-07-29	Dana.Liu	1.安装及设置纳入一章； 2.更新部分图片。
V0.5	2015-08-03	Dana.Liu	1. 部分描述歧义修改；
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V1.1	2015-01-18	Dana.Liu	1. 部分歧义描述修改； 2. 设备图片更新； 3. 新增SD卡功能介绍。
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V1.4	2016-02-24	Choo Chia Fong	Translated to English

Table of Content

1. Overview

This user manual includes instruction for Doorbell device installation and guide for the usage of Doorbell mobile client app "NewooEyes". For the device, it will include, overview of the physical device, device installation, and device Wi-Fi set up. For the app, it will include, Doorbell answering, device management and adding/deleting of device etc.

Chapter 2 gives an overview of the physical appearance and function of "NewooEyes" Interior Main Door Module and Exterior Companion Door Module.

Chapter 3 describes how mobile app NewooEyes can be connected to a device (including device Wi-Fi setup and device addition).

Chapter 4 is mainly for the introduction of NewooEyes app functionality.

NewooEyes application supports iPhone/iPad as well as Android devices. The application needs to communicate with the server, thus it is a requirement that iPhone/iPad or Android devices must be connected to the internet.

NewooEyes is a type of real time guest management system. User can make use of NewooEyes smart phone client to answer door bell, communicate with guest, do real time surveillance, view video of guest arrival and view records of guest arrival. The main objective of this guide is to let user familiarize with NewooEyes usage and functionality，including NewooEyes device management, surveillance, guest records, guest request management, settings, and saving video recording to SD card etc.

Chapter 5 introduce device firmware upgrade and app version upgrade.

Chapter 6 to 7 focus on common operating issues and how to resolve them. There will also be a list of items to take note of when using the product.

2. Device Overview

NewooEyes Interior Main Door Module and Exterior Companion Door Module:

Image 2-1　NewooEyes Interior Main Door Module and Exterior Companion Door Module

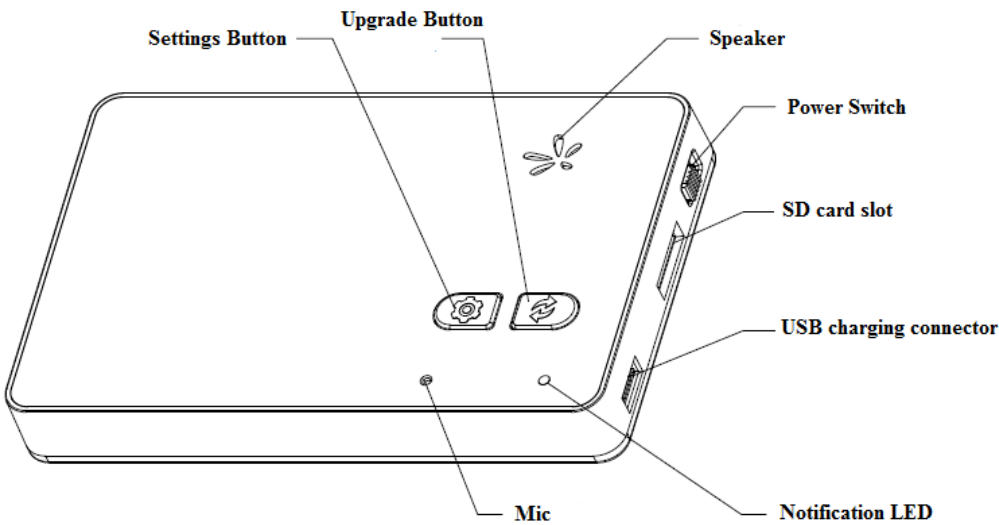Images of NewooEyes interior main door module，exterior companion door module:
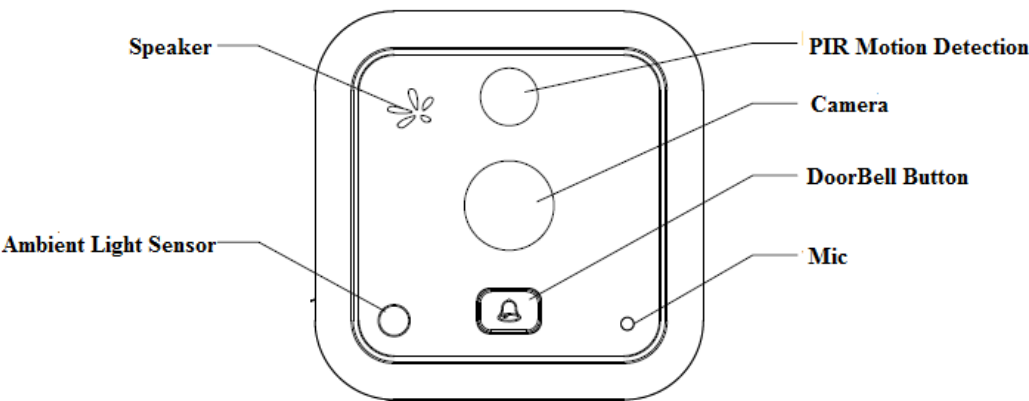

Image 2-2　NewooEyes interior main door module

(1)NewooEyes Interior Main Door Module Overview:

Settings Button: Use to access device setting mode.

Upgrade Button: When device is connected to WiFi, pressing this button enable device to automatically upgrades.Notification LED: Through the usage of different color light/blinking speed to indicate device status. Interior main door module has insert that explains the different meaning of the Notification LED.

Power Switch: Slide to On/Off device.

SD card slot: When SD card is inserted, and Internet is not connected, can be used to save video recording.

USB charging connector: Connect data cable to charge the device.

Mic, Speaker: Use to communicate with guest.

(2)NewooEyes exterior companion door module:

PIR Motion Detection: When motion is detected, this black circular button will automatically detect and start the recording of video.

Camera: Record video, Surveillance, Exercise Motion Detection.

Door Bell Button: When pressed, interior main door module will sound off the doorbell alarm.

Ambient Light Sensor: Automatically detect exterior ambient lighting condition. During video recording or video conferencing, automatically adjust lighting according to exterior ambient light.

Mic, Speaker: Use for guest to communicate.

3. Device/App Installation and Settings

3.1 Device Installation

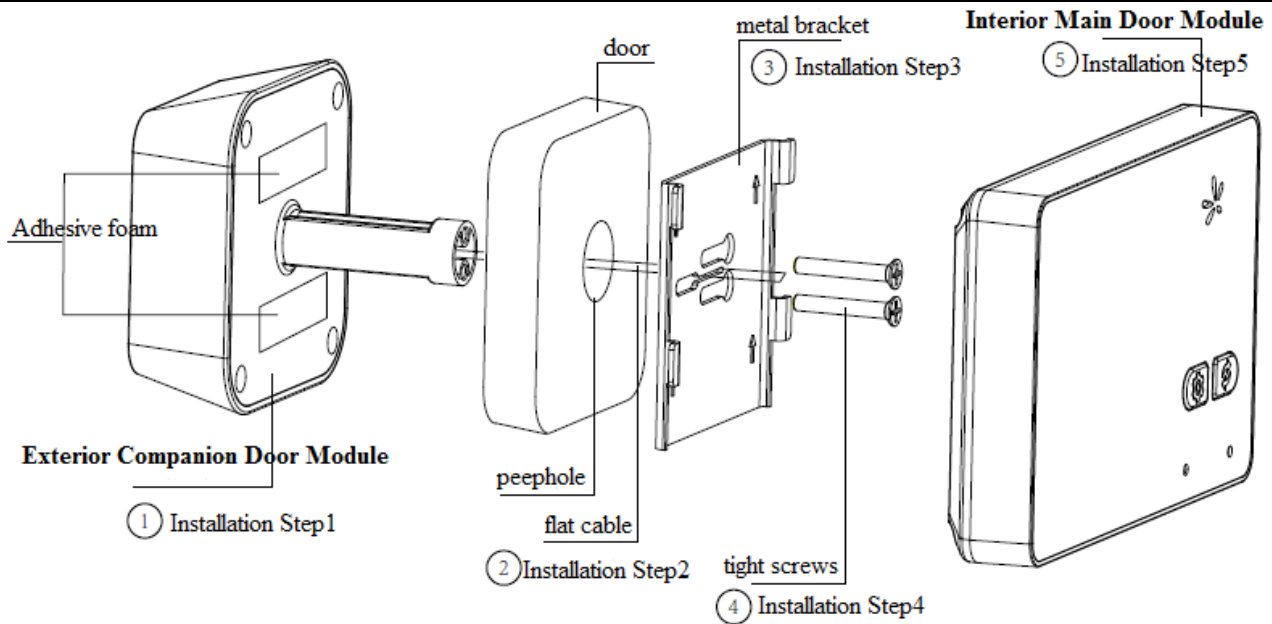Below is the step by step diagram of the device installation

