

# DOORCAM

THE SMART WAY TO ANSWER YOUR DOOR

## INSTALLATION & OPERATING MANUAL

**ERA**

# EC DECLARATION OF CONFORMITY

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DoP N°: EM0038

Applicable Products:

DoorCam WiFi Video Doorbell

ERA-DOORCAM-W

ERA-DOORCAM-B

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The products described above are in conformity with the Radio Equipment Directive 2014/53/EU.

Standards: EN 300 328 V2.1.1.1 (2016-11); EN 301 489-1 V2 1.1 (2017-02)  
EN 301 489-17 V3.1.1 (2017-02); EN 55032:2012/AC:2013 (Class B)  
EN 55024:2010+A1:2015; IEC 60950-1:2005 (2nd Edition)+Am 2:2013  
EN 60950-1:2006 (2nd Edition)+A11:2009+A1:2010+A12:2011+A2:2013

Signed for and on behalf of **ERA Home Security Ltd:**

Ben Penson:  
Technical & Quality Director  
02/02/2018



# IMPORTANT

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

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

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

## **Disposal and Recycling**

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

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

## **Declaration of Performance**

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

## **Additional Accessories**

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

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# WHAT'S INSIDE THE BOX

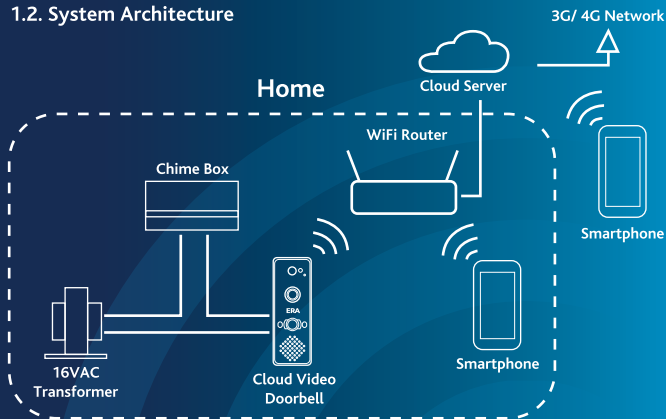
- 📶 WiFi Video Doorbell
- 📶 WiFi Door Chime
- 📶 Wall Mount Plate
- 📶 Fixing Kit

## 1. GET TO KNOW YOUR DOORBELL

### 1.1. WiFi Video Doorbell



## 1.2. System Architecture



# 2. PREPARE FOR INSTALLATION

## 2.1. WiFi Signal Check

Go to the location of the existing doorbell button.

Connect your Smartphone to the WiFi router to confirm that you have a strong WiFi signal. If the WiFi signal is too weak or out of range, you will need to install a WiFi repeater.

**PLEASE NOTE: DOORBELL ONLY SUPPORTS 2.4Ghz WiFi NETWORK.**

## 2.2. Power Supply Requirement

The doorbell works best with a 15 to 20VAC, 10 to 30VA supply (Transformer)  
The doorbell also works with 12V DC up to 500mA (Max)

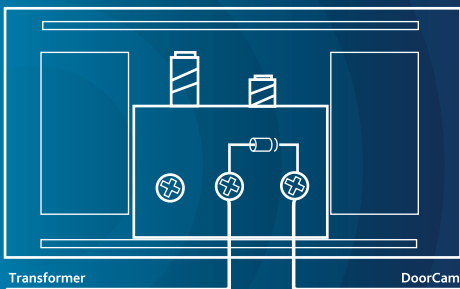
# 3. WIRING IN THE DOORCAM

## 3.1. Wiring to Include Existing DoorChime

**Step 1:** Turn off the mains power supply which will be located at your electrical fuse board usually marked up as 'Doorbell'.

