

# Wi-Fi Video Doorbell

## User Manual



CSW01



CSW02

**Specification:**

Processor	HUAWEI Hisilicon
Image Sensor	2.0MP 1/4" CMOS
Video Output	Dual-Stream HD: 1280*720@25fps / Fluent: 704*576@25fps
Viewing Angle	166°
Audio	Built-in microphone and speaker, two-way audio with noise cancellation
Main Function	720p HD Video, Live View(Real-time Monitor), Night Vision(IR LED/IR-CUT/Distance 0~8m), Motion Detection, Video Recording, Snapshot Unlock(electric lock not included)
Connectivity	802.11 b/g/n Wi-Fi connection @ 2.4GHz
Power Supply	AC 100-240V~50/60Hz
App	Android / iOS
Storage	Support Micro SD Card: Maximum 32GB (not included)
Push Notification	Within 1 second Cellphone need to connect to Wi-Fi or Mobile 4G/5G Data
IP Grade	IP55
Operating	-20°C(-4°F) to 65°C(149°F)

Temperature	
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### ※ Packing List

After opening the package, please check if the doorbell(hereinafter referred to as the “device”) is in good condition; confirm whether the package contents are complete as below.

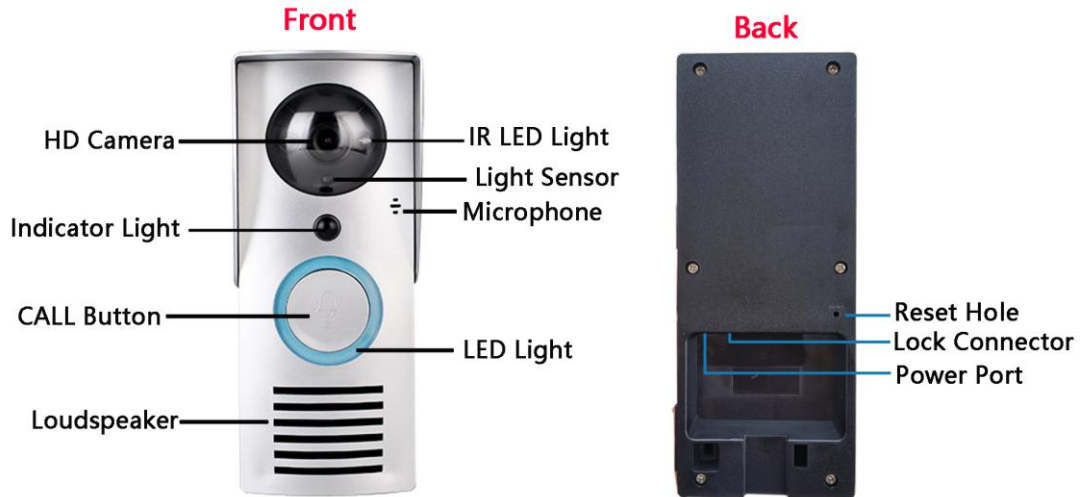
Video Doorbell x 1; Installation Screws x 1 Pack; User Manual x 1; Power Adapter x 1; USB Power Cable x 1; Indoor Chime(Optional); Micro SD Card(Optional)