Image 3-1 Device Installation Diagram

Detail Instructions:

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

Step 2: When pulling flat cable through peephole, take care not to pull it too hard;

Step 3: Install metal bracket, make sure that flat cable pass through metal bracket's center gap. Place Exterior Companion Door Module resting against the outside of the door, pass flat cable through peephole, place metal bracket against inside of the door. Make sure that the screw holes at the end of Exterior Companion Door Module's connecting tube is in line with metal bracket's 2 side holes;

Step 4: After making sure that the screw holes at the end of Exterior Companion Door Module's connecting tube is in line with metal bracket's 2 side holes, place screws and tighten them separately, this will secure the Exterior Companion Door Module;

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

3.2 App Installation

For iPhone/iPad, visit Apple "App Store", search for App "NewooEyes"，Download and Install.

For Android, visit Google Play or use any internet browser, search for "NewooEyes"，Download and Install.

In addition, for iPhone/iPad and Android, you can scan the QR code found in the User Manual to download the app and install.

3.3 User Registration/Device Wi-Fi Setup

User register and log in to NewooEyes app, then use app to set up device's Wi-Fi.

3.3.1 User Registration/Login to App

On the mobile phone, tap to open app NewooEyes. On the main page, register an account. After the registration is successful, log in to the account.
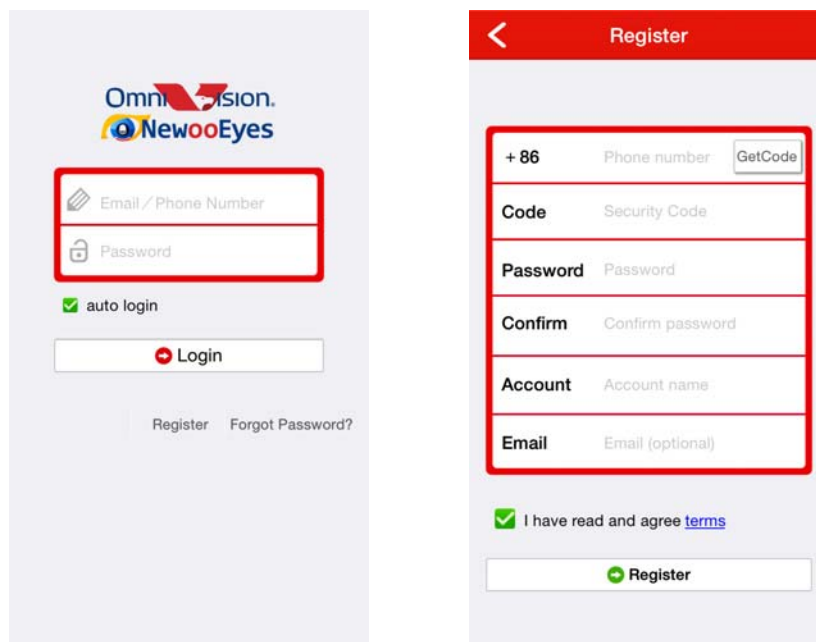

Image 3-2 NewooEyes User Registration

Enter registered mobile phone number, a SMS with verification code will be sent. Enter verification code. Fill in all the other necessary information and submit. 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.

You can use either your registered mobile phone number or registered email to log in to your account.

3.3.2 Device Wi-Fi Settings

(1) Press Interior Main Door Module's "Settings" button, device will be set to Setting Mode, device will prompt "Please set up Wi-Fi".

(2) Connect mobile phone to Home Wi-Fi network, open NewooEyes app and log in. Make sure that Wi-Fi network has sufficient coverage up to the doorbell position.

(3) In the app, tap "Settings" —> Wi-Fi setting. Under Wi-Fi setting dialog, Wi-Fi SSID will be automatically detected and displayed. Enter the corresponding password and tap "Confirm".
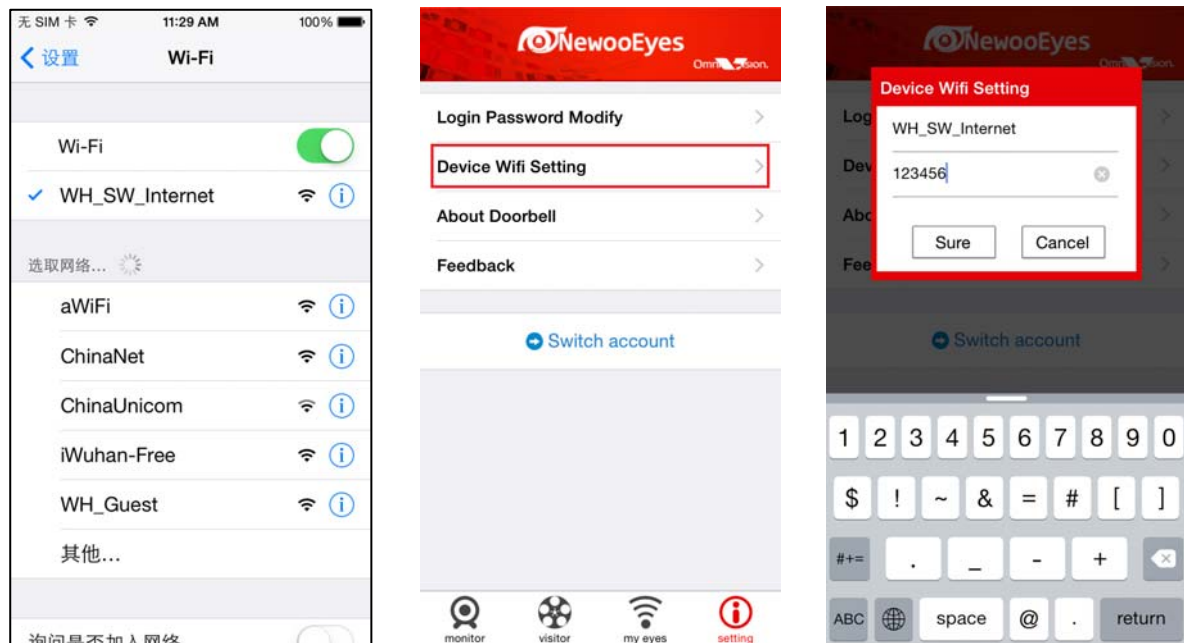
Image 3-3 NewooEyes device's Wi-Fi setting #

(4) After tapping "Confirm", app will send an audio to the Interior Main Door Module. When "Sending in progress …" is displayed, Interior Main Door Module's LED will be blinking in green. At this time do not cancel/pause audio transmission. When transmission is successful, Interior Main Door Module will prompt "Wi-Fi Setup is successful". Device will be added automatically to "My New Eyes" page after Wi-Fi Setup is successful. As shown in the diagram below:
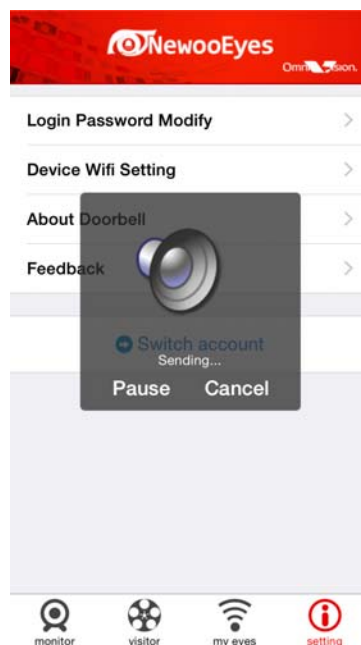

