



USER'S MANUAL

Smart Doorbell



www.NightOwlSP.com



Thank you for choosing Night Owl Security Products!

By purchasing a Night Owl product, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. In addition to warranty and technical support benefits, you will have access to our multitude of free instructional “How to Videos”. You can also view our instructional videos by clicking the “How to Videos” tab within your product’s page on our website.



Register at www.NightOwlSP.com

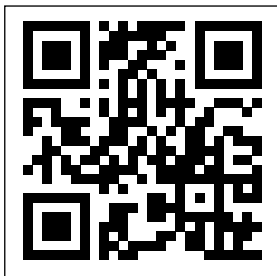
Night Owl’s Smart Doorbell Compatibility:

Night Owl’s Smart Doorbell is compatible with the **Night Owl Wireless Gateway (WG-20W-4)**.

Please see the warranty section of this manual for exclusions and additional details. Not all features and capabilities are shared across all models so you may see features which are not applicable. In addition you may see screen images that do not exactly match those on your display.

THIS MANUAL WAS ACCURATE AT THE TIME IT WAS COMPLETED. DUE TO OUR ONGOING EFFORT TO CONSTANTLY IMPROVE OUR PRODUCTS, FUNCTIONS MAY HAVE BEEN ADDED OR CHANGED.

Quick Setup Guide



Use a QR Code scanner on your Smart Device to scan the QR Code. Scan the QR code above to access the Quick Setup Guide for assistance in configuring Night Owl Doorbell.



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CHAPTER 1

FCC WARNINGS

Chapter 1: FCC Warnings

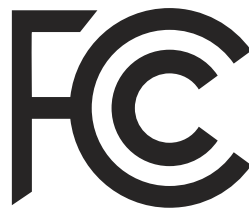
FCC

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

FCC Compliance Statement

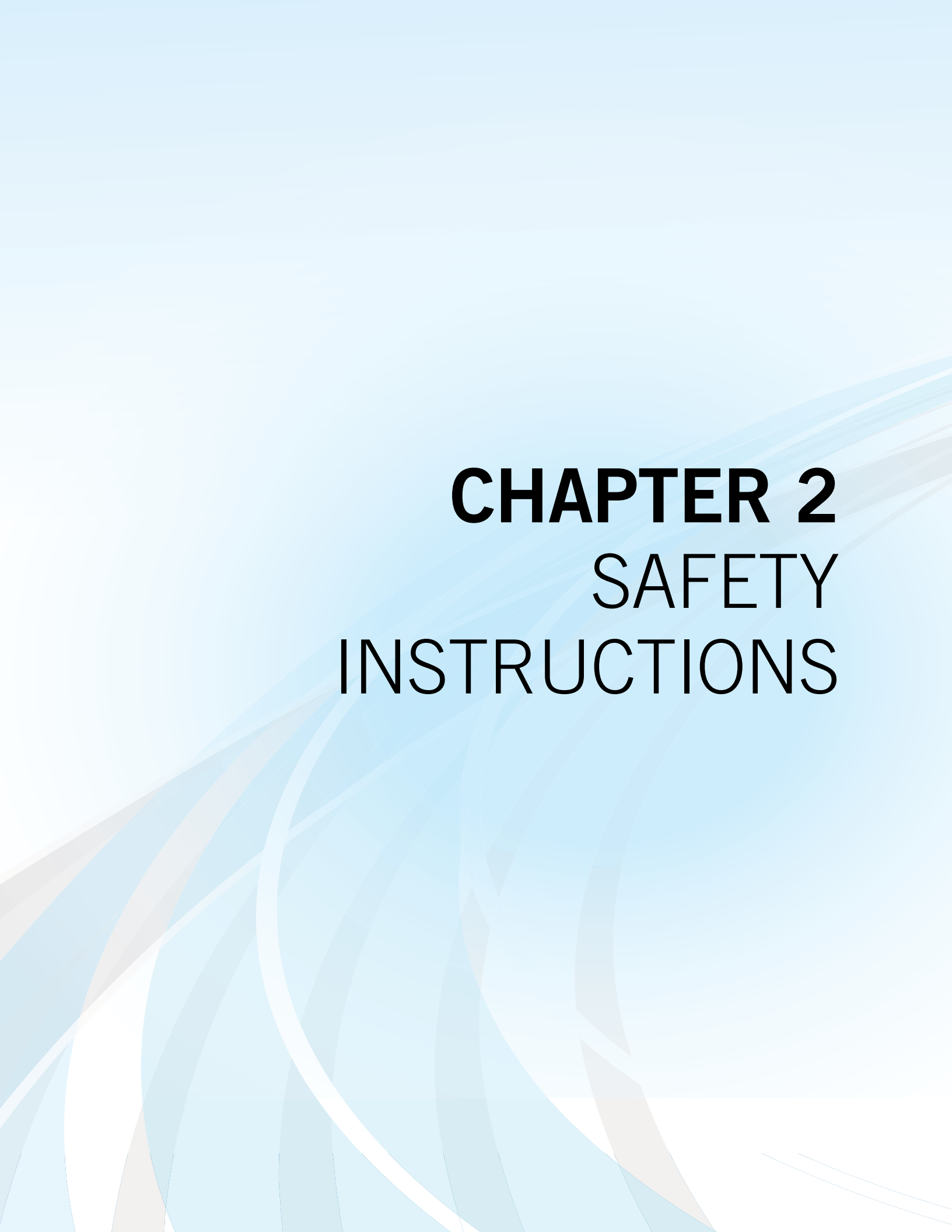
These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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.



CAUTION!

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.



CHAPTER 2

SAFETY INSTRUCTIONS

Chapter 2: Safety Instructions

- 1 The working temperature of the device is from -4 °F to 122 °F.
- 2 The Doorbell works using [AC 12 ~ 24V] supply. Do not connect the device directly to AC mains while wiring the device, otherwise this may cause electric shock and permanent damage to the device.
- 3 For the Doorbell setup, plug in the device **ONLY** using the included USB 5V power adapter (Amperage must not be less than 1A or it may cause damage to the device).
Warranty is void if the device is plugged in directly or using any other adapter.
- 4 Please make sure you have a strong Wi-Fi connection in the location where you plan to install the device. Weak Wi-Fi connections will reduce the quality of the video streaming.
- 5 Turn off power to the area where you will install the doorbell at the circuit breaker or fuse box before beginning installation. Failure to turn off the power before installation may result in serious electrical shock, injury or death.
- 6 Do not restore power until the Doorbell has been completely installed. Restoring power before installation is complete may result in serious electrical shock, injury or death. If you need to replace your transformer, we recommend that you use a licensed professional.
- 7 All electronic operation should be in strict compliance with the electrical safety regulations, fire prevention regulations and other related regulations in your local region.
- 8 When the product is installed on wall, the device **MUST** be firmly fixed.
- 9 If smoke, odors or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.
- 10 Never attempt to disassemble the device yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)
- 11 Do not drop the device or subject it to physical shock, and do not expose it to high electromagnetism radiation. Avoid the equipment installation on vibrations surface or places subject to shock (ignorance can cause equipment damage).

CAUTION!



You may be subjected to severe electrical shock if you disassemble the Smart Doorbell.



CHAPTER 3

SPECIFICATIONS

Chapter 3: Specifications

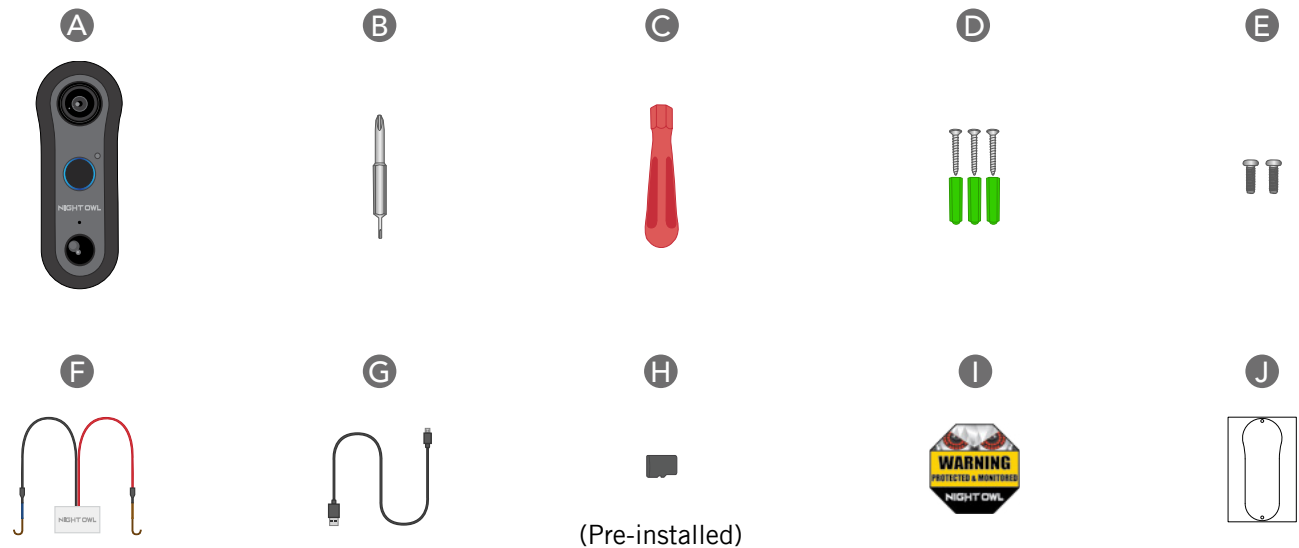
3.1 System Requirements

Please be sure that your mobile device complies with the following specifications:

- Android™: 4.4.2 and above
- iOS®: 10.3.3 and above

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3.2 Package Contents



- A** 1 x 1080p Doorbell (Model #: WDB-20)
- B** 1 x Philips Head/Torx Key
- C** 1 x Screwdriver Handle
- D** 3 x Mounting Hardware (includes extra screw)
- E** 2 x Security Screws (includes extra screw)
- F** 1 x Digital Chime Power Amp
- G** 1 x USB to micro USB cable
- H** 1 x microSD Card (Pre-installed) **NOTE:** Storage size may vary.
- I** 1 x Night Owl Security Sticker
- J** 1 x Doorbell Mounting Template



THIS DEVICE WILL REPLACE YOUR EXISTING DOORBELL. YOU MUST HAVE AN EXISTING DOORBELL TO USE THIS PRODUCT.

Items Not Included

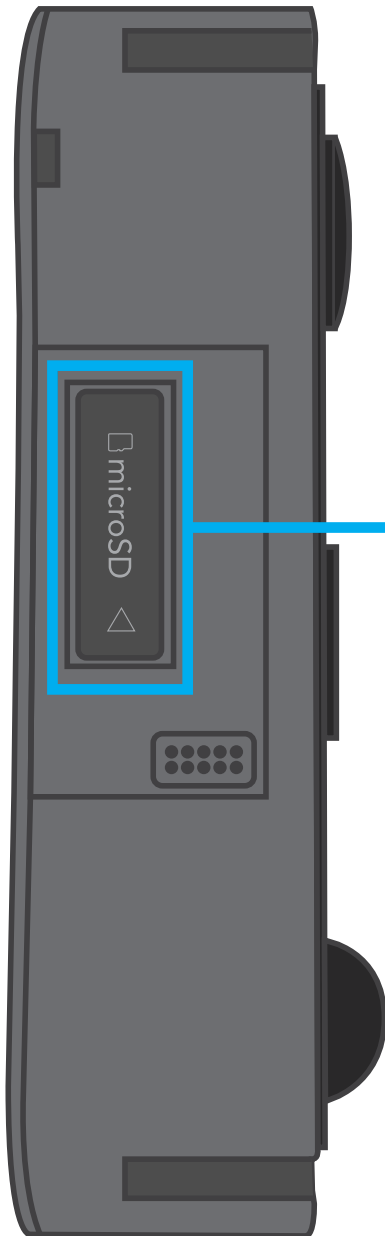
- Drill
- Drill Bit (15/64) (3/64)
- Router/Modem
- USB Power Adapter
- Mobile Device (Phone or tablet iOS®/Android™)
- Night Owl Gateway

FRONT VIEW



LEFT SIDE VIEW

NOTE: The faceplate must be removed in order to access the sides of the Doorbell.