### ※ Appearance Introduction

Model: CSW01



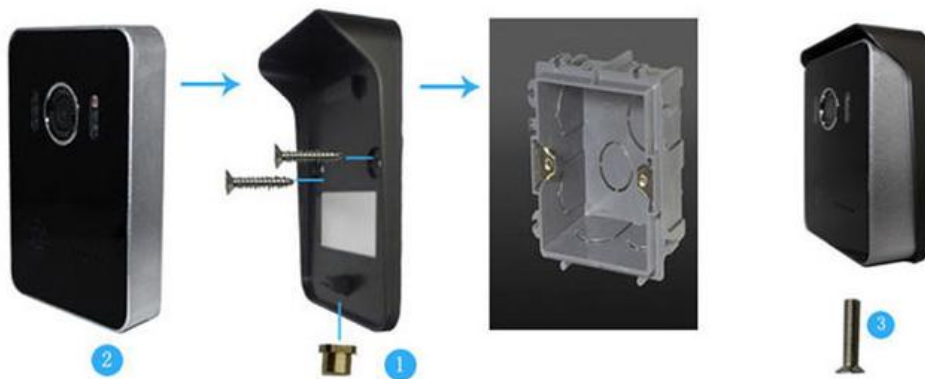
Model: CSW02

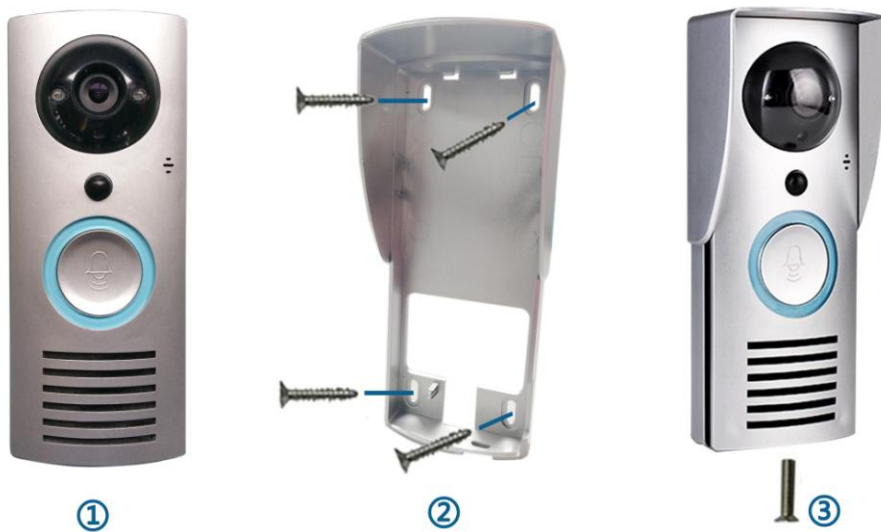


✘ **Indicator Light Introduction**

Red light always on	Starting up/Network failure(Offline)
Red light flashes quickly	Ready for Wi-Fi Setup
Green light flashes slowly	Be connecting to Wi-Fi