Image 3-4 Wi-Fi Setup audio sending in progress

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

3.4 Adding a Doorbell device

　　Connect app with Home Wi-Fi network. Ensure that you have registered and logged in to your account using the app and that device's Wi-Fi setup has been successful. Under "My New Eyes" page, tap "Add new device" button. Under Barcode Scanning page, aim mobile phone at the barcode of Interior Main Door Module, make sure that the whole barcode is within the scanning frame. After scanning successfully, barcode will be read automatically. Tap "Confirm" and device addition will be completed.
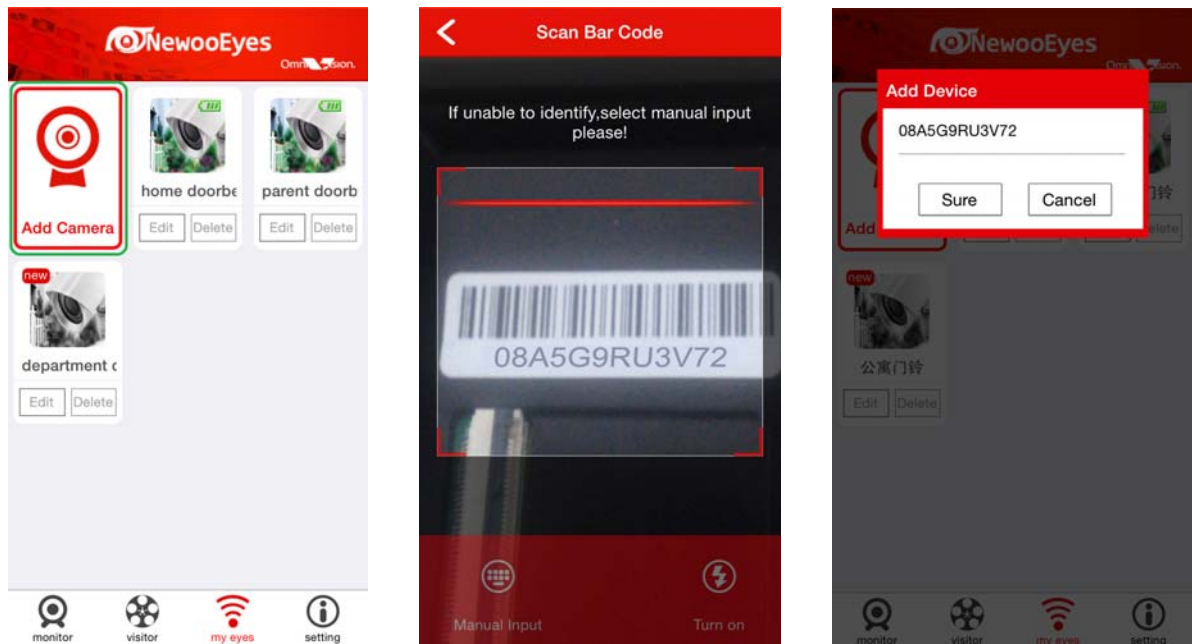

Image 3-5 Scanning Barcode to add device#

　　If barcode cannot be scanned successfully, tap "Manual Input", and enter device serial number (under barcode) to add device.
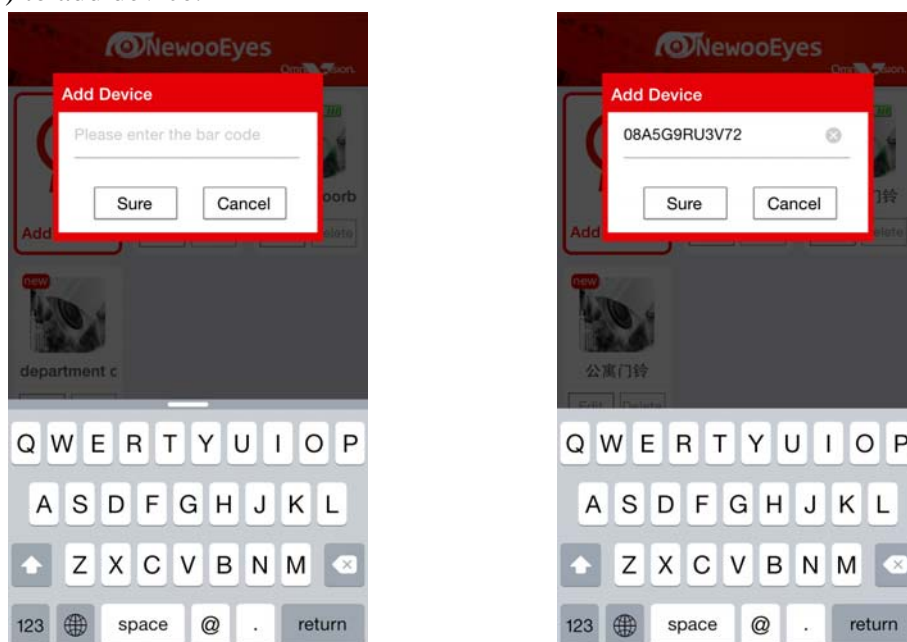
Image 3-5 Scanning Barcode to add device#

You can also refer to section 3.3.2 on how to make use of Wi-Fi setup to automatically add a device.

Note: One account can have many doorbell device. Many account can share the same doorbell device. This make it easier for home usage.

4. Functions Application

Smart Doorbell and NewooEyes app client cooperate through internet technology to realize the possibility of remote viewing the situation outside one's own door and remote communicating with the guest outside, under any network environment.

4.1 Doorbell ringing function

4.1.1 Doorbell ringing notification

➢ When "Doorbell" button is pressed, Interior Main Door Module will play a doorbell ringtone
➢ App will receive a notification (app can be anywhere as long as it is Internet connected)

4.1.2 Guest Answering

Android app – At the pop up Doorbell Ringing Notification page, choose to answer, you can then use your mobile phone to have a video conference with your guest that is outside your door;

iPhone/iPad app – When Doorbell Ringing Notification is received, open the app, tap Notification page's Answer, you can then use your mobile phone to have a video conference with your guest that is outside your door. When doorbell ringed and app is running, app will receive the push notification from the doorbell device.
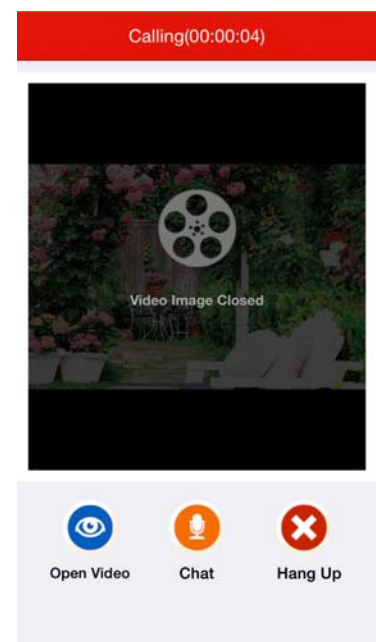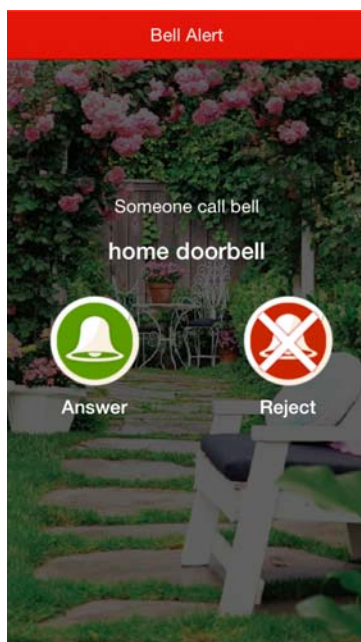
Image 4-1 Guest Answering and Video Conferencing pages#

Video Conference page will display call duration and real time video, and you can communicate directly with your guest. 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 side, but app side can still hear what the guest is saying. Switch between mute/unmute.