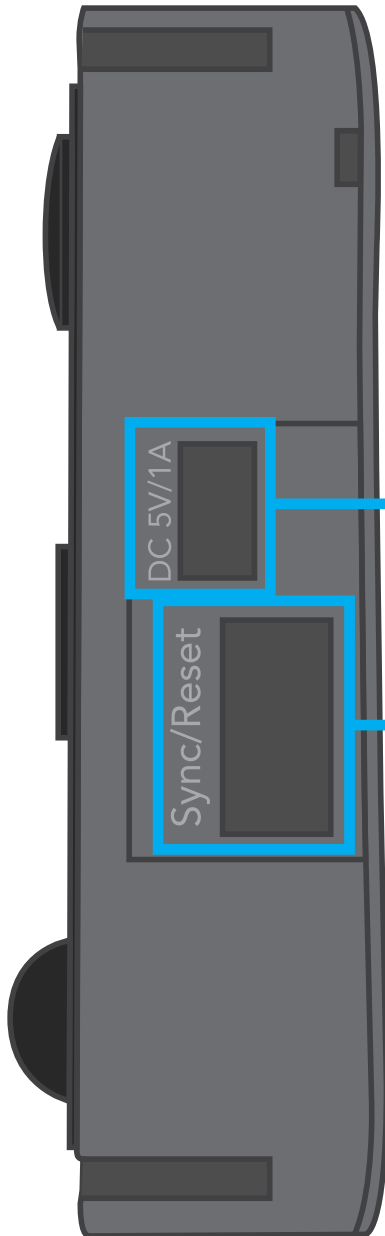


microSD Card Slot:

The maximum microSD card size is 128 GB. The microSD card can be formatted from the Night Owl Connect App.

RIGHT SIDE VIEW

NOTE: The faceplate must be removed in order to access the sides of the Doorbell.



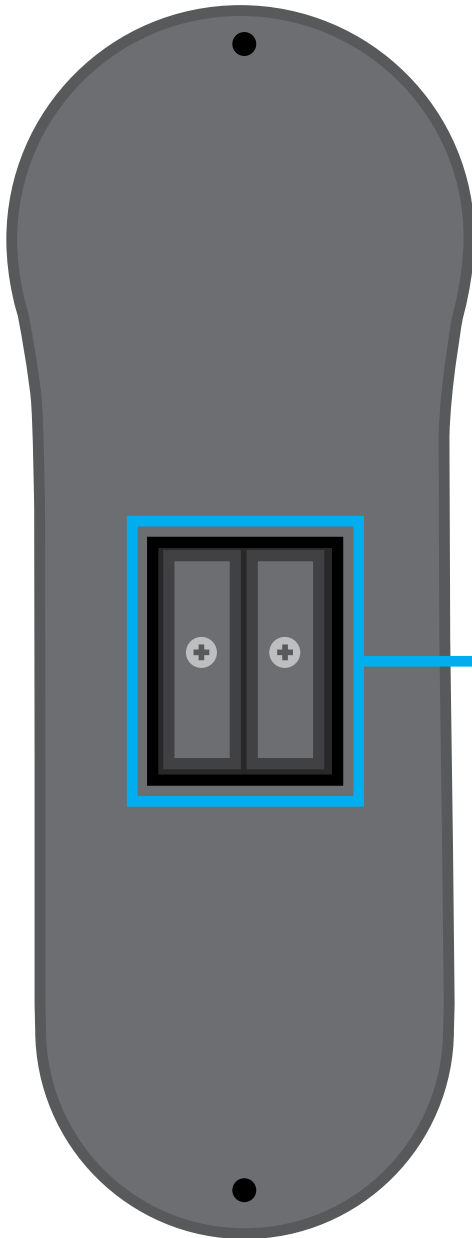
microSD USB Input:

Requires 5V of voltage and at least 1A of current intensity.

Reset Button:

Press and hold the “Reset” button for approximately 3 seconds to return the Night Owl Doorbell to FACTORY SETTINGS. This process reboots the Doorbell, cuts the connection with Night Owl Connect (Doorbell may still appear in the app), returns the device to FACTORY SETTINGS, and places it in PAIRING MODE. The LED Status light will turn white and spin clockwise when in PAIRING MODE.

REAR VIEW



Check out my rear!

Wiring Connectors:

Connect the wires from your existing Doorbell to the Night Owl Doorbell. Make sure the wires are properly fastened. The voltage range is 12-24 Volts (Recommend 16-24 Volts).



CHAPTER 4

GETTING STARTED

Chapter 4: Getting Started

Doorbell Installation Guide

YOU MUST HAVE AN EXISTING DOORBELL TO USE THIS PRODUCT.

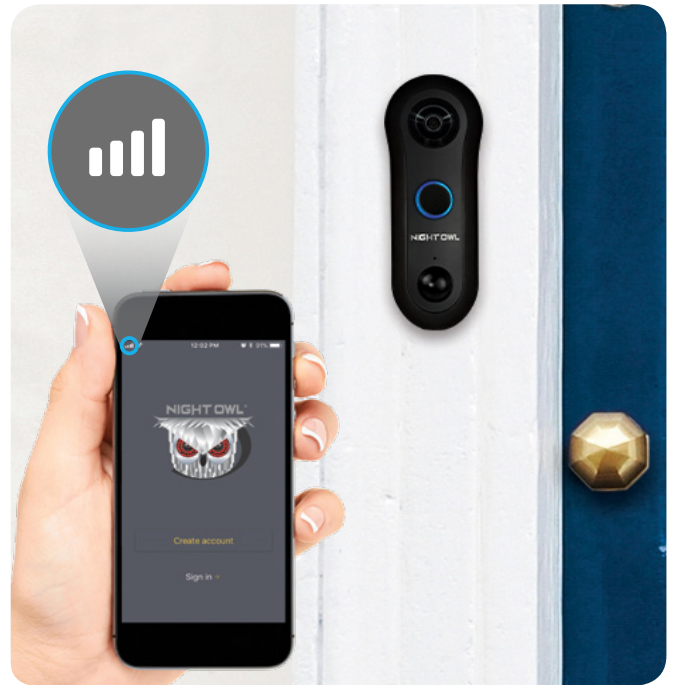
STEP 1: First Things First

Test 1:

Does your current doorbell work? If the current doorbell chime doesn't work, please consult an electrician prior to installation.

Test 2:

Using a mobile device, verify you have at least 50% Wi-Fi signal strength at the Doorbell's location.



STEP 2: Preparing The Doorbell For Setup

- 1 Remove all the contents from the box.
- 2 For the best results, perform the setup process close to your router or Night Owl Gateway.

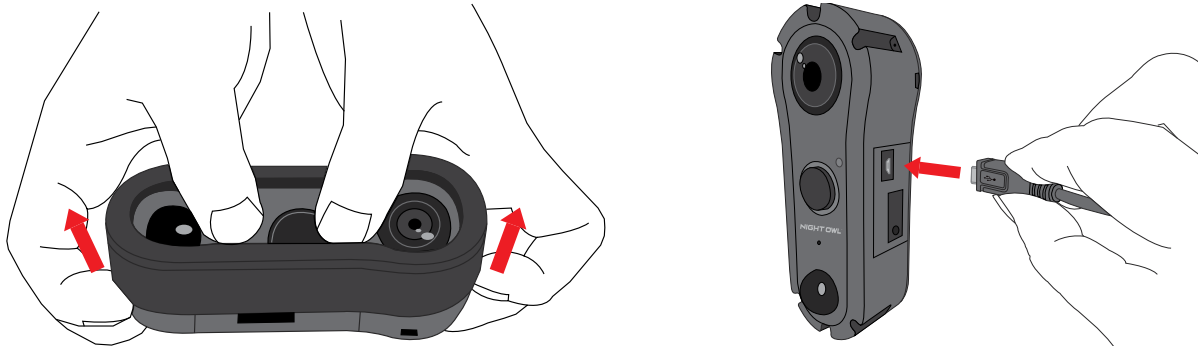


OR



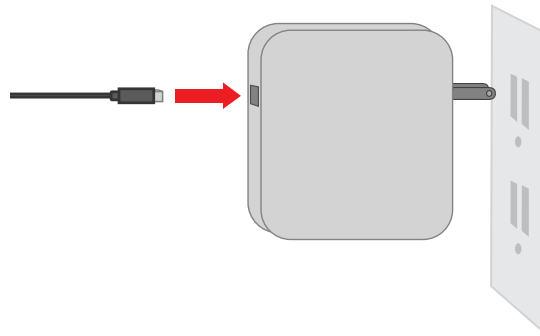
- 3 Remove the faceplate from the Night Owl Doorbell. Insert the small end of the provided USB cable into the micro USB port on the Doorbell.

NOTE: Use a flat tool to carefully remove the cover from the micro USB input. You must replace the cover before mounting the Doorbell.



- 4 Connect the other end of the cable to a USB power adapter and plug it into an outlet. If you do not have a USB power adapter, you may use a USB charging port.

NOTE: USB Power Adapter not included.



- 5 Be patient for a minute or two as the Doorbell powers up. Listen for the audio message “Doorbell is in pairing mode.” “PAIRING MODE” status is also identified by white LEDs “Spinning” in a “Clockwise” direction.



Meet Night Owl Connect

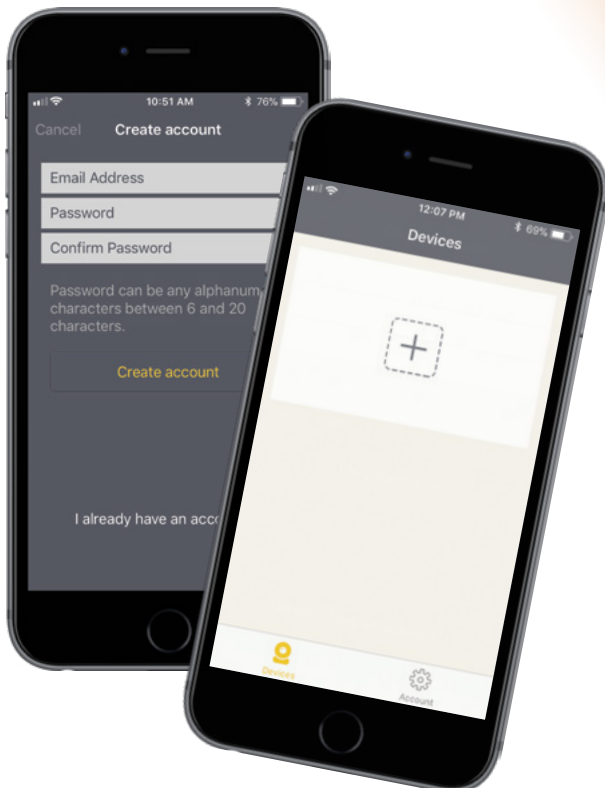
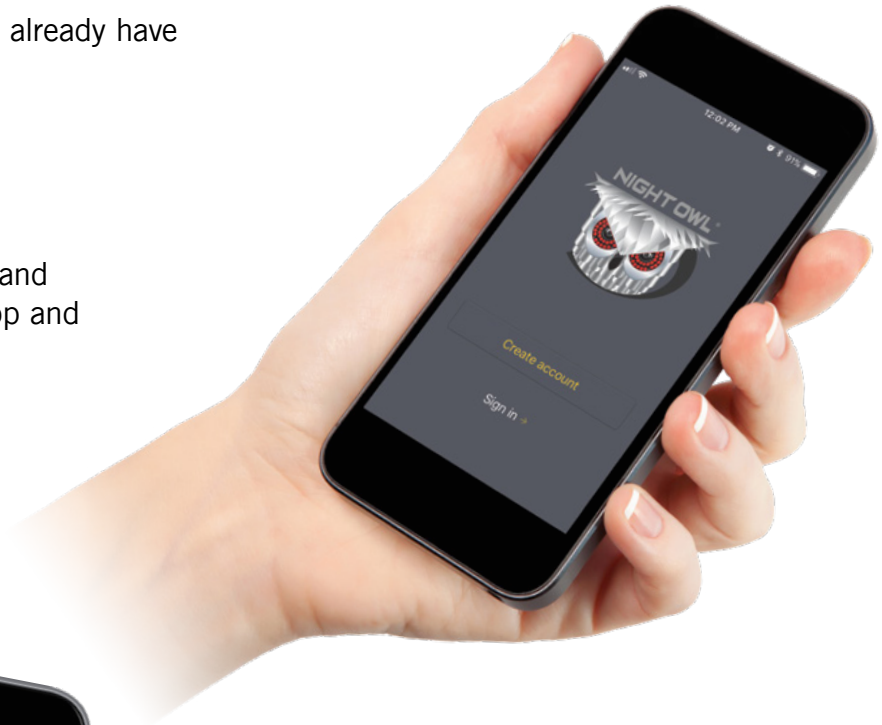
STEP 3: Download the Night Owl Connect App and Add the Doorbell

- 1 Download the Night Owl Connect Application from the “App Store” for iOS® devices or “Play Store” for Android™ devices.