**Step 2:** Open Chime box

**Step 3:** Install Diode between the Front and TRANS terminals.  
(The direction of diode does not matter)



**PLEASE NOTE: DOORCAM DOES NOT SUPPORT ELECTRONIC CHIMES**

## 3.2. Bypassing Your Existing DoorChime

**Step 1:** Turn off the power

**Step 2:** Open the Chime Box

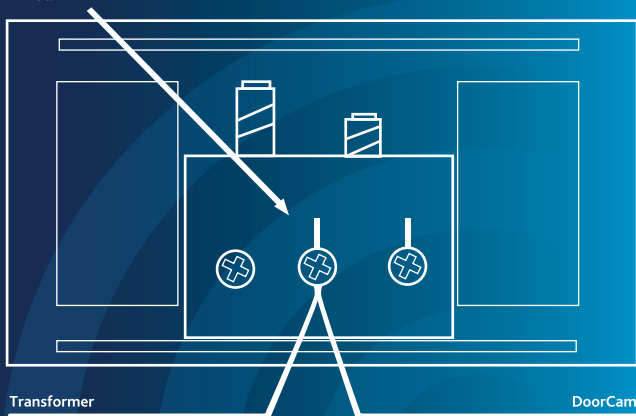
**Step 3:** Connect the two wires  
on the Transformer terminal

**Step 4:** Turn on the power

**Step 5:** Blue LED flashes once

**Step 6:** Check the result

Connect the two wires  
on the Transformer  
terminal.



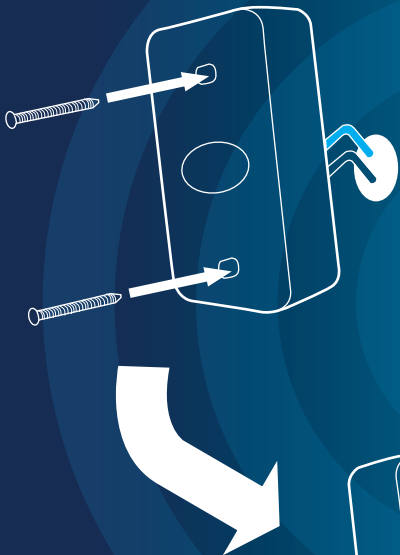
**Result 1:** Blue LED is ON for 5 seconds, and then red LED is ON for around 30 seconds. Finally the red and green LED will flash. This means the doorbell is working correctly. You can go to 'SETUP OPERATION'.

**Result 2:** The blue LED flashes for 5 seconds (twice per second) and then the red LED is solid ON for around 30 seconds. The voltage is still not strong enough, therefore the voltage of transformer is too low, or the length of wire is too long. Please replace the transformer with a 16VAC 30VA.

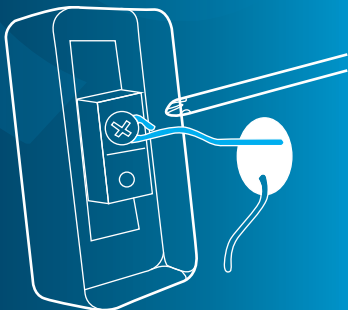


# 4. REMOVING THE EXISTING DOORBELL PUSH-BUTTON

**Step 1:** Remove the existing doorbell push-button from the surface



**Step 2:** Detach the 2 wires from the back of the unit itself as seen in the diagram below.



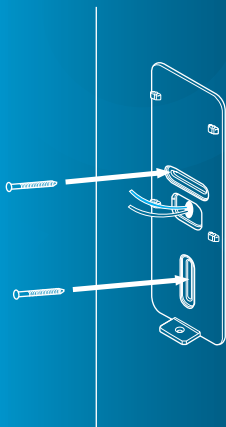
# 5. MOUNTING WALL MOUNT PLATE



**Step 1:** Use the wall mount plate as a guide to mark the mounting holes on the surface.

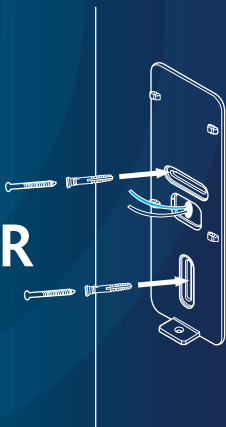
**Step 2:** Screw the wall mount to the wall using one of the two options below.

- a. Screws only.
- b. Screws and Screw Plugs - Drill and insert screw plugs for the screws on a masonry surface. Use 1/4" (6.35mm) drill bit for screw plug holes.