Note: When a device is added to many mobile app, device's doorbell ringing notification will be sent to all app. Only the first app that answered can communicate with the guest. After the first app answered, all other app will show that the device is busy.

4.1.3 Guest Rejection

Android app – At the pop up Doorbell Ringing Notification page, tap "Reject", and you can reject the guest request. Doorbell device will then revert to waiting status.

iPhone/iPad app – Open NewooEyes app, tap "Reject", and you can reject the guest request. Doorbell device will then revert to waiting status.

Note: When an account is logged in to many app or when a device is added to many account (and accounts are logged in), device's doorbell ringing notification 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. When one app answered, other app can still disconnect in the usual manner. If there isn't any respond, doorbell ringing notification will stop after about 15 seconds.

4.2 PIR Motion Detection

Under "My New Eyes" page, tap "Edit" button (at bottom of device's image). At device information page, adjust video record sensitivity, and set it to On status. When Exterior Companion Door Module detect human motion, video recording will be started. Recorded video can be found under device's list of past video surveillance footage.

Video record sensitivity comes in low, medium, or high setting. The higher the sensitivity, the faster to trigger video recording.
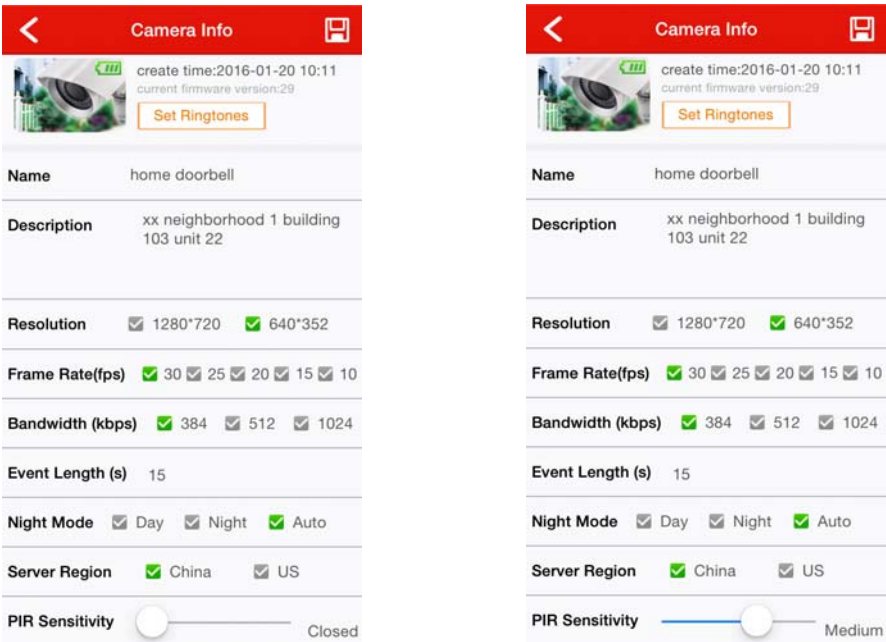
Image 4-2 Device Edit page - PIR setting

4.3 Device Surveilance

(1) Device real time surveillance

Under the Surveillance Main page, under the list of devices, tap Play button that is found on the device image, you can now view the device's real time surveillance footage.
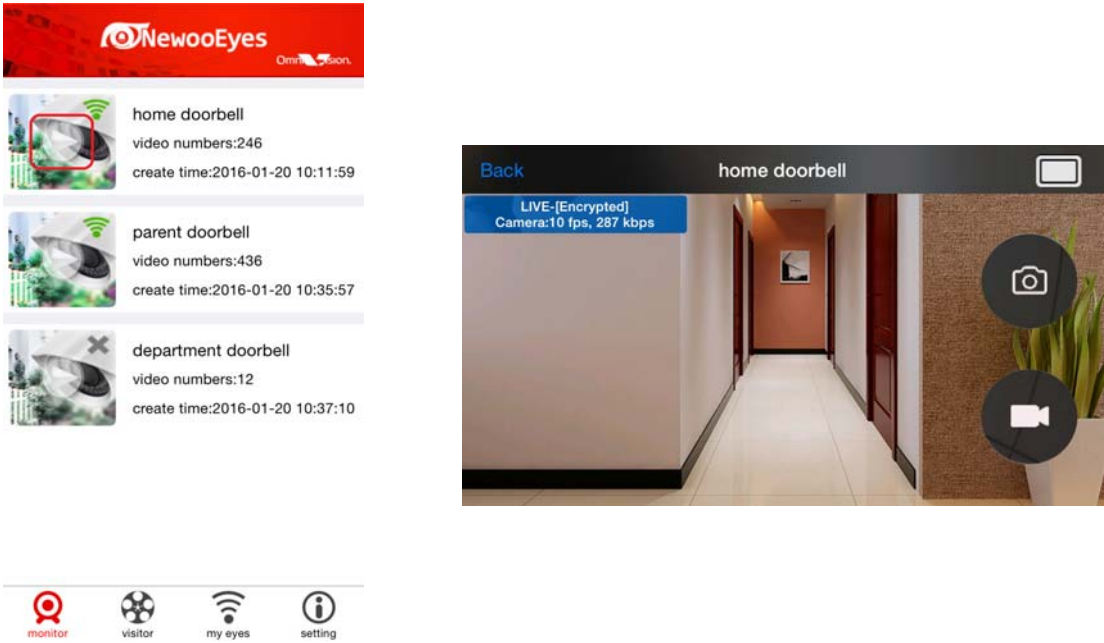

Image 4-3 Real time surveillance page#

When device is not back in normal operating mode, viewing real time surveillance footage will pop up a "Device is busy" or "Device is not responding" message.

Note: Surveillance page, device image's top right corner's icon shows device's online status.

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Green icon depict device is connect and that server is working normally. Grey X icon depict device is offline.

(2) Device real time video screen capturing/ recording

When viewing surveillance footage, tap Screen Capture button will pop up a Screen Capture confirmation dialog. After tapping Confirm, you can view the saved image under your mobile phone default photo gallery.
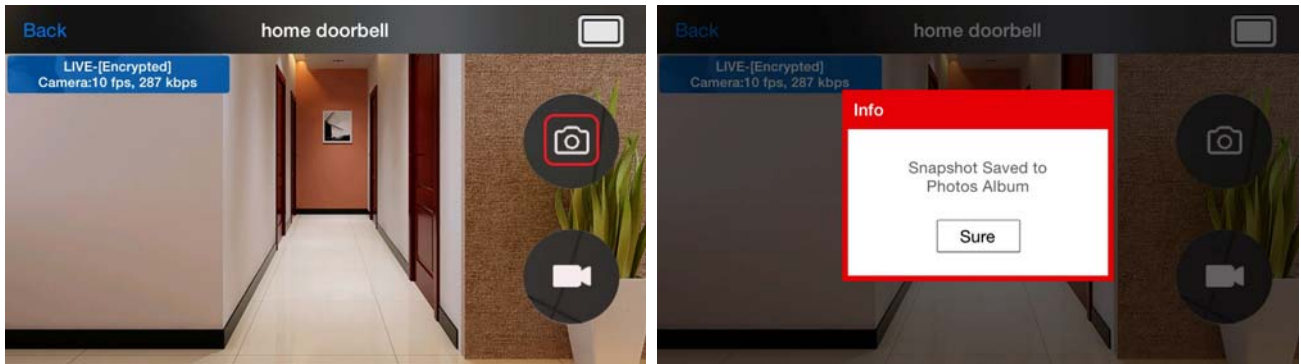