- 2 Create a new account or login if you already have an existing account.

- 3 After completing the account setup and verification process, sign into the app and tap the + symbol to add a device.



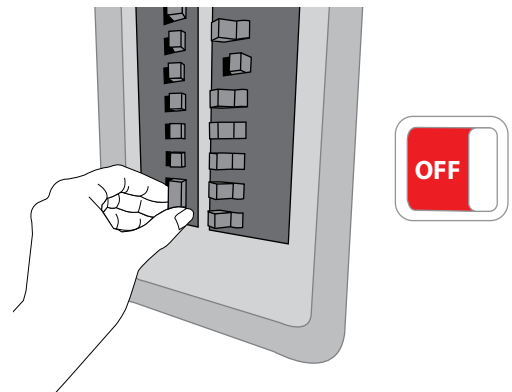
- 4 The Night Owl Connect App will guide you through the rest of the setup process.

NOTE: Need more help? Check out the Night Owl Support Site for videos and tutorials on setting up the Night Owl Doorbell.

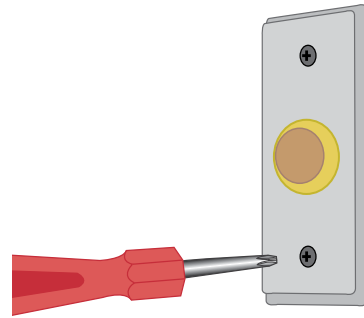
Doorbell Installation Guide

STEP 4: Doorbell Installation

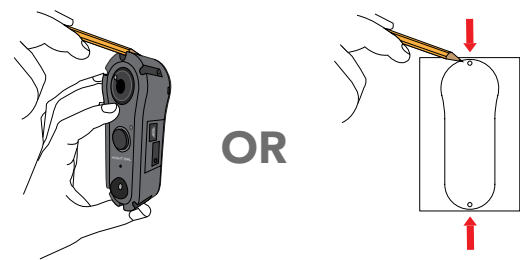
- 1 **TURN OFF THE POWER AT THE BREAKER BEFORE TOUCHING ANY WIRES!**



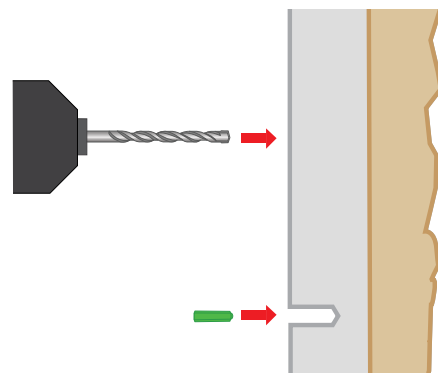
- 2 Remove the old doorbell.



- 3 Place the Doorbell on the wall or use the provided mounting template to mark the positioning for the new holes.

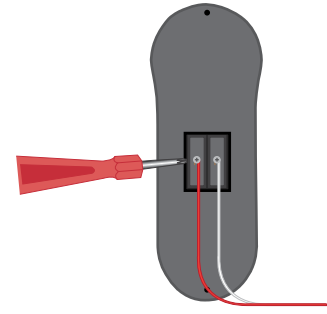


- 4 For stucco, brick, or concrete, make the new holes using a 15/64 drill bit and insert the provided plastic anchors into the holes. For wood or siding, use a 3/64 drill bit and save the wall anchors for another project.

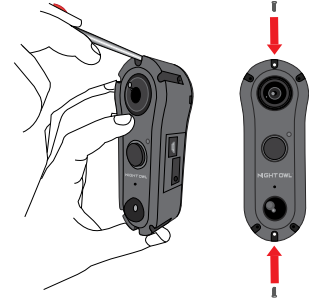


- 5 Connect your Night Owl Doorbell to the existing doorbell wiring. Feed the excess wiring back into the wall.

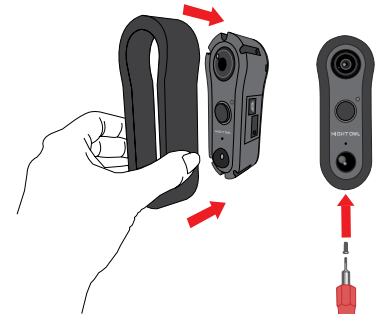
NOTE: It does not matter which wire connects to which screw.



- 6 Use the provided mounting screws to secure the Doorbell to the wall.



- 7 Once the Doorbell is mounted, place the faceplate over the Doorbell. Securely fasten the faceplate using the provided Torx Key and security screw. (Torx Key is the smaller end of the provided two-sided tool).



- 8 Turn the power back on at the breaker.



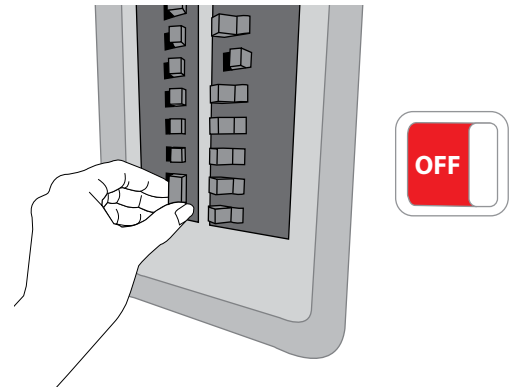
- 9 Test the Doorbell. If it rings normally, you are done and can relax. If it does not ring or rings endlessly, please follow the steps on the next page to add the Digital Chime Power Amp.



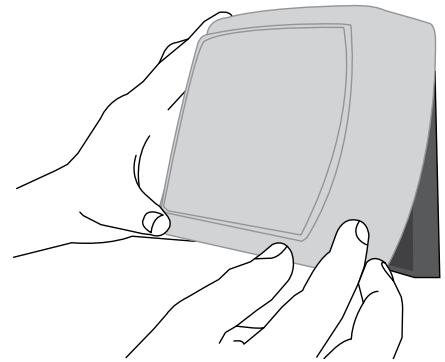
To use the Night Owl Doorbell with a Digital Chime

STEP 5: Digital Chime Power Amp Installation

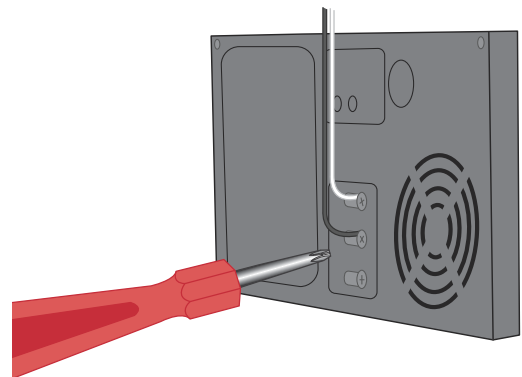
- 1 **TURN OFF THE POWER AT THE BREAKER BEFORE TOUCHING ANY WIRES!**



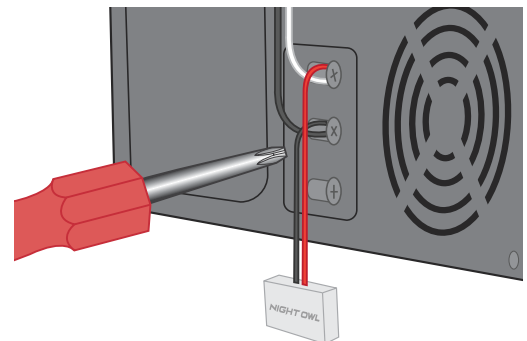
- 2 Remove the cover from your internal doorbell.



- 3 Loosen the “Front” and “Trans” terminal screws on your internal doorbell. Make sure you do not remove the wires connected to the internal doorbell.

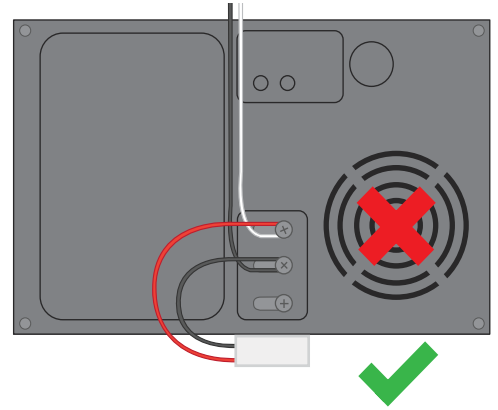


- 4 Connect one wire from the Power Amp to the “Front” terminal. Connect the other wire to the “Transformer” terminal, leaving the existing doorbell wires in place. Secure both screws before continuing.

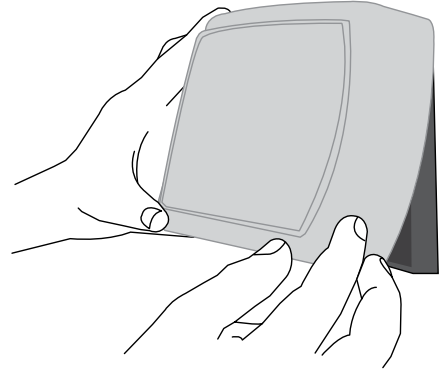


NOTE: It does not matter which Power Amp wire connects to which terminal.

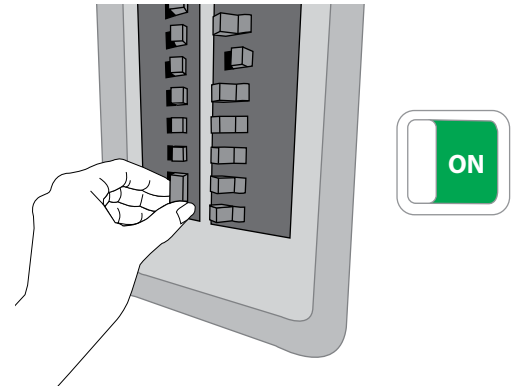
- 5 Make sure the Power Amp doesn't interfere with any moving parts.