Option A

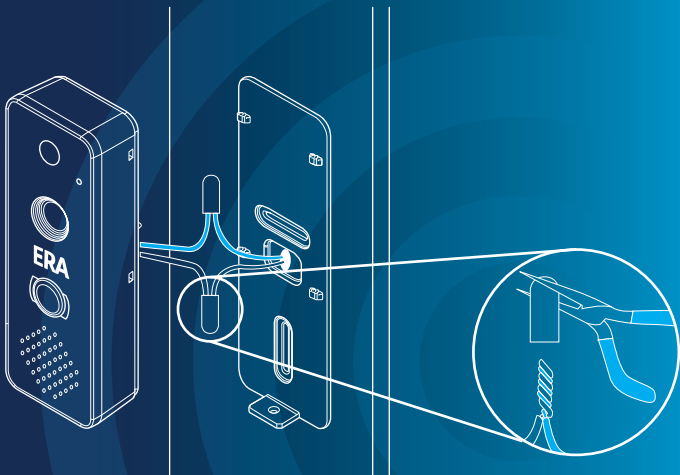
OR



Option B

## 5.1. WIRING DOORCAM

Connect DoorCam wires using the wire connectors (included). It is not required to match the colours of the cables when connecting the unit to the existing doorbell push cables.



**Step 1:** Twist together the two wires, and then push the wires into the short end of the connector.

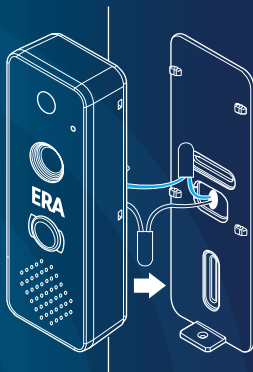
**Step 2:** Crimp the connectors together with pliers to keep the wires and connection in place.

## 5.2 FITTING DOORCAM TO WALL MOUNT PLATE

**Step 1:** If required push extra wires into the mounting plate slot.

**Step 2:** Position the DoorCam on the mounting plate located.

**Step 3:** Using the screw driver provided, tighten the locking screw located at the bottom of the wall mount to secure the doorbell.



# 6. CHECK THE RESULT

**Step 1:** Turn on the power

**Step 2:** The Blue LED will flash once

**Step 3:** Proceed to check the results

**Result 1:** The DoorCam LED will be solid Red for around 30 seconds, and then it should flash green/red.

The DoorCam works well, press the doorbell button to verify chime box rings, you can now go to 'SETUP OPERATION'.

**Result 2:** Blue LED Solid ON

The voltage of transformer is too high. Please replace this one with the transformer rated at 16VAC.

**Result 3:** The Blue LED flashes for 5 seconds (twice per second) and then the Red LED is in a SOLID state for around 30 seconds.  
**OR**

The Blue LED flashes fast for 5 seconds when the DoorCam button is pressed but the chime box is not working.

The voltage of the transformer is too low or the length of the cable between the transformer and the DoorCam is too long.

# 7. SETUP OPERATION

## Download the ERA DoorCam App

Connect your smartphone to the local WiFi router, download and install the '**ERA DOORCAM**' App from the Google Play Store (for Android phones) or Apple Store (Apple iOS).

## Create an Account

Open the App, select 'Create Account'. Enter a name, valid email address and password, and then select 'Create Account'.

You will receive an email from ERA. If you do not receive the certificate, please check in your mailbox under the spam email folder. Enter the authentication code into the App, then login.

## Connecting to DoorCam

The DoorCam should be in Discovery mode with the LED indicator flashing red and green. If it is not in Discovery Mode, please press the doorbell push button for 10 to 15 seconds until the LED indicator starts to flash red and green. Follow the remaining steps on the App to complete your DoorCam setup or refer to the DoorCam User Manual.

## Finish the setup steps on App

Please remove Protective Film before use.