Image 4-3 Real time surveillance screen capture#

Tap Video Record button，app will start recording, page will display recording duration. Tap the Video Record button again to stop video recording. Saved video can be found under phone's default photo/video gallery.
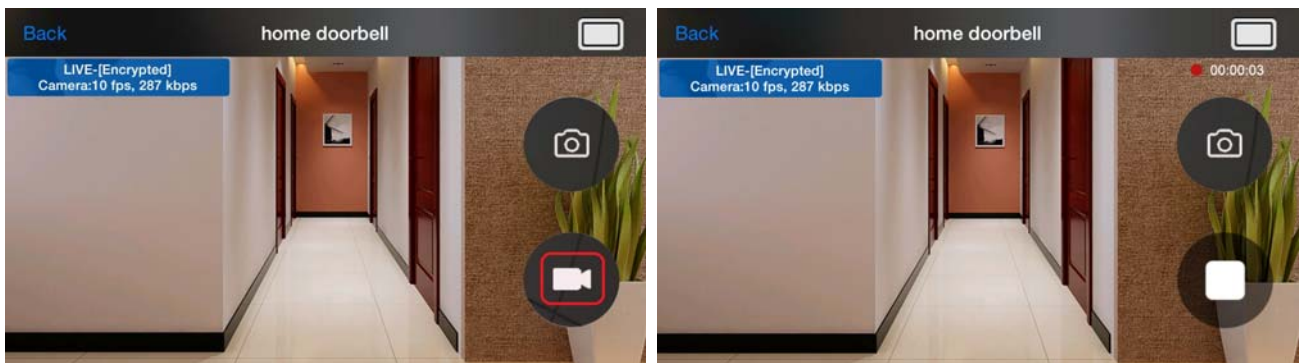

Image 4-4 Real time surveillance video recording#

(3) Viewing device's past surveillance footage

After logging in successfully, you will be transfer to "Surveillance" page by default. This page shows device's past surveillance footage, including total number of such footage as well as a list of those footage. These footage also include video recording gotten from PIR motion detection. Tap any part of any device's information, and a list of device's video will be shown.
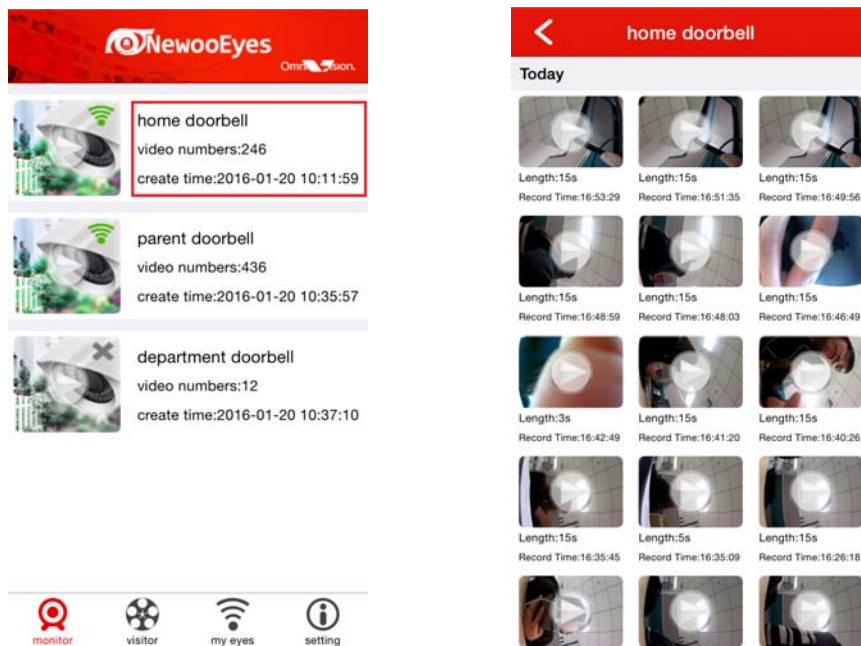
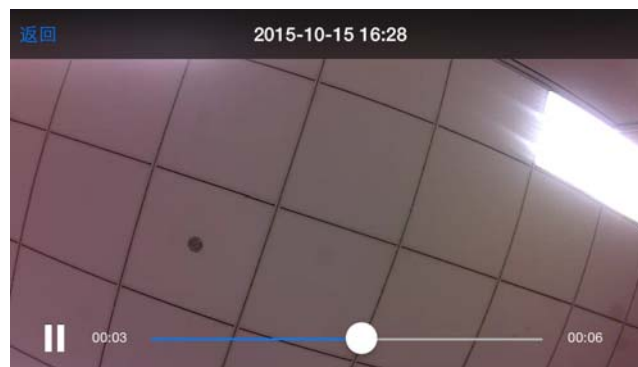Image 4-5 Surveillance Main page and list of video footage

Image 4-6 Playback of surveillance footage#

(4)Device's past surveillance footage – Download/Delete

Under list of video surveillance footage, long press on video image, you can then choose to download or delete video. Tap "Download" button, a pop up will shows downloading progress and then another will pop up to notify that download has completed. Tap "Delete" button, a pop up dialog will be shown , tap "Confirm" to complete deletion.
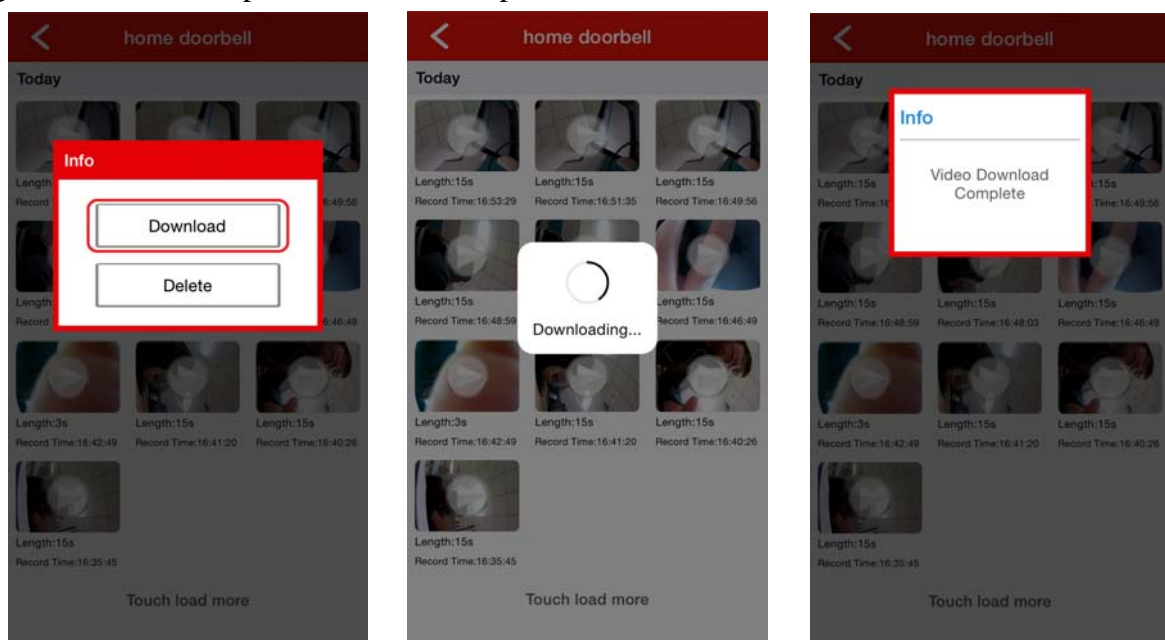
Image 4-7 Download of past surveillance footage#

