Video Doorbell:
Questions and Answers

What is the minimum HandyApp version to support the Video Door Bell?
Answer: HandyApp version 3.2.0

What is the minimum iRISCO Version to support VDB?
Answer: iRISCO Version 5.11.0

Can you have more than one doorbell per site? (Example: front door, back door?)
Answer: No

How many users can be assigned per doorbell?
Answer: You can assign multiple users per site. (No limitation). However, only 3 can view simultaneously.

Can the doorbell work with Riscontrol?
Answer: Currently no.

Can the Doorbell open a door or gate by triggering an onboard output?
Answer: Yes. The doorbell supports utility output on board.

Will our doorbell support a mounting plate?
Answer: Yes, the doorbell comes with an angled bracket in the kit and a flat bracket is sold seperately.

Will there be a 45 degrees mounting options?
Answer: No

Is there a sun canopy of hood option for installation in direct sun light?
Answer: No

Can you restrict the detection area of the VDB?
Answer: Yes. Go to Video Doorbell in the iRISCO App and select Area Of Interest.

Can you restrict the viewing area of the VDB?
Answer: No. Viewing area is always full screen

Does the VDB support rotation when receiving a call to see the picture horizontally?
Answer: No

Can a clip be erased?
Answer:Yes it can.

Regarding the AC Plug, will there be a support for different countries. Yes: The VDB will have a universal plug that supports: AU, EU, UK, US

What to do when you change the Wi-Fi network? (Suppose you have a new provider).
Option 1: Remove the VDB completely from the site and resetting the VDB to start the installation again.
Option 2: Setup your phone as an access point with the same SSID and password of the old Wi-Fi network. This way the doorbell will connect to your phone and you will be able to change the network from iRISCO

What are the recording functionality characteristics?
a. The doorbell can record only 30 seconds. No more and no less. It is not configurable. This is how the product works.
b. There is only 1 recording at a time. So if you record during motion or ring or if there is motion and ring at the same time, only 1 video will be recorded and presented in the event log (the first one).
c. There is 1 image for each event which we can potentially present. Currently it is not presented in the event log list to avoid network intensive operation.

What happens if the SD card is full? Do we use FIFO principle?
Answer: If the SD card is full, a new event will be recorded on top of the oldest event. This behavior can be changed in the VDB settings page in iRISCO. The other option is that the doorbell will stop recording when the SD card is full.

Can the Video clip be stored in the cloud, for safety reasons?
Answer: The doorbell does not support transferring the video file to another location (Cloud). You can download the file to your mobile phone using the iRISCO App.