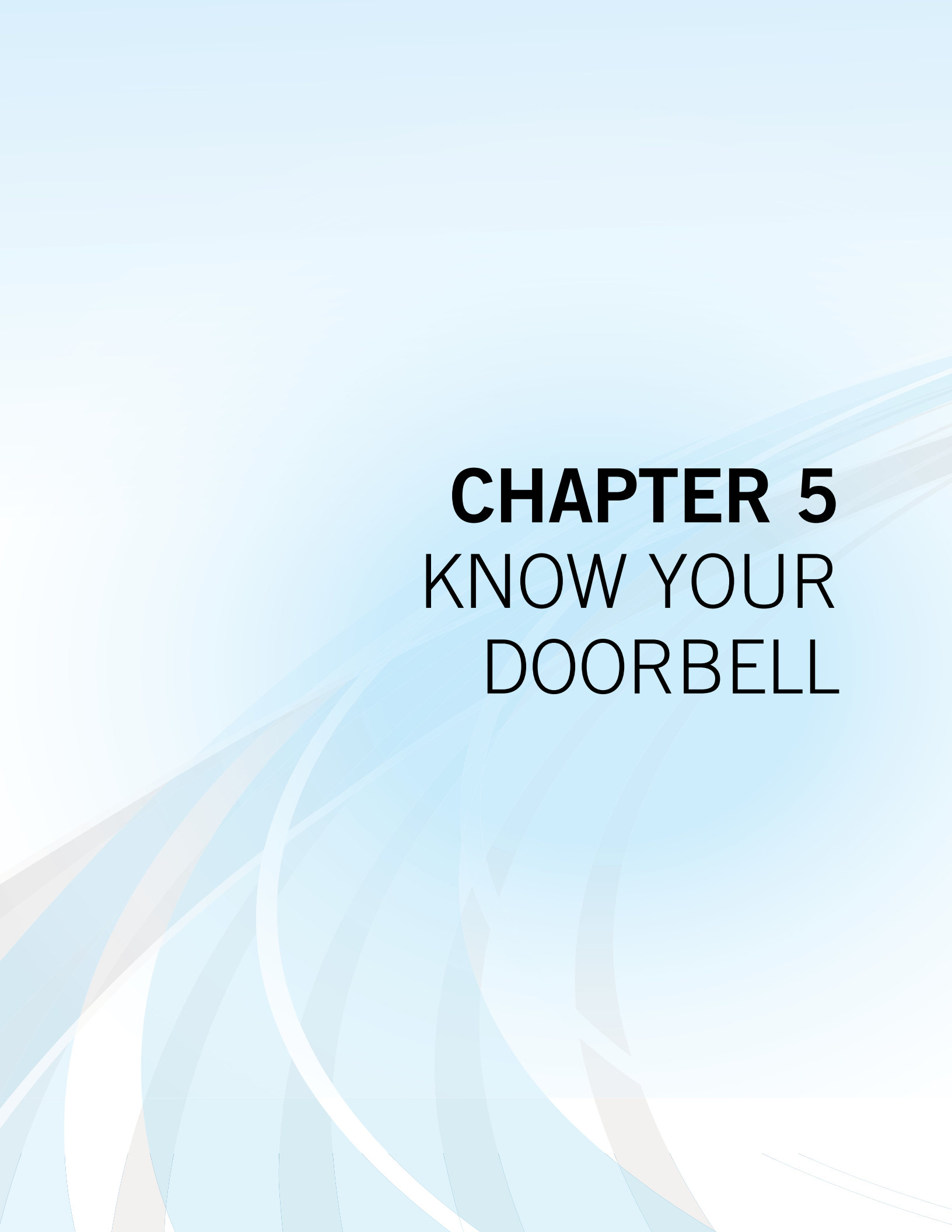
- 6 Replace the cover on the internal doorbell.



- 7 Turn on the power at the breaker.



YOU MUST RETURN TO THE NIGHT OWL CONNECT APP AND CHANGE THE DOORBELL SETTINGS TO "DIGITAL CHIME". DO NOT FORGET! THIS IS IMPORTANT!!



CHAPTER 5
KNOW YOUR
DOORBELL

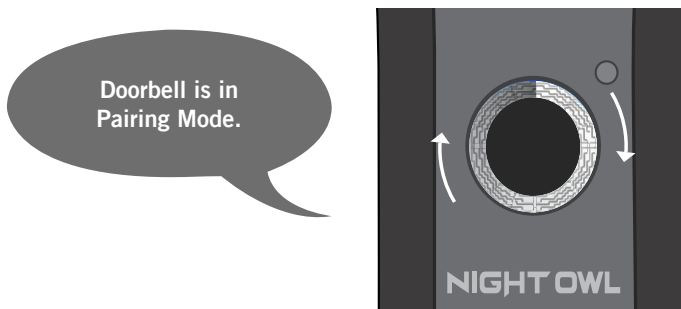
Chapter 5: Know Your Doorbell

5.1 Booting Process

- 1 Doorbell plays the voice prompt “Doorbell is ready for use”.



- A Doorbell’s LED Status Light turns white and spins clockwise (if in Factory Settings or if no Wi-Fi credentials exist) and plays the voice prompt “Doorbell is in Pairing Mode.” Doorbell remains in Pairing Mode until it is connected to a Wi-Fi network.



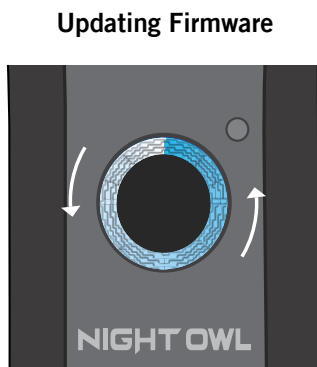
- B Doorbell’s Status Light becomes solid white when connected to a Wi-Fi network.



- ③ Doorbell checks for available firmware upgrades to download once it is connected to a Wi-Fi network (this does not occur during the initial boot).

NOTE: Doorbell MUST be connected to a Wi-Fi network to receive firmware upgrades.

- ② If new firmware is available, it will be downloaded. If no new firmware is available, the voice prompt says, “Thanks for checking, but my firmware is up to date.”



- ③ Booting process is complete.

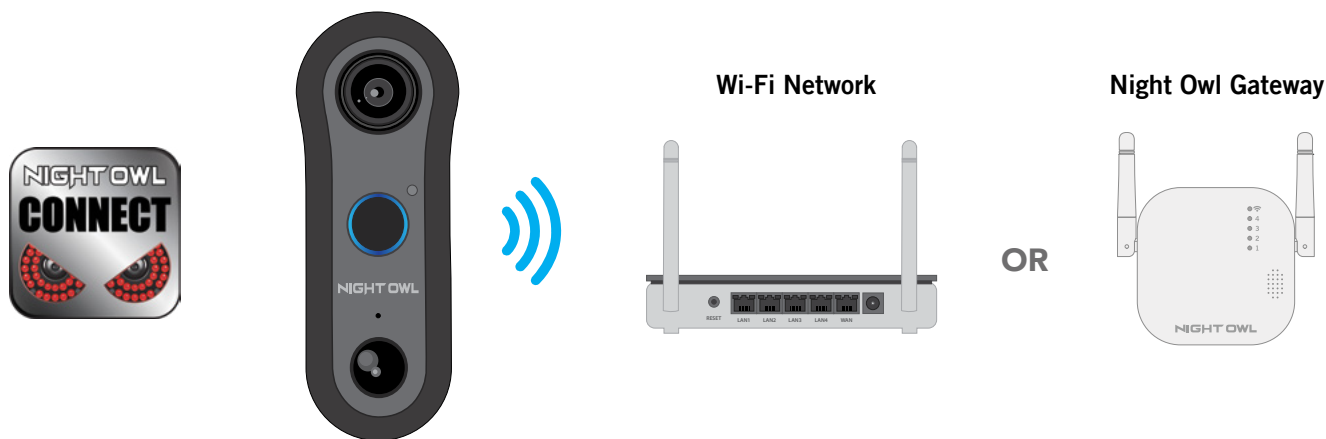
5.2 Smart Doorbell Functionality

5.2.1 Pair Night Owl Doorbell

- 1 The Doorbell comes in “Pairing Mode” by default (Status Light turns white and spins clockwise) and plays the voice prompt “Doorbell is in Pairing Mode.”



- 2 The Doorbell can also be set to “Pairing Mode” by resetting it to “Factory Settings.”
- 3 The Doorbell can be paired to either a Wi-Fi network or a Night Owl Gateway using the Night Owl Connect App. Refer to the Software Description section or the Night Owl Connect Manual for more information.



- 4 Once the Wi-Fi login credentials are entered into the Night Owl Connect App, the Doorbell says, “Please be patient as Doorbell connects to Wi-Fi.”



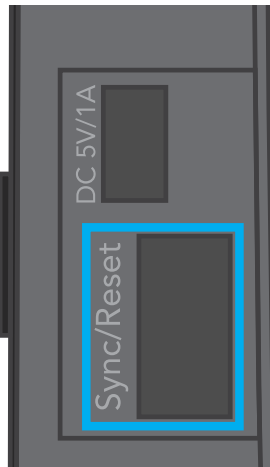
- 5 If the pairing process is successful, the Doorbell says, “Woohoo! Setup is now complete,” and the LED Status Light turns solid white.



5.2.2 Resetting Doorbell to Factory Settings

- 1 Press and hold the “Reset” button for approximately 3 seconds to restore the Doorbell to its factory settings. The Doorbell will say, “Please be patient as Doorbell restores its Factory Settings.”

RIGHT SIDE VIEW



NOTE: The faceplate must be removed in order to access the sides of the Doorbell.

- 2 The Doorbell restarts and initiates the “Booting Process.”
- 3 Once reset to factory setting, the Doorbell loses the connection with the Night Owl Connect App (user will see the Night Owl Doorbell in the app, but it will be in DISCONNECTED/OFFLINE status). To restore the Doorbell to “Online” status, delete it from the app and repeat the pairing process.



5.2.3 Status Check Process

- 1 Once the Doorbell connects to a Wi-Fi network, it continuously checks for the following statuses:

No Wi-Fi Connection



- A If Wi-Fi connectivity is lost, the Status Light's top half turns white and flashes.

Weak Signal



- B If the Doorbell's Wi-Fi signal strength is weak, the Status Light's top half turns blue and flashes, and the bottom half turns white and flashes.

Wi-Fi Password



- C If the Wi-Fi password is incorrect, the Status Light's bottom half turns blue and flashes.

No Internet Found



- D If there is no internet connection, the Status Light's top half turns blue and flashes.

5.2.4 Firmware Upgrade Process

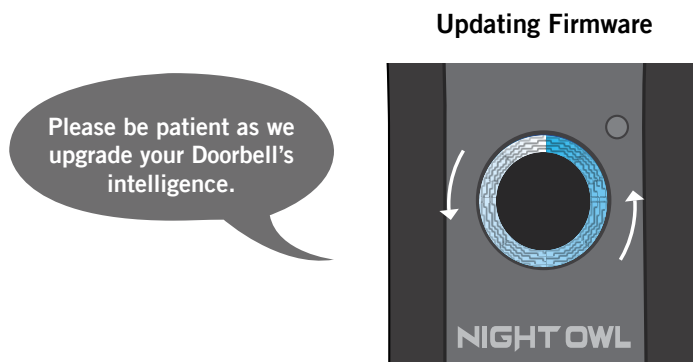
- 1 After the Doorbell boots up and connects to a Wi-Fi network, it checks for a firmware upgrade.

NOTE: The Doorbell does not check for a firmware upgrade during the initial boot.

- 2 If a new firmware upgrade is available for download, the Firmware Upgrade Process begins. If there isn't a new firmware upgrade available, the Doorbell says, "Thanks for checking, but my firmware is up to date."



- 3 If there is a new firmware upgrade available for download, the Doorbell says, "Please be patient as we upgrade your Doorbell's intelligence." The Status Light spins counterclockwise in blue and white.

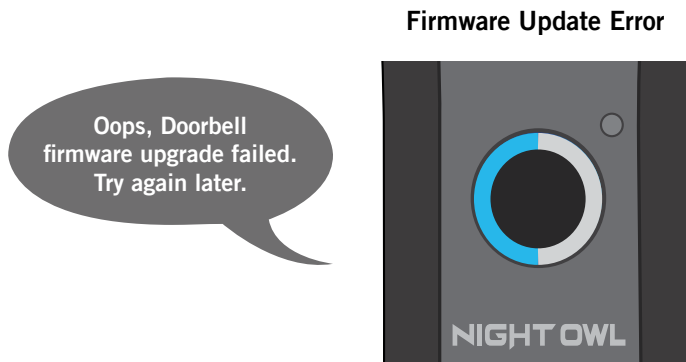


- 4 When the firmware starts to upgrade, the Status Light turns OFF.

- 5 If the upgrade is successful, the Doorbell says, “Woohoo! Firmware Upgrade is complete,” and it will reboot.



- 6 If the download was unsuccessful, the Doorbell says, “Oops, Doorbell firmware upgrade failed. Try again later,” and the Status Light alternates between a pulsing blue and white. The Doorbell returns to ON/Standby status, and the Status Light turns to solid white (as long as no other status issues are found during “Status Check Process”).



5.2.5 Ringing Process

- 1 After the Doorbell is pressed, the Status Light turns blue and spins clockwise. The Doorbell rings and sends a Push Notification that if pressed, allows the user to communicate with the person who rang the Doorbell.

NOTE: Answering the Doorbell changes the Status Light to solid blue. After answering the Doorbell, the Status Light returns to solid white.