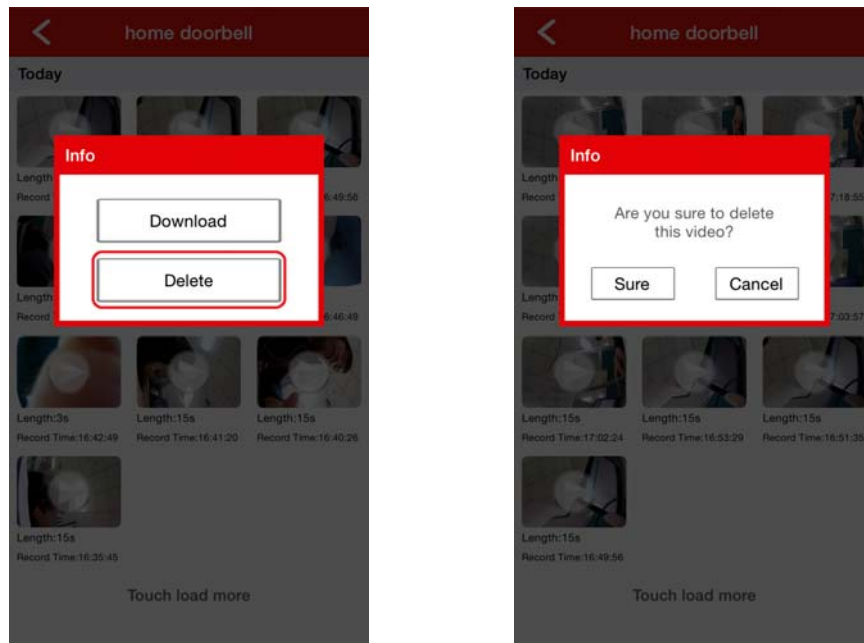Image 4-8 Deleting of past surveillance footage#

4.4 Guest Records

(1) View/Playback Guest Record

Guest Records page contain basic information like icon to indicate whether it is answered/rejected, video duration, and doorbell device name etc.
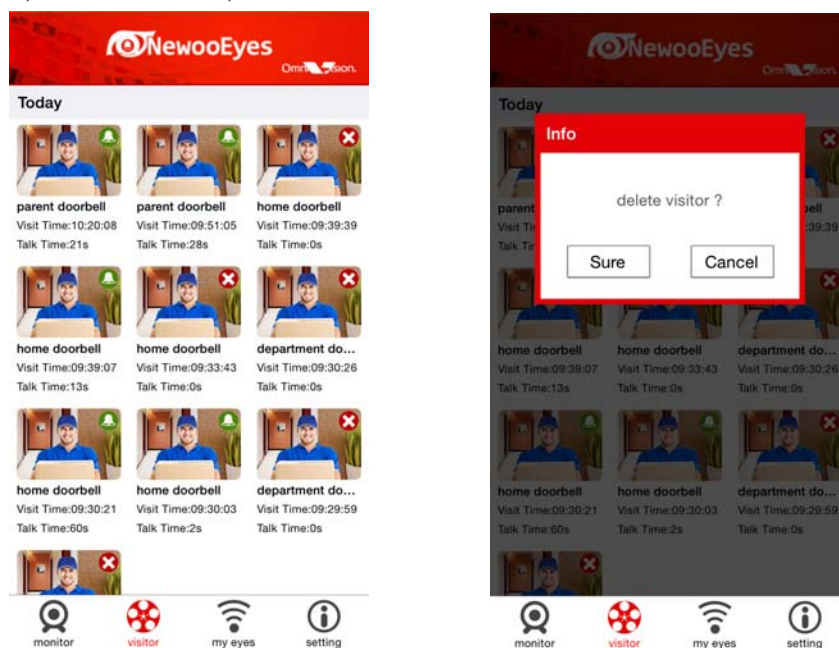

Image 4-9 Guest Record – View and Playback#

Long press guest record's image, a pop up "Delete" dialog will be shown, tap "Confirm" to delete the record.

4.5 Device Edit/Delete

1. Device Edit

Tap "Edit" button (under device's image) to go 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 include Doorbell sound, Name, Description, Device Resolution, Frames per second, Video Bandwidth, Format and Region etc.

Image 4-10 Device Edit page

(1) Doorbell setting: Tap "Set up Doorbell" to pop up a selection of ringtones, tap ringtone to change.
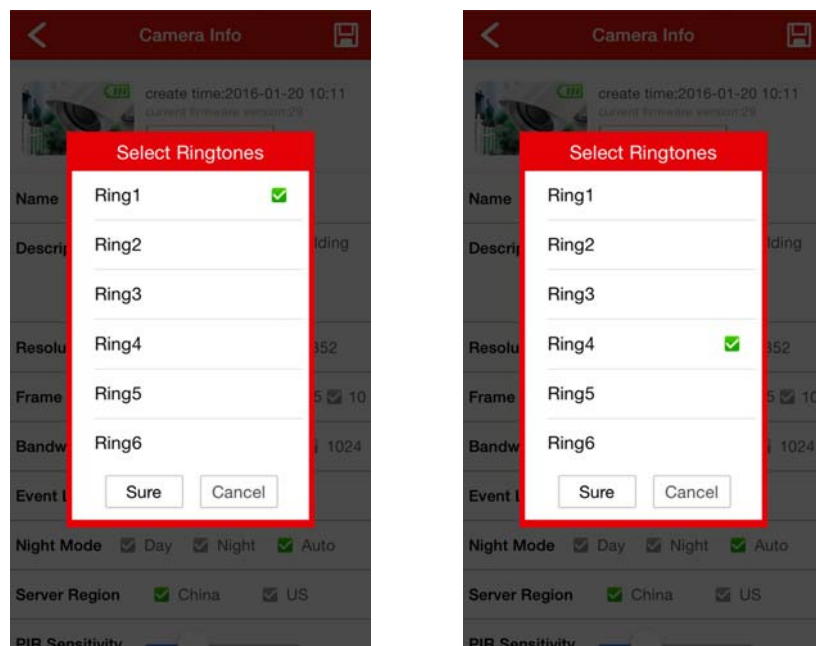

Image 4-11 Doorbell Ringtones Selection

(2) Resolution, FPS, Bandwidth: These values will affect video quality during real time video or video conferencing. With normal network speed, these values should stay at their default values, so as to preserve normal usage. If network speed is very good, these 3 values can be set higher.

(3) Record Duration: Set the duration limit of each PIR video recording.

(4) Night Mode: Use for setting amount of light during video recording or displaying. When set to automatic, device will change amount of light depending on day/night situation.

(5) Video Record Sensitivity: Set device's sensitivity for starting a video record. When set to off, device will not start any video record. If set to on, video recording will start when motion is detected.

2. Device Deletion

Tap "Delete" button (under device's image), a dialog will pop up to ask for confirmation. Tap "Confirm" to delete this device.

4.6 Retrieve/Edit Password

(1) Retrieve Password

Under Login page, tap "Retrieve Password". Under Retreive Password page, enter registered mobile phone number, tap "Confirm Submission". On your mobile phone, look for NewooEyes SMS regarding password retrieval, follow the instructions.
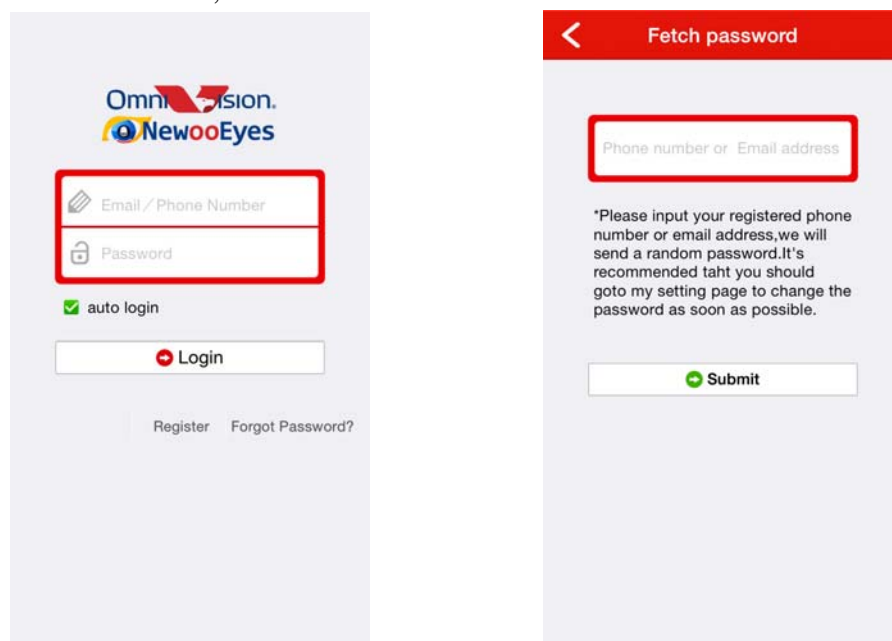
Image 4-12 Retrieve Password

(2) Edit Password

Under Settings page, tap "Edit login password", a pop up "Edit login password" dialog will be

shown. Enter original password, enter new password, and tap "Confirm". Password will be changed successfully, new password can be used for login.