# 8. LED INDICATOR STATUS

## Power status indicator (Blue LED)

Status	Colour Indication	Note
Power ON	Flashing Blue	
Cold Start at low temperature	Flashing Blue (slow)	
Connect to 16V transformer without diode	Solid Blue 5 seconds	1. Occurs after power is on, or push the button 2. Can't communicate with the Chime box
The voltage of transformer is low	Flashing Blue 5 seconds (fast)	1. Occurs after power is on, or push the button 2. Can't communicate with the Chime box
The voltage of transformer is too high	Solid light	DoorCam won't function

## DoorCam Status indicator (Red and Green LEDs)

Status	Colour Indication
Booting	Solid Red
Discovery Mode	Flashing Green/Red
Connect to Cloud Server	Flashing Green (fast)
Connected to Cloud Server	Solid Green
Session in Progress	Flashing Green (slow)
Not Connected to Network	Flashing Red (slow)
Firmware Update	Flashing Red (fast)

# 9. WiFi CHIME QUICK INSTALLATION GUIDE

## Requirements

- AC 220V ~ 240V power outlet
- Apple iOS version 10.0 or Android version 5.0 Smartphone or above
- WiFi router (2.4GHz) connected to internet
- DoorCam App installed on Smartphone and registered to an active DoorCam


## Prepare

**Step 1:** Check your WiFi signal on your smartphone in the room you intend to install the Chime

If you do not have a strong WiFi signal, move the Chime closer to the WiFi router

**Step 2:** Confirm that the power outlet has enough space to plug in the WiFi Chime.

**Step 3:** Plug the WiFi Chime into the power outlet. Wait about 10 seconds until the LED flashes green and red, then start the pairing process.

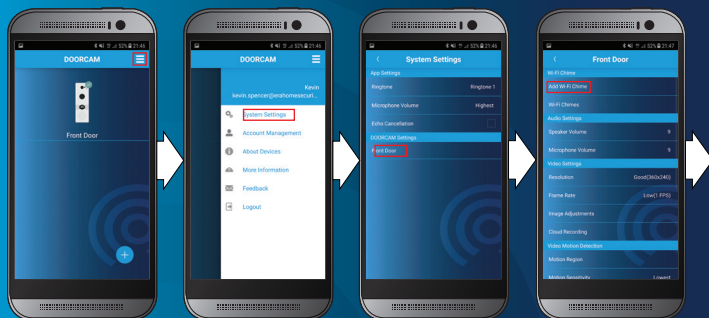
(If it doesn't flash green and red, please press [  ] button for 10 seconds)





# Use DoorCam App to add WiFi Chime

## 3.1. Android Users



Click on the menu  
in the upper right  
corner

Click on  
'System Settings'

Select your  
Doorbell

Click on  
'Add WiFi Chime'

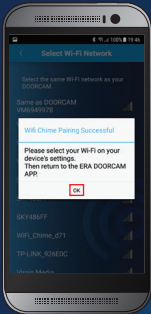


Click on  
'Choose WiFi'

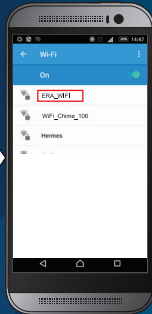
Select WiFi Chime  
SSID, then click the back  
key to return to the app

Click on 'Next'

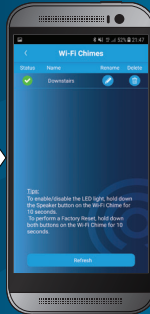
Select 'Same as  
Doorbell Camera'



Click on 'OK'



Select Home WiFi router SSID, then click back key to return to the app

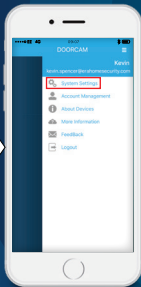


Your Chime is now installed

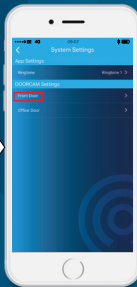
## 3.2. Apple iOS Users



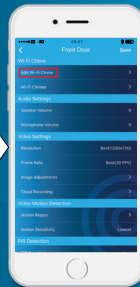
Click on the menu in the upper right corner



Click on 'System Settings'



Select your doorbell



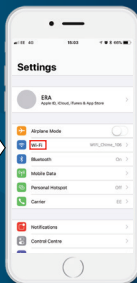
Click on 'Add WiFi Chime'