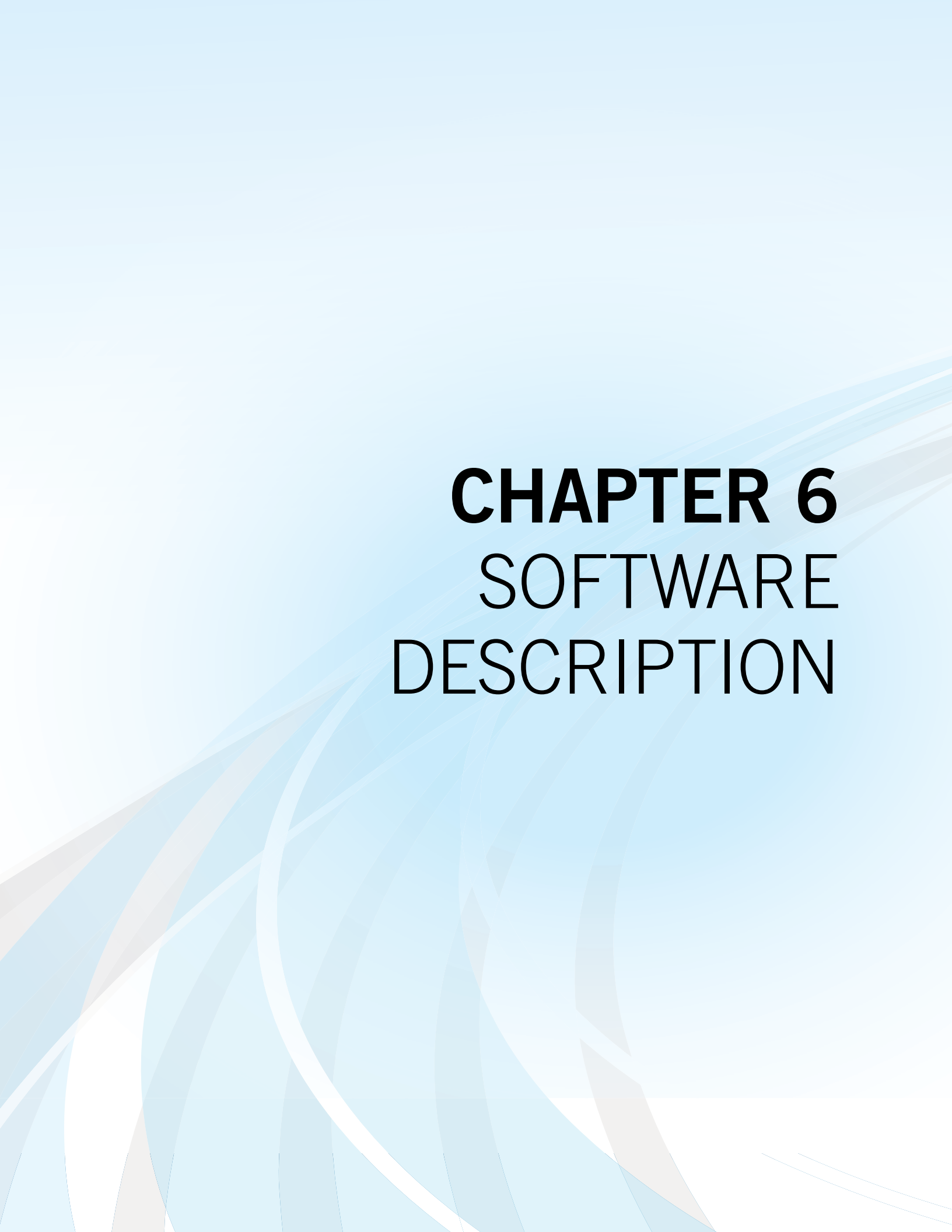
Notification Received



2-Way Audio



- 2 When the Doorbell rings, the Status light remains on for approximately 30 seconds (unless the notification is pressed sooner).



CHAPTER 6

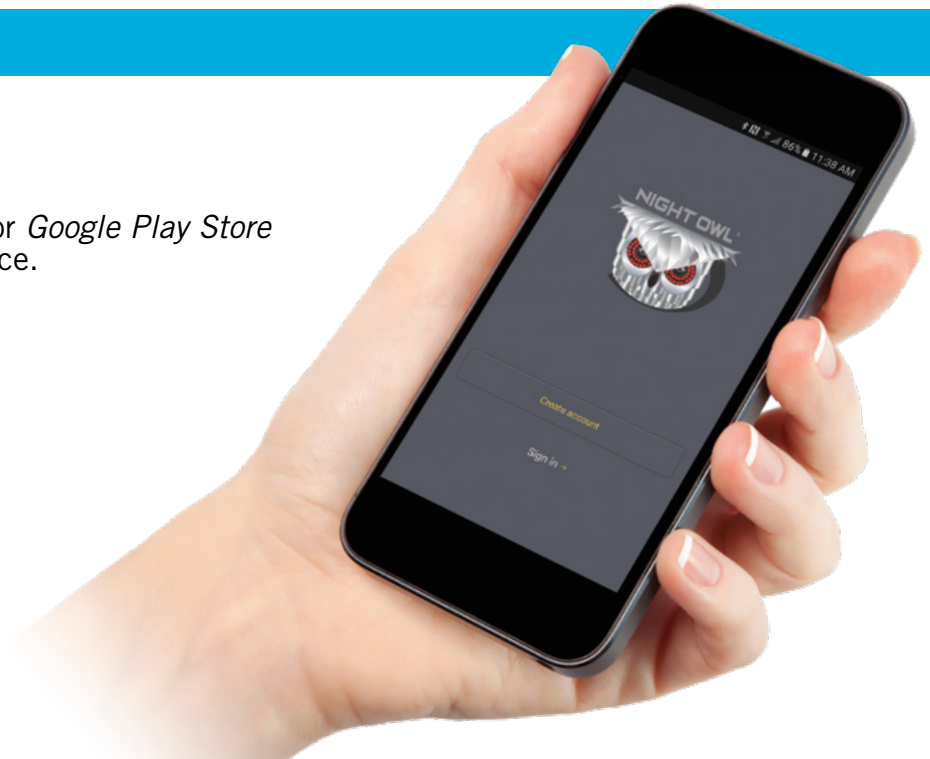
SOFTWARE DESCRIPTION

Chapter 6: Software Description

6.1 Apps

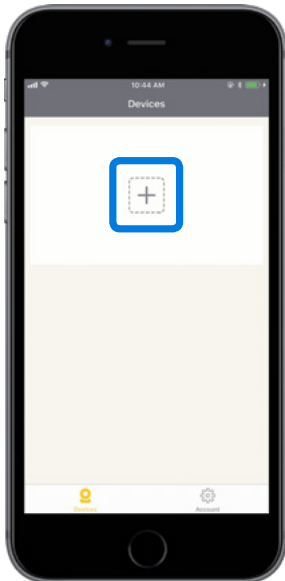
Download and Install Application

Download the app from the *App Store* or *Google Play Store* and install the application on your device.

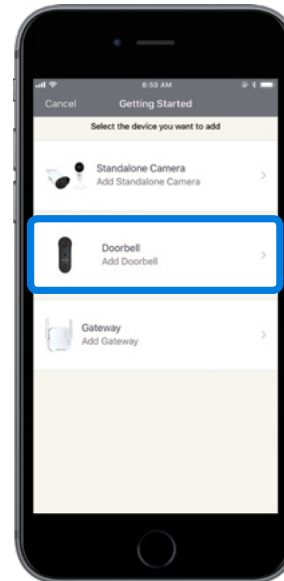


6.2 Night Owl Connect

6.2.1 Add Doorbell to Home Wi-Fi



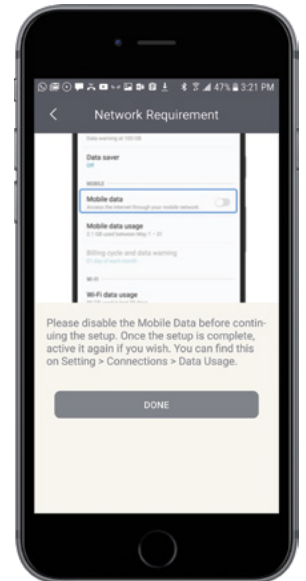
- 1 Press the “+” icon.

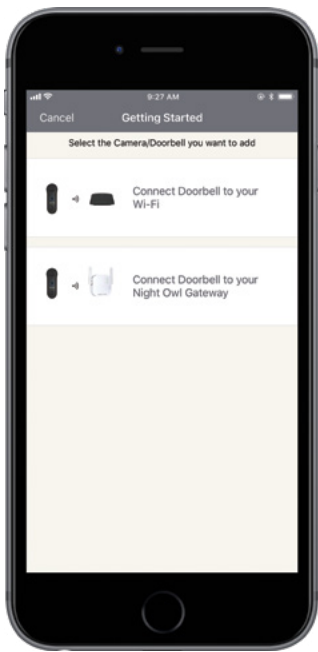


- 2 Select “Doorbell” from the device list and follow the on-screen instructions.

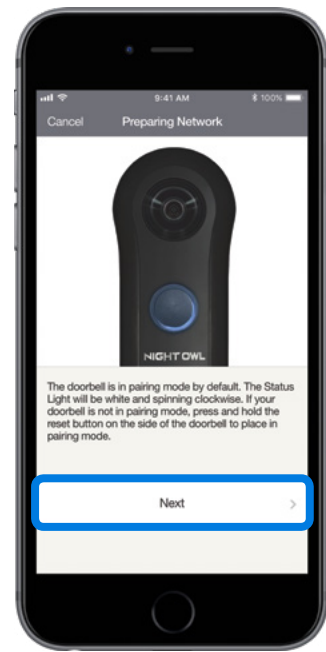
NOTE: Android™ users follow the onscreen instructions to turn your mobile data off before continuing the setup process.

Android™

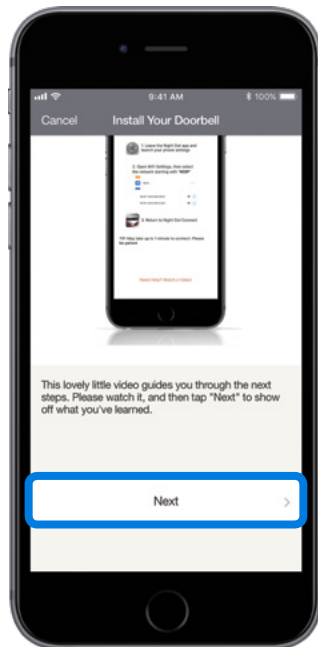




- 3 Select the setup method for the Doorbell (Wi-Fi network or Night Owl Gateway).



- 4 When in pairing mode, the Status Light is white and spinning clockwise.

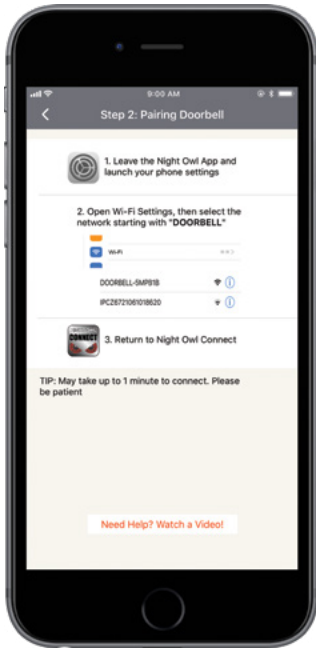


- 5 Press play to watch the Wi-Fi setup video. Do Not Skip. Seriously, watch it!

NOTE: This video explains the Wi-Fi setup steps for iOS® users.

- 6 Follow the instructions on the Doorbell's Setup process. This step applies to iOS® and Android™ versions of Night Owl Connect to connect to Home Wi-Fi.

iOS®



- A Go to your devices Wi-Fi settings.

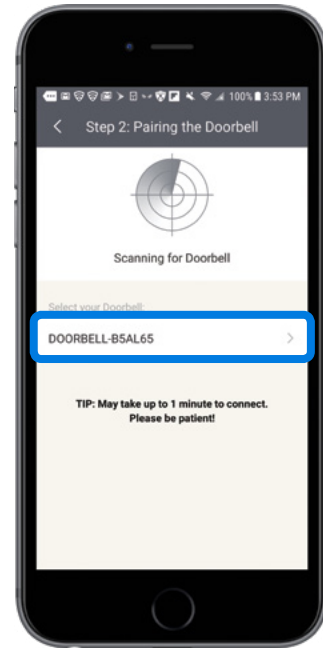
NOTE: Follow the instructions in the app and/or watch the setup video.

iOS®



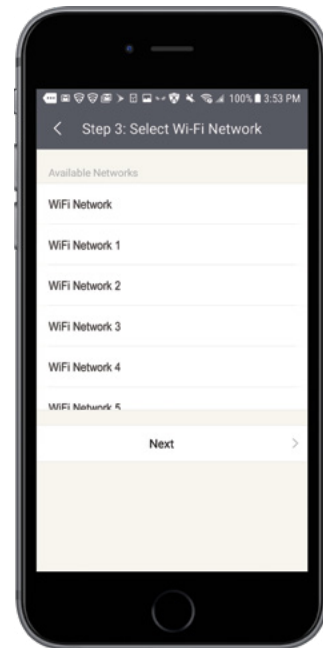
- B Select the Wi-Fi hotspot that begins with "DOORBELL" and return to Night Owl Connect.