Image 4-13 Edit Password#

4.7 Logout

Under "Settings" label, tap "Switch Account" button, at the pop up dialog, choose "Confirm" to log out.

Image 4-14 Logout

4.8 Save video recording to SD Card

Insert SD card to the side of the Interior Main Door Module. When the guest press the

"Doorbell" button, device will start recording. Video recording might consists of these scenario:
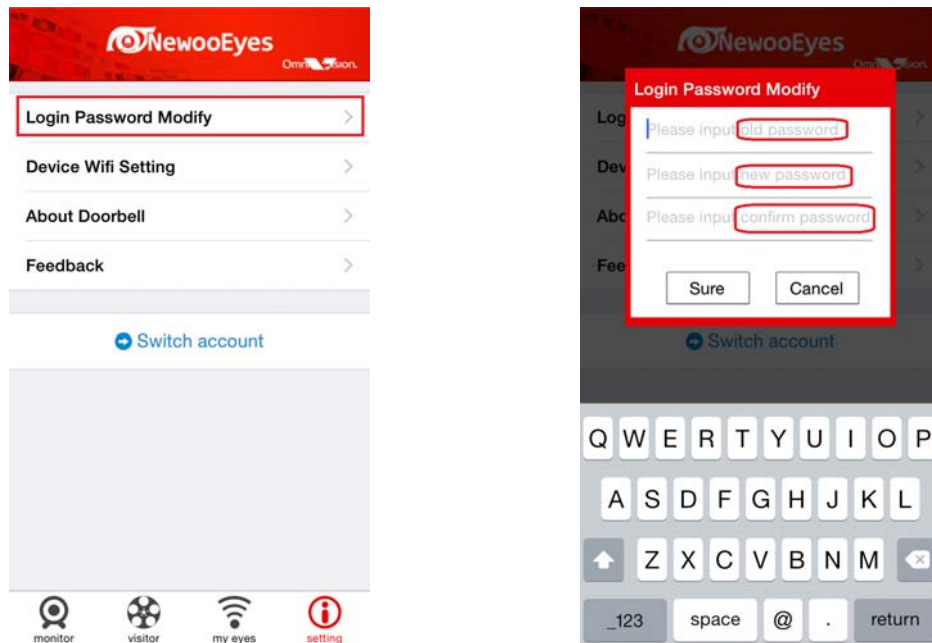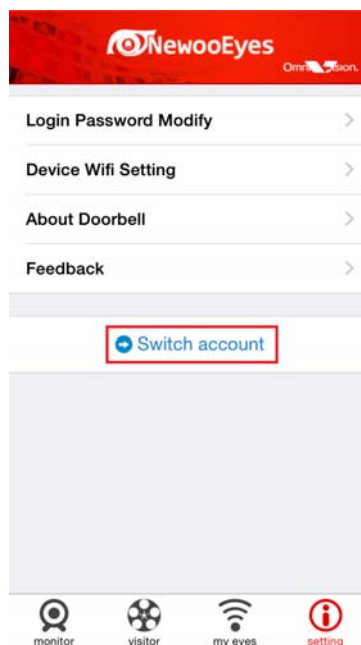
    (1) Doorbell ringed, user answered through mobile app, video recording will stop;

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

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

    (4) In the event when internet connection has some issue, after doorbell is pressed, the device will still record a video.

If you need to view video recorded on the SD card, you can remove the SD card from the Interior Main Door Module, plug it into a SD card reader which is connected to a computer. Since the video format is the widely accepted MP4, you can simply double click to view the video.

When SD card has insufficient storage, old video recording will be deleted, new storage space thus created can then be use for new recording. In the event when SD card cannot be used for storing new recording, please check whether SD card has been inserted properly.

5. Doorbell Device/App Version Upgrade

5.1 Doorbell Device Upgrade

When doorbell device's firmware version has newer update, "My New Eyes" page's device's icon will show "new". As shown below:
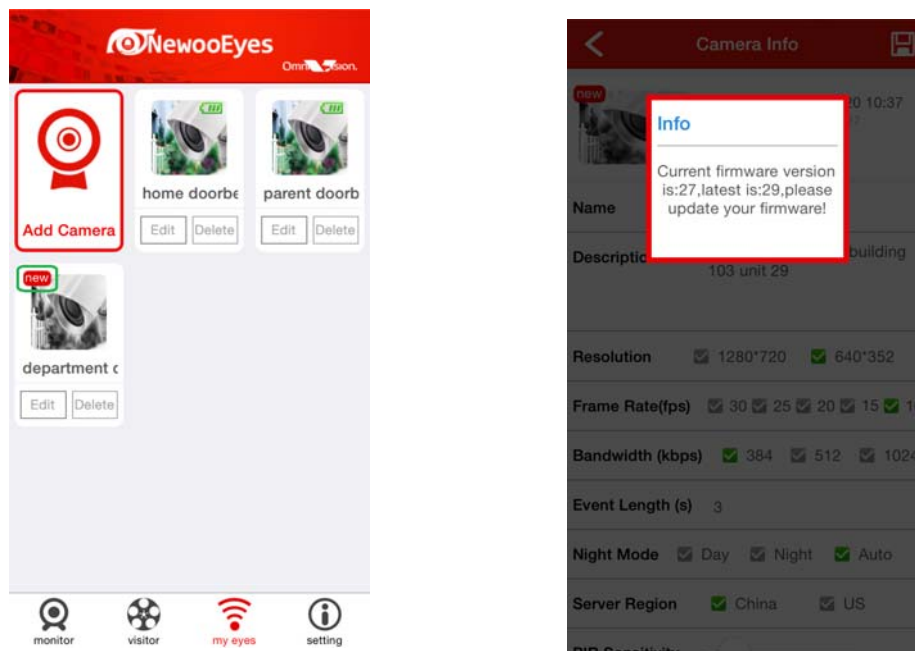

Image 4-15 "My New Eyes" page, device upgrade reminder

Tap "Edit" button, pop up dialog will show device current firmware version and latest firmware version.

To upgrade device's firmware, Wi-Fi must be connected. Before upgrade, ensure that Wi-Fi is connected.

Tap NewooEyes Interior Main Door Module's "Upgrade" button, if there is newer firmware, device will automatically update.

If device's version and latest version are different, device will be updated to latest version. If device's version is already the latest, device will not be updated.

5.2 NewooEyes App Upgrade

When there is a new version, app will display version upgrade notification. For iPhone/iPad, Apple App Store will remind user to upgrade. For Android, when user open the app, a dialog will pop up to display version upgrade notification.