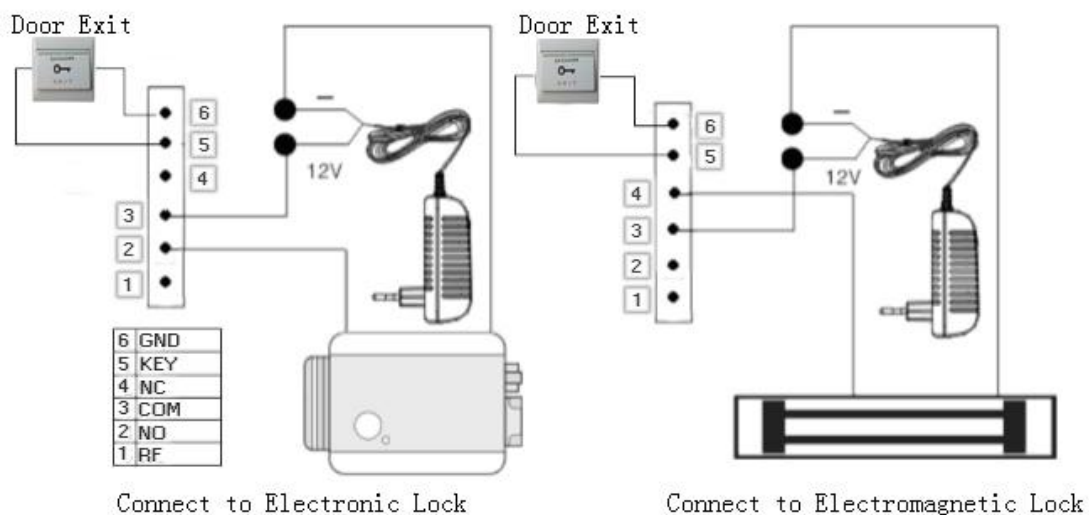
✘ **Installation diagram:**



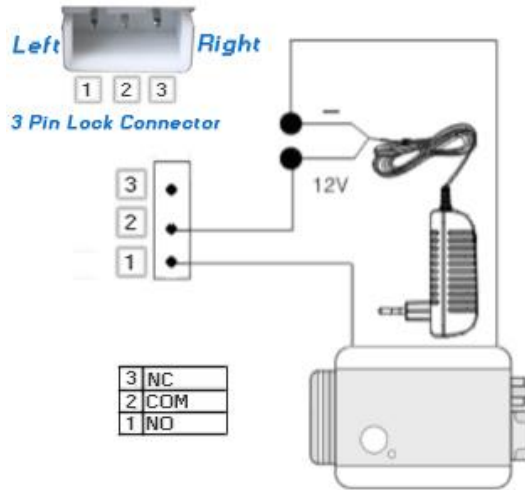


※ Wiring Diagram : Connect to electric lock(not included):

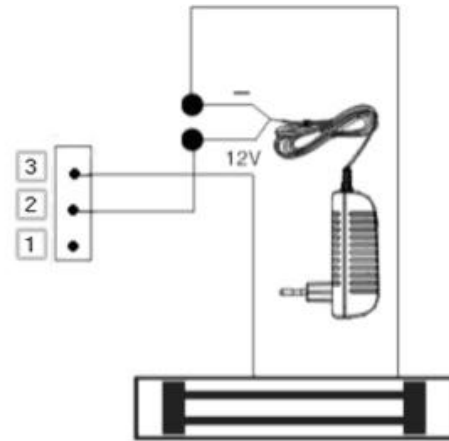
CSW01 Wiring Diagram



CSW02 Wiring Diagram



Connect to Electronic Lock



Connect to Electromagnetic Lock

## ✘ Operation Manual

### 1. Download & Install App

Method One: Scan the QR Code below to download and install



Method Two: Search and download “wifidoorbell Cusam” in App Store or Google Play.

Note: Please agree all the permissions (popup confirmation dialog box by App) in order to make sure App is able to receive notifications.

### 2. Creating an Account & Login in

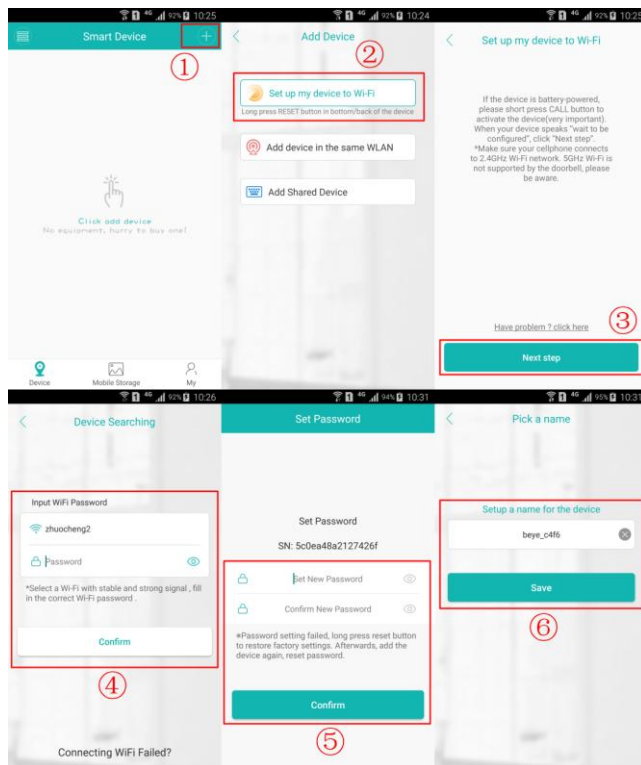
Open “Wi-Fi Doorbell”, sign up a new account and log in