Android™



- A Select your Doorbell hotspot to start the pairing process.

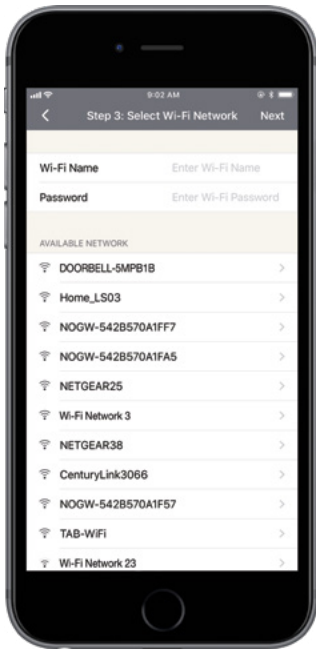
Android™



- B Select a Wi-Fi network to connect to the Doorbell.

NOTE: You will need the network password!

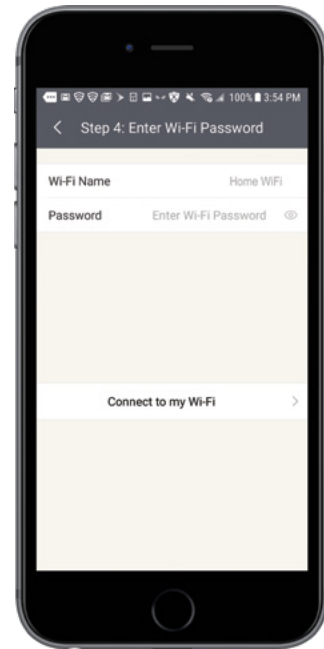
iOS®



- ③ Enter the Wi-Fi password.

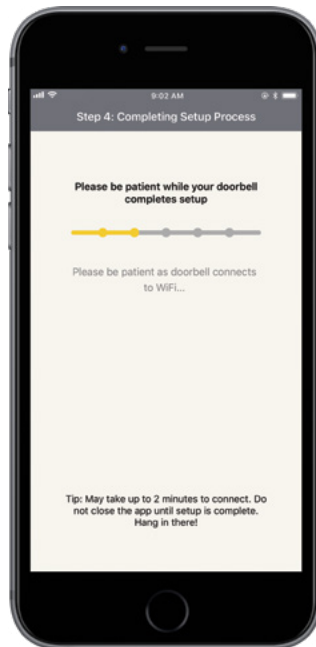
NOTE: If you do not know your password contact your ISP (internet service provider).

Android™

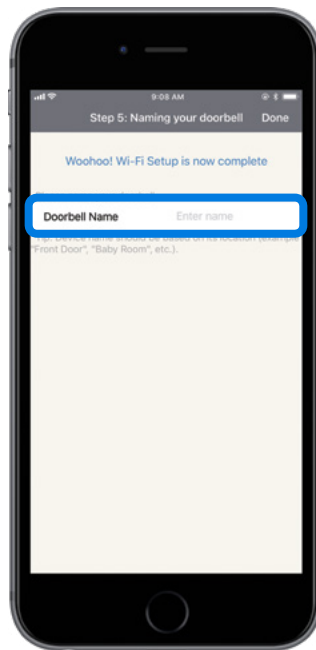


- ③ Enter the Wi-Fi password.

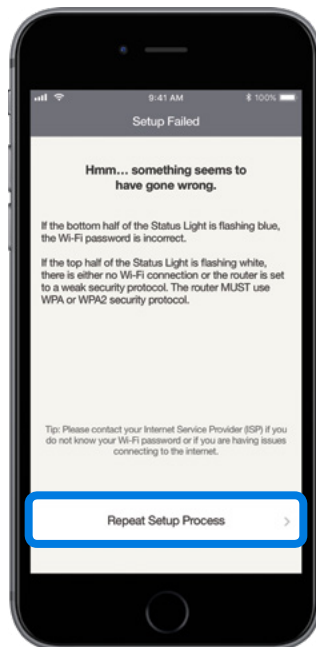
NOTE: If you do not know your password contact your ISP (internet service provider).



- ⑦ Wait patiently (you can do it) for the Doorbell to pair or to repeat the process.



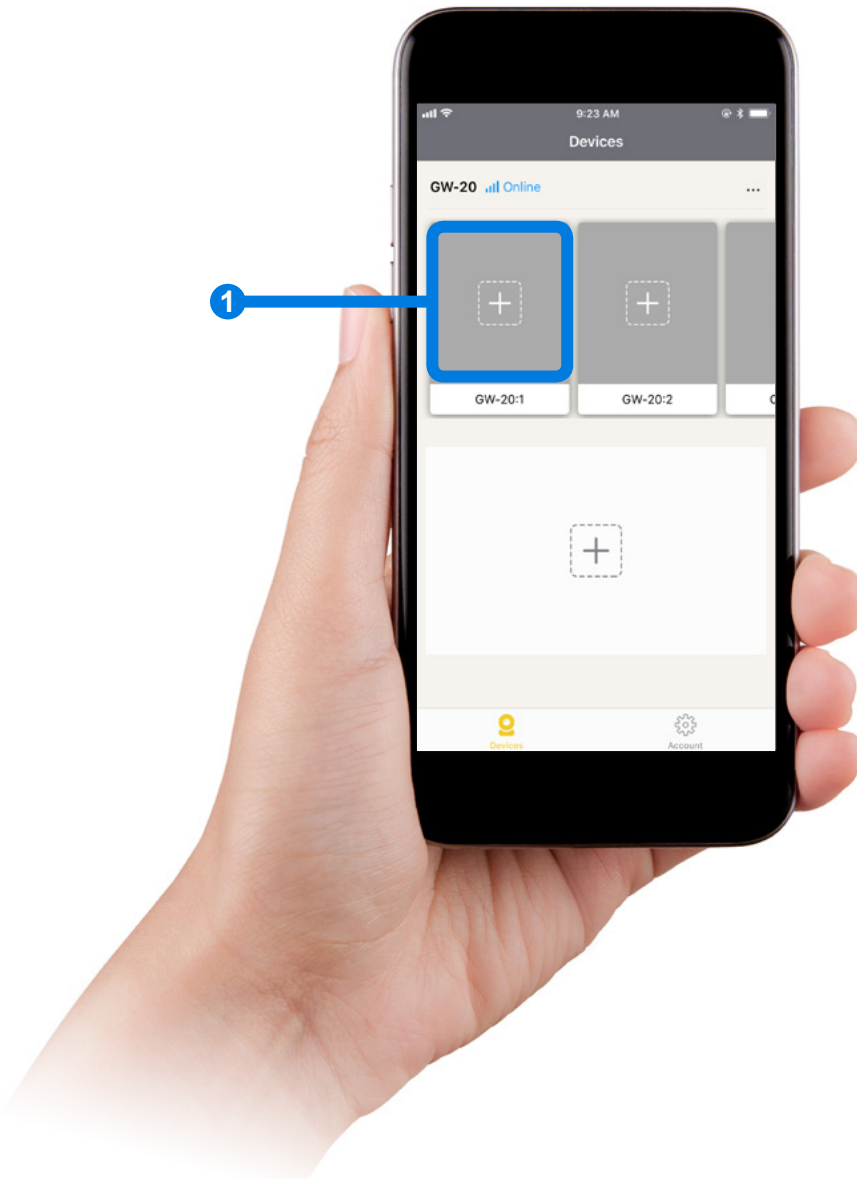
- 8 If the pairing process is successful, you will be asked to name the Doorbell. Once named, select “Done” to add to the Device List in the Night Owl App.



- 9 If the Doorbell fails to pair, you MUST repeat the “Pairing Process”. Select “Repeat the Setup Process” to start the “Pairing Process” again. You may need to set the Doorbell to pairing mode. Press and hold the “Reset Button” as described in Hardware Section.

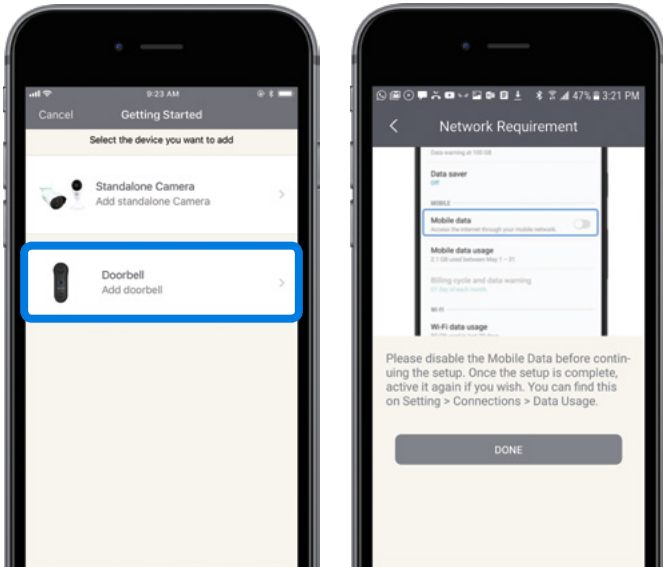
NOTE: The Router’s security protocol MUST be set to WPA/WPA2 (strong security).

6.2.2 Add the Doorbell to a Night Owl Gateway



- 1 Press the individual channel “+” icon to go directly to the instructions to add Night Owl devices to the Gateway.

Android™



- 2 Select Doorbell to begin the “Adding to Night Owl Gateway Process”.

NOTE: Android™ users follow the onscreen instructions to turn your mobile data off before continuing the setup process.

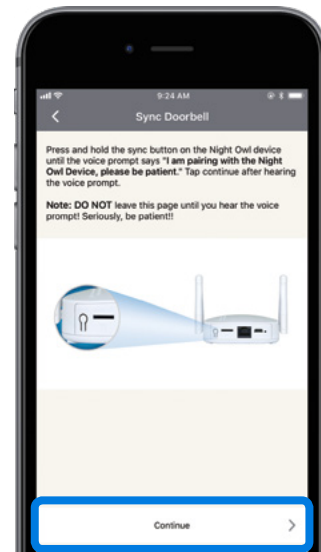


- 3 When in pairing mode, the Status Light is white and spinning clockwise.

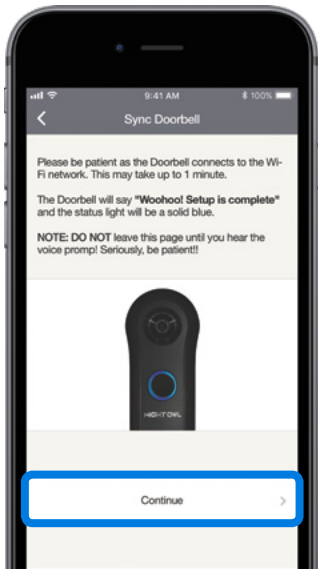


- 4 Press play to watch the Wi-Fi setup video. Do Not Skip. Seriously, watch it!

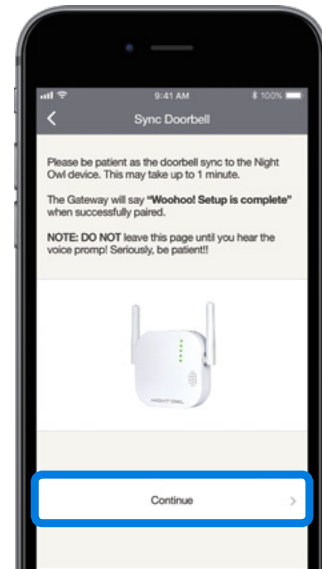
NOTE: This video explains the Wi-Fi setup steps for iOS® users.