For Android, you can also manually check for update. Open app, go to Settings —> About NewooEyes, tap "Check for update". If there isn't any newer update, app will notify that current app version is the latest. When a newer update is detected, app will notify user to update, and user can then download the latest update.
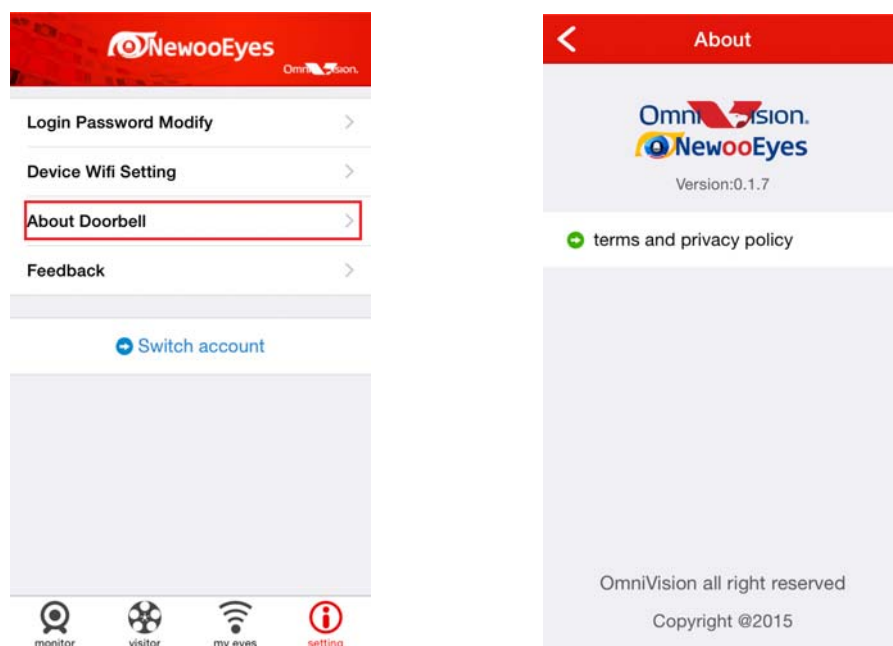

Image 5-1 Android/iPhone/iPad - About NewooEyes #

6. Frequently Asked Question

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

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

Q2: Device cannot record video

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

connected properly

Q3: When viewing device's real time surveillance, device prompt no response or device is busy/ringing

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

Q4: When viewing device's real time surveillance, pressing of "Doorbell" button will not trigger doorbell ringtone

A: When viewing device's real time surveillance, device is in busy mode, it cannot play ringtone, you need to exit real time surveillance.

Q5: Pressing of "Doorbell" button but no sound

A: 1) Is device on

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

3) Re-align flat cable connection, details please refer to instruction manual

4) Check whether flat cable has any obvious defects

5) Slide power switch to restart device

Q6: Problem with display (color issue)

A: Display is in black and white: Lighting issue, device is in Night Mode, this is normal

Q7: Flat cable issues

A: 1) Re-connect flat cable

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

3) Check whether flat cable has any obvious defects

4) Send for after-sale repair

Q8: Poor battery life

A: Check whether daily PIR record's number is exceptionally high, refer to PIR question

Q9: PIR issue

A: 1) Detection distance should be about 2-3 meters

2) Video Record Sensitivity should not be set too high, higher values use more battery

Q10: Charging issue

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

2) Do not wait until battery is totally flat before charging, this will shorten battery lifespan. Charge the battery, when it is left with 1 bar.

Q11: App download and installation

A: 1) You can search for the app any mobile store:

      a)   For Android, search "NewooEyes" at Google Play, download and install

      b)   For iPhone/iPad, search "NewooEyes" at App Store, download and install

2) You can also download by scanning QR code found on User Manual

3) Support Android 4.0 or later, iOS 7.0 or later

4) If installation is not successful, try removing current "NewooEyes" app and then re-install

Q12: Wi-Fi set up failed

A: 1) Ensure that Home Wi-Fi name did not use 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 is to ensure Wi-Fi signal stability.

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

5) Mobile phone and device should be within 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 on many mobile phones

Q14: App is showing that doorbell device is offline

A: 1) Under app's "Surveillance" page, 'pull downward' to refresh

2) Logged out of current account and re-login

3) Ensure that doorbell device is using latest firmware version

4) Check whether device's 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 video, there isn't any display

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

2) Check router or restart router, make sure that device network is functioning properly

Q16: Quality of Night Mode is not acceptable

A: 1) During the night, the device will trigger infra-red, effective distance is about 2-3 meters

2) When no object/person is in front, it is normal if you experience bad quality

3) Make sure that when someone is in front, you can see clearly and normally

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

A: 1) Device only allows one mobile phone to view real time surveillance, wait till the device is free and you can view the surveillance

2) When device is ringing or in a call, you can't view real time surveillance

3) If network error is prompted, please check network connection

Q18: Mobile phone video display issue

A: 1) When mobile network is not up to speed, you might experience video freezing or delaying, wait a while or try to adjust network environment

2) When viewing video, video streaming will consume a lot of network bandwidth. If using mobile network, depending on actual situation, you might choose to turn off video display. If mobile network bandwidth is sufficient, this would not be a problem

Appendix 1：LED Status

LED	Appearance	Status
▮	Red, blinking slowly	Battery Low 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.

Terms of usage and Privacy Policy

OmniVision hereby remind user to read carefully, and have a thorough understanding of each terms in this "Service Agreement" ("Agreement"), including the exclusion or limitation of OmniVision liability disclaimers and limitations of user rights. Please read carefully and choose whether to accept or not accept this "Agreement" (Minor should read together with legal guardian). Unless you accept all the terms in this "Agreement", you do not have the rights to register, log in or use any service provided under this "Agreement". By registering, logging in or using any service, you are agreeing to this "Agreement", as well as accepting all binding terms of this agreement.

This "Agreement" describes "NewooEyes" rights and obligations of services between OmniVision and User. "User" refers to individual or organization who registered, logged in, used, or browsed this service. This "Agreement" can be changed anytime by OmniVision, terms that are changed once published will replace the original terms, and will not be notify separately. In the event when OmniVision changes the terms in this "Agreement" and user cannot accept those terms that are changed, user should stop using services provided by OmniVision. Continue usage of services provided by OmniVision will be regarded as accepting the new changes to the terms.

I. Rules of Usage

1. User understand and agrees, NewooEyes is just providing a platform for information sharing, transmitting and retrieving, user must be responsible for all acts perform under their own registered account, including any contents transmitted or any consequences that are resulted from such transmission. User should judge on their own the contents within NewooEyes product, and bear all risks arising from the use of such contents, including risk due to the accuracy, timeliness, completeness, or usefulness of such contents. OmniVision cannot and will not be liable for any loss or damage due to user behavior.

2. User in the service of NewooEyes or any contents transmitted through NewooEyes service, does not reflect OmniVision views or policies, OmniVision does not undertake any responsibility.

3. User understand and agrees, NewooEyes is a point to point communication product based on user's own relationship network, user must assume full responsibility for the validity, authenticity and legality of the registration information provided to NewooEyes, User must not impersonate others; must not disseminate any information on behalf of others; no malicious use of registered account so as to lead to other users misidentification; Otherwise OmniVision have the rights to immediately stop providing services, confiscate NewooEyes account and let user be solely responsible for all legal responsibility resulted from such action.

4. User must assume full responsibility for the validity, authenticity, harmlessness and legality of the information transmitted through NewooEyes. User is solely responsible for any legal liability related to user's own dissemination of information, and have nothing to do with OmniVision.

5. OmniVision reserves the rights to unilaterally 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 bear this risk.

6. NewooEyes provided services might contain advertisement, user agrees to display advertisement provided by OmniVision and 3rd party supplier and partners in the process of using the services.

7. User must not make use of NewooEyes or its services to create, upload, copy, or send content that has the following:
 (1) Against the determined basic principles of the Constitution;
 (2) Endangering national security, leaking state secrets, subverting state power, undermining national unity;

FCC STATEMENT

1. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

    (1) This device may not cause harmful interference.

    (2) This device must accept any interference received, including interference that may cause undesired operation.

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

    Reorient or relocate the receiving antenna.

    Increase the separation between the equipment and receiver.

    Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

    Consult the dealer or an experienced radio/TV technician for help.

RF warning statement:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.