PS: If your email inbox doesn't receive the verification code, please check the spam box

**The same user account can be logged in on different cellphones. Each family only needs to register one account**

After signing up, you can bind your new user account with WeChat if you have installed WeChat App

### 3. Wi-Fi Setup(connect the device to Wi-Fi)



- ① Connect your cellphone to 2.4GHz Wi-Fi, open App, click “+” at the top right corner
- ② Click “Set up my device to Wi-Fi”
- ③ Power on the device, 1 minute later, when indicator light flashes red and device makes a sound of “Wait to be configured”, click “Next step”
- ④ Input your Wi-Fi password and then click “Confirm”
- ⑤ Set device password and then click “Confirm”
- ⑥ Set the device name and then click “Save”

PS: If you are using iPhone, please note: After adding device successfully, please wait 1~2 minutes before ringing the doorbell. Because it need some time to register at Apple Server for push service, if you press "CALL" button during this period, your iPhone will not receive the push message from device. Don't worry, this situation only happens once at the first use. About 1~2 minutes later, your iPhone is able to receive push notifications from the device in real time.

- Tips: 1) Please keep the device close to router when setting
- 2) Please be sure to connect your cellphone to 2.4GHz Wi-Fi to set up, because the device is not compatible with 5GHz Wi-Fi
- 3) Please DO NOT use Wi-Fi Extender(Bridged connection Wi-Fi is not supported)
- 4) If the indicator light doesn't flash red, or the device doesn't make a sound of prompt, please RESET the device
- 5) If connecting to Wi-Fi failed, please try again(sometimes it may take several times to succeed). Or RESET the device and try again
- 6) If still failed, please check whether you opened the MAC address filtering in the settings of your router. If yes, please disable it.
- 7) If you have tried all the ways above but the device still can't connect to Wi-Fi, please contact us.

#### **How to Reset:**

keep doorbell power-on, Model CSW01 please long press the Reset Button for



more than 5 seconds and then loosen(CSW02 please long press CALL Button, or insert a needle into Reset Hole to press down for more than 5 seconds and then loosen), a few seconds later, the indicator light will turn to red. About 1 minute later, when the indicator light flashes red and the doorbell makes a sound of “Wait to be configured”, open App to set up the doorbell to connect to Wi-Fi.

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**If the device has already done with Wi-Fi setup, other family members also want to add device in App, it's highly recommended to use the same account to log in.**

If using different user accounts, please add device by the following functions:

**1) Add device in the same WLAN:** Make sure that the device and your cellphone connect the same Wi-Fi, then click this function to add device.

**2) Add Shared Device:** Add a device by inputting serial number or scanning the QR Code shared by other user account

**PS:** If the device has not been connected to Wi-Fi yet, please don't use “Add device in the same WLAN” and “Add Shared Device” to add device

**4. Indoor Chim/Bell(Each doorbell can connect up to 4pcs at the same time)**

If you bought the indoor chime/bell as well, you can match it to the doorbell.

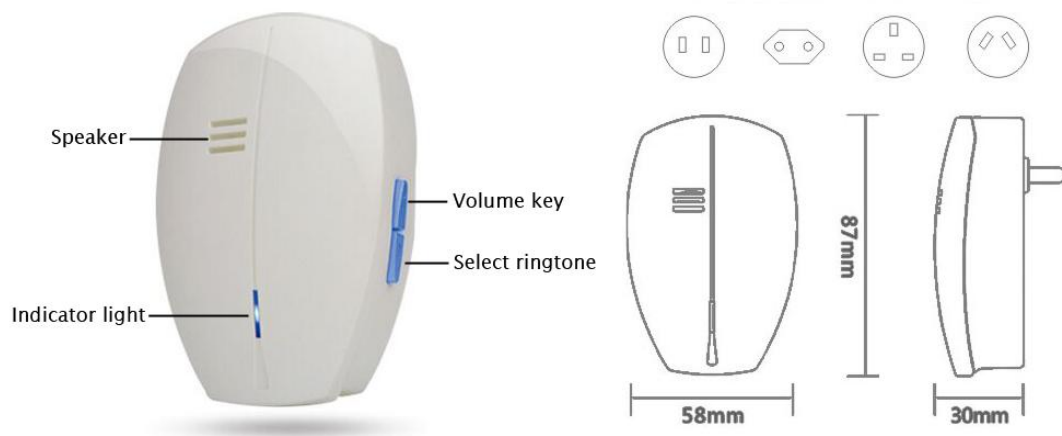
When somebody press CALL button, the indoor chime plays music. The steps are as following:

1) Plug the indoor chime into AC Socket, long-press the volume key, don't

loosen;

2) When the indicator light of indoor chime turns off, short press the CALL button of the doorbell. If both of them ring, then the match succeeds.

Specifications of Indoor Chime/Bell	
Power Supply	AC 80-260V
Effective Distance	0-150m(tested in an open field)
Volume	Adjustable(low/medium/loud),Max.110dB
Music	32 ringtones
Dimensions(WxDxH)	58x30x87mm



## FAQ

**Q:** Is this doorbell battery-powered?

**A:** No, its power supply is AC socket(AC 100-240V~50/60Hz).

**Q:** The device is offline, why? How to fix it?

**A:** 1. **【Your Wi-Fi network failure】** - Please restart router or ask broadband service provider for help

2. **【Power adapter or cable is loosened or bad contact】** - Please make the connection tight
3. **【The device is too far away from the router】** - Please move it nearer to router
4. **【Device fault】** - Please reset the device and then connect it to Wi-Fi again

**Q:** Why my cellphone doesn't receive the push notifications? How to fix it?

- A:**
1. **【App log out】** - Please log in again
  2. **【Device is offline】** - Please see the previous Q&A to solve it
  3. **【“Allow Notifications” of App(iOS) is disabled】** - Please enable it by open iPhone Settings-Notifications-Wi-Fi Doorbell-Allow Notifications
  4. **【“Message Escalation” is disabled in Android App】** - Please enable it
  5. **【“Message Ignore” is enabled in Android App】** - Please disable it
  6. **【App server failure/being maintained】** - After maintaining is over, App will be back to normal. Please report the issue to us if it's unsolved in 24 hours

**Q:** What's the maximum distance that the doorbell can be away from the router?

**A:** The distance is based on the coverage, strength and quality of your Wi-Fi signal. There is an easy way to find out: Put your cellphone at the installation position, if your cellphone Wi-Fi signal is full or almost full, and plays online HD video fluently, then this position is a suitable position; otherwise, please move

the doorbell to another mounting position.

**Q:** How to change in-app language?

**A:** Please change the language of cellphone, in-app language also changes

**Q:** How does the device store video?

**A:** The video doorbell supports maximum 32GB Micro SD Card, which will automatically overwrite the previous recording when the capacity is full.

**Q:** How to install Micro SD Card?

**A:** Unscrew the screws in the back of rear cover, take off the cover, then you will see the card slot.

**Q:** How to connect the device to a new Wi-Fi after I moved to another place?

**A:** Please reset the device, open App to set up it to connect to Wi-Fi again.

**Q:** Motion Detection doesn't work, why?

**A:** 1. **【The device is offline】** - Please see the second Q&A to solve it

2. **【Motion Alarm” is disabled】** - Please enable the “Open Alarm”

**Q:** Why the App sometimes log out automatically in my Android phone?

**A:** Because of the characteristic of Android System, all the Apps will be shut

down if unused for a period of time. Please enable App “Auto Run” and “Keep Running in Background”, and add the App into “White List” in Settings of your Android phone to reduce the frequency of App log out. Not all of Android phones have three setting options above, some phones may only have one or two options, or other similar function with different names. In short, enable all these options if they are available in Settings of your Android phone.