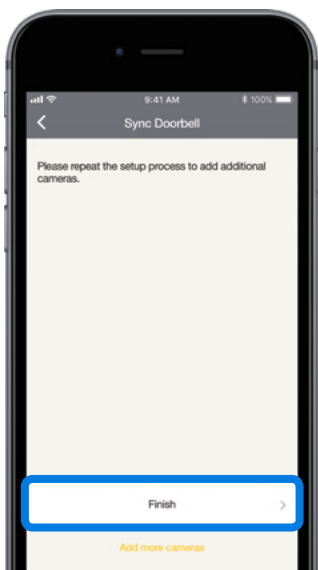
- 5 Follow the instructions and press “Continue”.



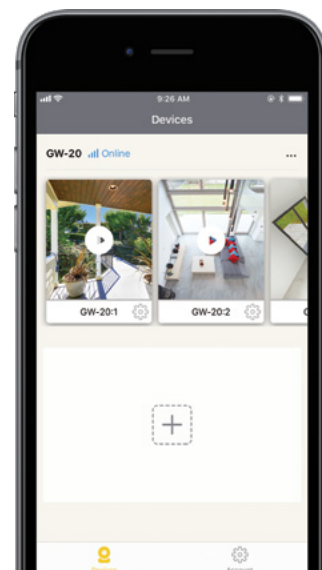
- 6 Follow the instructions and press “Continue”. All the Night Owl devices that are in “Pairing Mode,” and close enough to the Gateway, will start the pairing process. No more than 4 devices will be added.




- 7 Follow the instructions and press “Continue”.

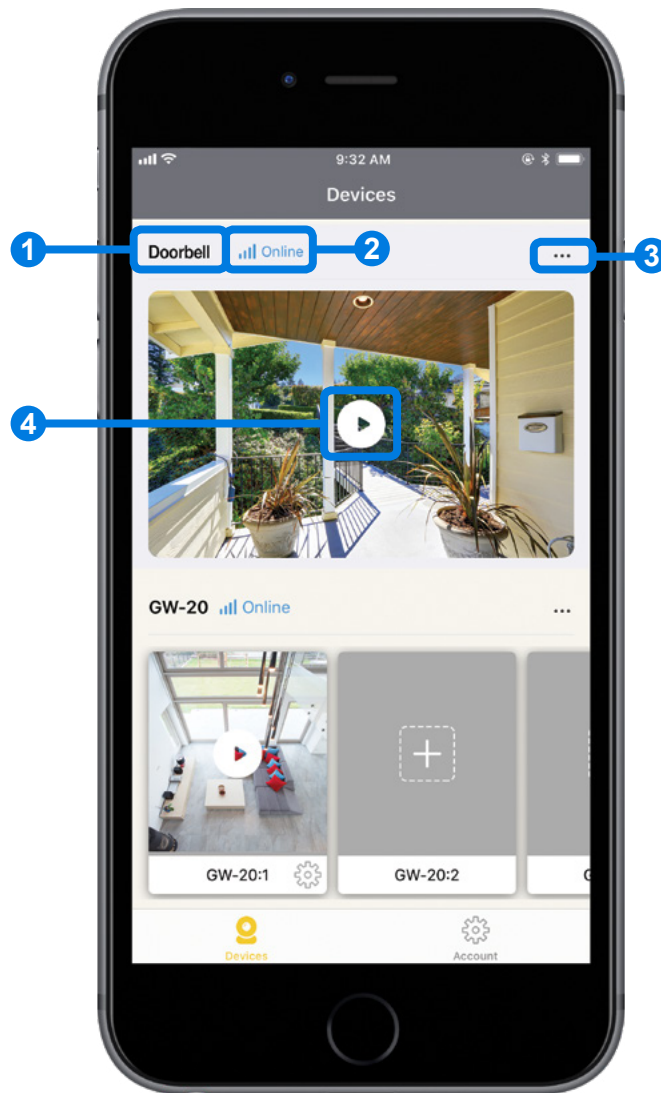


- 8 Select “Finish” to return to the main screen which shows all added devices. If “Add more cameras” is selected, you will return to the “Getting Started” screen.



- 9 When adding a Night Owl device to the Gateway, the “Devices” screen will resemble the image above. Tap the Play Button to view the live stream. Adjust the channels settings by tapping the icon  next to the channels name.

6.2.3 Live View - Home Wi-Fi Connection



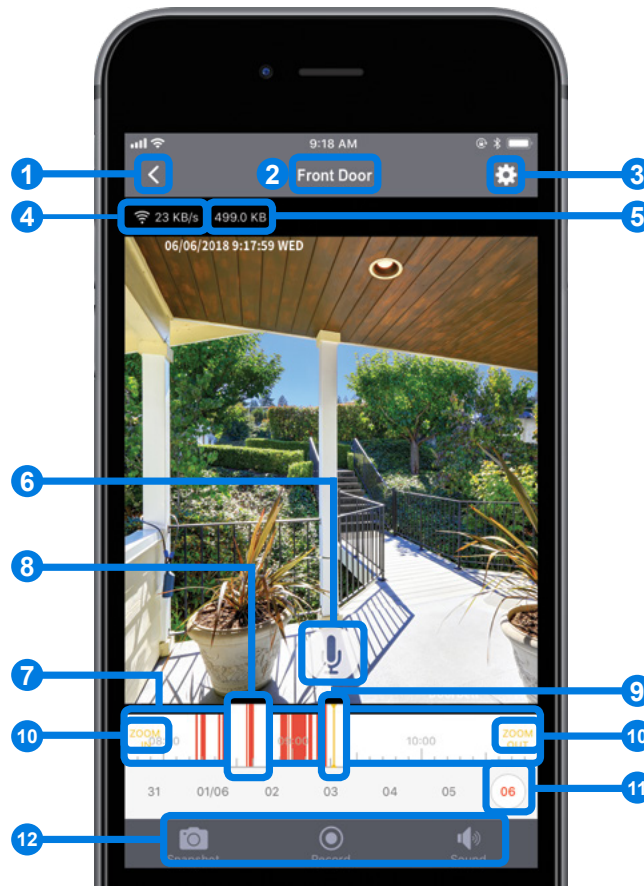
- 1 Doorbell's Name:** Configured either at the setup process or in the Settings Menu.
- 2 Doorbell Status:** The Doorbell's name and connection status.



- 3 Other Options:**
 - A Settings:** Goes to Settings Menu.
 - B Share:** The user is able to share the Doorbell with another user of Night Owl Connect.
 - C Delete:** Delete the Doorbell.
- 4 Play Live View Button:** After pressing the Live View button, the app will show the Doorbell's Live View.

6.2.4 Doorbell Live View - Connected to Home Wi-Fi

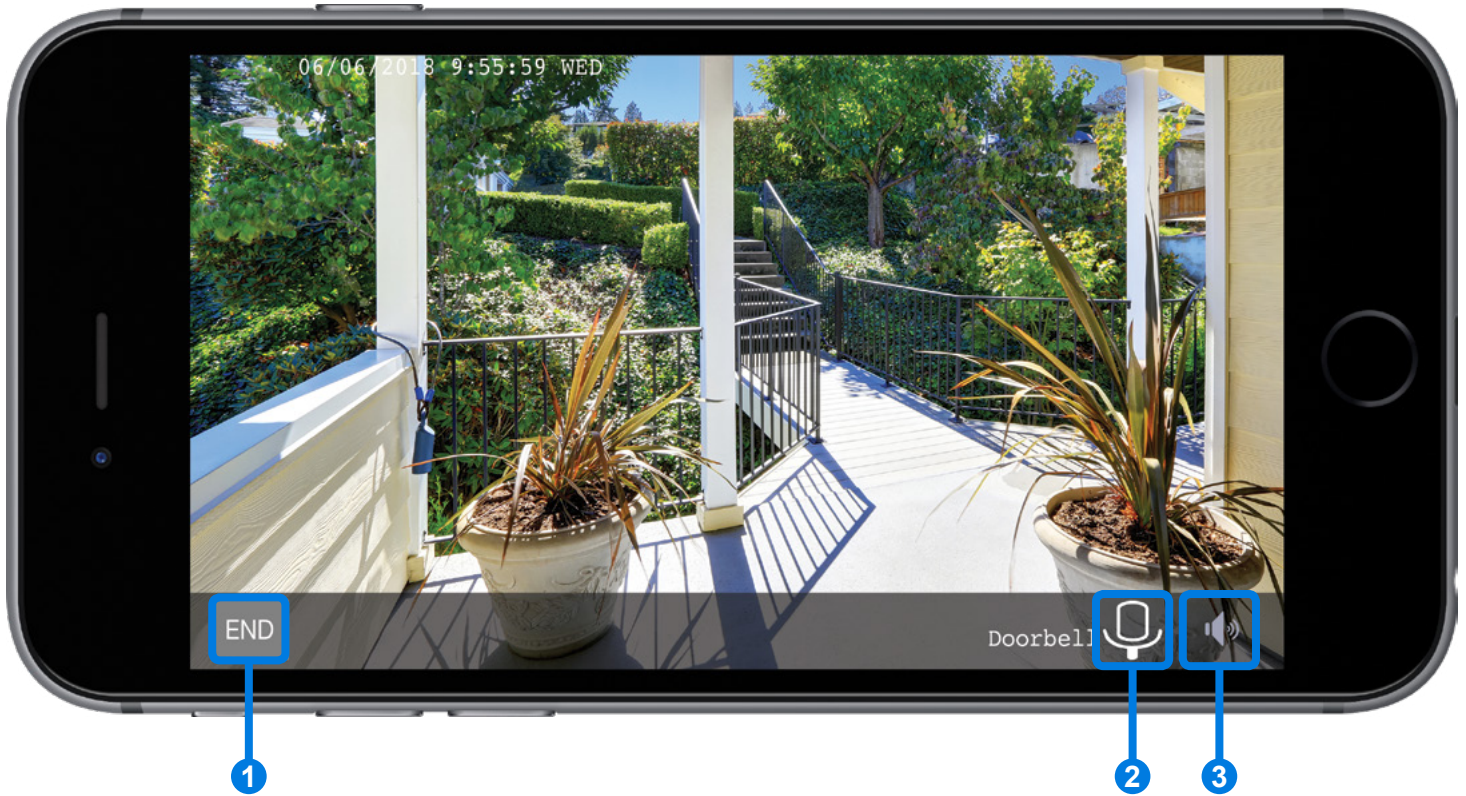
6.2.4 (a) Notification Not Answered - Live View



NOTE: When the microphone icon is pressed, audio from the app to the Doorbell is enabled and the icon turns red.

- 1 **Back:** Tap to return to the previous screen.
- 2 **Channel:** Name of the live view.
- 3 **Settings:** Tap to access the channels settings.
- 4 **Stream's Bitrate:** When switching from SD to HD, the bitrate will dramatically increase.
- 5 **Data:** Amount of data used in stream's transmission.
- 6 **Talk:** Press and hold to talk, release to listen. (Sound must be unmuted)
- 7 **Playback Timeline:** Search for recordings based on time of day.
- 8 **Playbacks:** Indicates a recording exists at that time.
- 9 **Playback Scroll:** Scroll left to right to search for recordings.
- 10 **Zoom:** Tap to zoom in or out.
- 11 **Playback Date:** Day of the month.
- 12 **Capture:** Take a snapshot of the live stream.
- 13 **Record:** Manually record the live stream.
- 14 **Sound:** Enables ONE-WAY sound by only activating it, the user will hear the audio transmitted by the Night Owl device. If the user presses the TALK button that appears on the screen when Audio is activated they will be heard thru the device.