Click iPhone home button to go back to Home Screen



Click on Settings



Select WiFi



Select WiFi Chime SSID, then click iPhone home button to go back to Home Screen



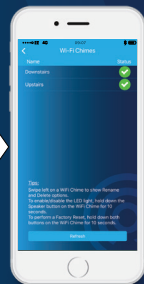
Click on 'DoorCam' App



Select 'Same as Doorbell Camera', then click on 'Next' button



Click 'OK'



Your Chime is now installed

## WiFi Chime Test

Ensure that the LED indicator on the WiFi Chime is green. (It means that the WiFi Chime is paired with the DoorCam)



Press the doorbell call button to check if the WiFi Chime rings and your Smartphone receives the call and video image in the DoorCam App.



## LED Indicator Status

Colour	Status
Flashing Green/Red	Discovery Mode (AP Mode)
Flashing Green (Fast)	Pairing with Doorbell
Solid Green	Paired with Doorbell
Flashing Green (Slow) for 10 Sec.	Doorbell Call Button is pressed, ringtone is playing
Flashing Red (Slow)	Getting IP from WiFi router
Flashing Red (Fast)	Firmware Updating

## Functions

Button Icon	Action	Function
	Short Press	Melody Selection
	Long Press 10 Seconds	Pairing Mode
	Short Press	Volume Control
	Long Press 10 Seconds	Turn LED On and Off
 + 	Long Press 10 Seconds	Reset to Factory Default

## Ringtone

There are 16 Built-in Melodies to select from

Ringtone Number	Melodies
1 (Default)	Ding Dong
2	Westminster
3	Ding Dong Ding
4	Tubular 1
5	Orchestra
6	Tubular 2
7	Trumpet
8	Dog Barking
9	Bird
10	Mirage
11	'Pang' from Cymbals
12	SO ME DO
13	Knock
14	Cuckoo
15	Old Phone
16	Buzzer

# 10. TROUBLE SHOOTING

## **1. The 'Next' button is not working after I connect my smartphone to the DOORCAM WiFi Hotspot during the setup process.**

- a. Launch the WiFi settings page on your mobile phone, please make sure the WiFi network you are connected to is 'DOORCAM\_XXXX'.
- b. If you have a 3G/4G connection, please disable your mobile data until the process is complete.

## **2. After the DOORCAM setup is complete, the LED indicator is flashing RED slowly. Also the RED 'X' icon is being display next to the DOORCAM symbol on the ERA DOORCAM APP.**

- a. The DoorCam did not successfully connect to the local WiFi network. It is usually due to an error in the password input. Please follow the below steps to connect your DoorCam to the local WiFi network:

**Step 1:** Click 'Menu' at upper right corner in App, then select 'System Settings' -> 'DoorCam Settings' (Wait a few seconds for time out.) -> Remove doorbell.

**Step 2:** Pressing the call button for ten to fifteen seconds to enter Discovery mode (LED indicator flashes red and green).

**Step 3:** Click 'Add your new DoorCam', and then follow steps for final Setup.

## **Q: I want to replace a new WiFi router or change the WiFi password, how do I reconnect doorbell to WiFi router?**

- a. Please follow below steps to setup DoorCam again.

**Step 1:** Click 'Menu' at upper right corner in App, then select 'System Settings' -> 'DoorCam Settings' (Wait a few seconds for time out.) -> Remove doorbell.

**Step 2:** Pressing the call button for ten to fifteen seconds to enter Discovery mode (LED indicator flashes red and green).

**Step 3:** Click 'Add your new DoorCam', and then follow steps for final Setup.

## **Q: The voice is not clear or DoorCam volume is low.**

- a. Please follow the steps below.

**Step 1:** Please ensure that the protective film is removed from the faceplate.

**Step 2:** Check the volume setting of DoorCam. Open ERA DoorCam App, select 'Menu' -> 'System Settings' -> 'Doorbell Settings' -> 'Audio Settings'. Increase the Speaker volume if too low.

After completing the doorbell setup, the Smartphone of other members will register back to doorbell without any setup operation.



**Customer Helpline:**  
**0345 257 2500**

**[www.erahomesecurity.com](http://www.erahomesecurity.com)**

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