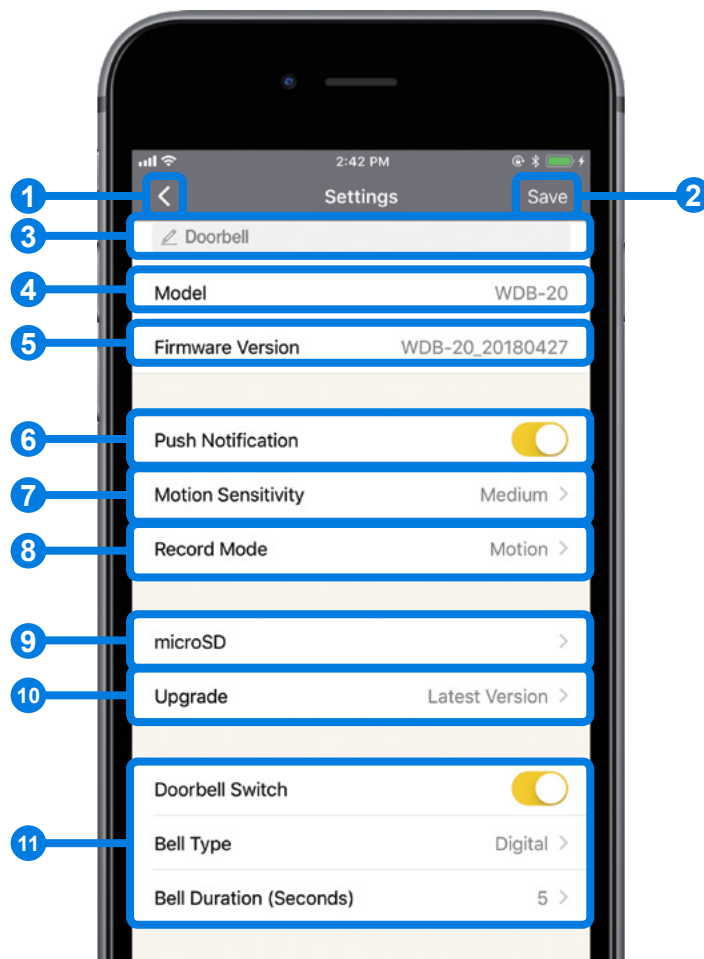
6.2.4 (b) Notification Pressed - Live View



You will be able to perform the following actions:

- 1 End:** End the video streaming.
- 2 Mute/Unmute Speaker:** The speaker is enabled by default.
- 3 Disable/Enable Microphone:** The microphone is disabled by default.
- 4 Zoom In/Out:** Tap to zoom in or zoom out of the live stream.

6.2.4 (c) Doorbell Connected to Wi-Fi - Settings Menu

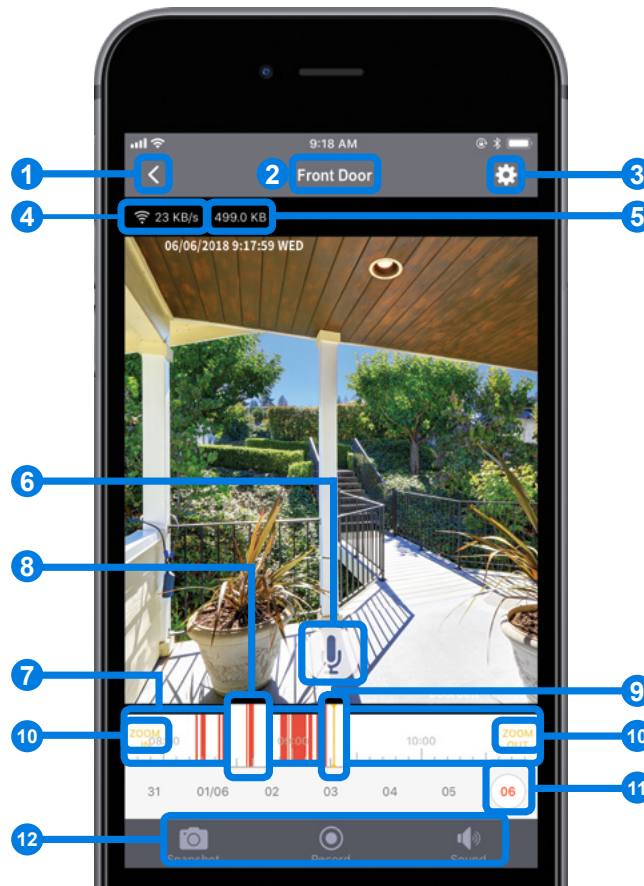


- 1 **Back:** Tap to return to the previous screen.
- 2 **Save:** Tap to save the Doorbell Settings.
- 3 **Doorbell Name:** View and edit the Doorbell's name.
- 4 **Model:** The model # of your Doorbell.
- 5 **Firmware version:** Version of the software running on the Doorbell.
- 6 **Push Notifications Toggle:** Turn notifications on or off
- 7 **Motion Sensitivity:** Select low, medium, or high to adjust camera sensitivity.
- 8 **Record Mode:** Select either Motion or Continuous recording.
- 9 **microSD:** Shows how much space is used and formats the microSD card.
- 10 **Upgrade:** Indicates if an upgrade is available or if the latest version is running.
- 11 **Doorbell Options:** By default, the option is ON and it is designed to work with a Mechanical Chime.

NOTE: You MUST select your "Bell Type" (Mechanical or Digital) in the Doorbell Settings menu in the Night Owl Connect App. Failure to do so affects the Doorbell's ability to emit sound.

6.2.5 Doorbell Live View - Paired to Night Owl Gateway

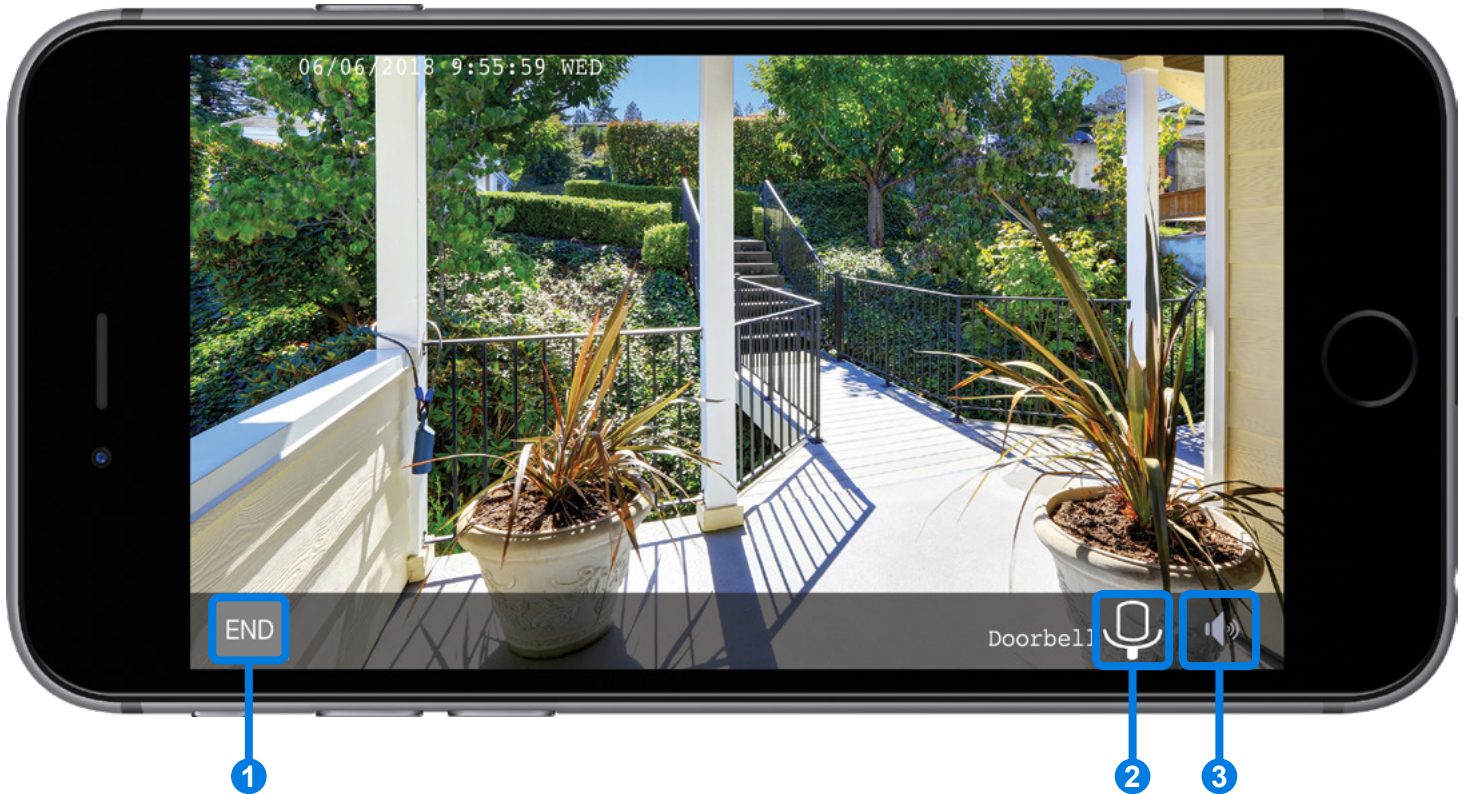
6.2.5 (a) Doorbell Individual Channel Screen – Live View



NOTE: When the microphone icon is pressed, audio from the app to the Doorbell is enabled and the icon turns red.

- 1 **Back:** Tap to return to the previous screen.
- 2 **Channel:** Name of the live view.
- 3 **Settings:** Tap to access the channels settings.
- 4 **Stream's Bitrate:** When switching from SD to HD, the bitrate will dramatically increase.
- 5 **Data:** Amount of data used in stream's transmission.
- 6 **Talk:** Press and hold to talk, release to listen. (Sound must be unmuted)
- 7 **Playback Timeline:** Search for recordings based on time of day.
- 8 **Playbacks:** Indicates a recording exists at that time.
- 9 **Playback Scroll:** Scroll left to right to search for recordings.
- 10 **Zoom:** Tap to zoom in or out.
- 11 **Playback Date:** Day of the month.
- 12 **Capture:** Take a snapshot of the live stream.
- 13 **Record:** Manually record the live stream.
- 14 **Sound:** Enables ONE-WAY sound by only activating it, the user will hear the audio transmitted by the Night Owl device. If the user presses the TALK button that appears on the screen when Audio is activated they will be heard thru the device.

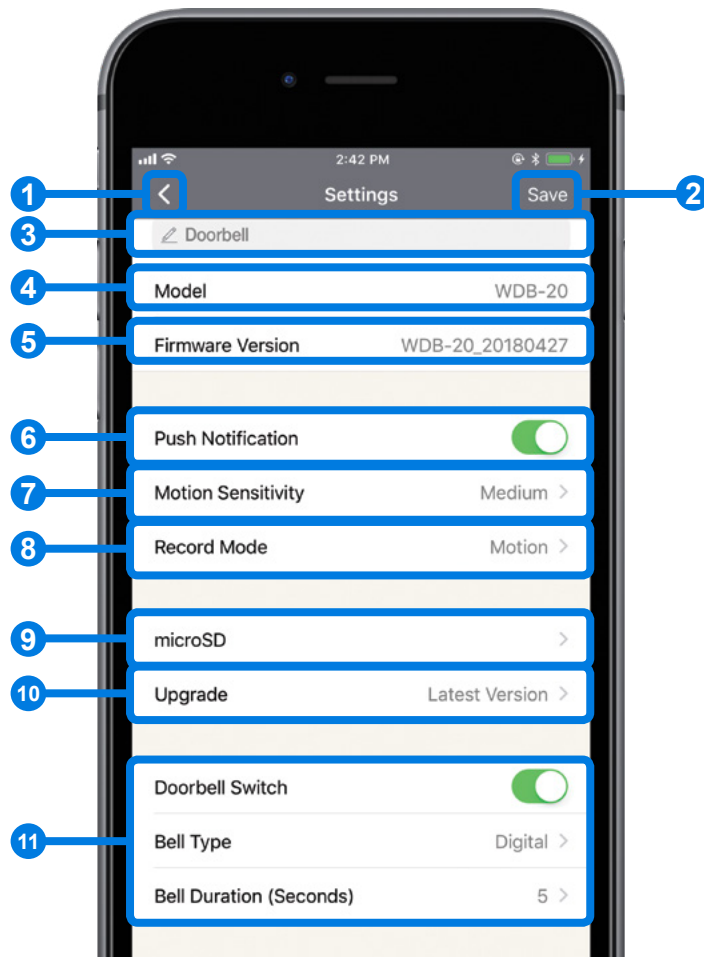
6.2.5 (b) Notification Pressed Live View - Connected to Gateway



You will be able to perform the following actions:

- 1 End:** End the video streaming.
- 2 Mute/Unmute Speaker:** The speaker is enabled by default when the call is answered.
- 3 Disable/Enable Microphone:** The microphone is disabled by default.
- 4 Zoom In/Out:** Tap to zoom in or zoom out of the live stream.

6.2.5 (c) Doorbell Individual Channel Settings – Connected to Gateway

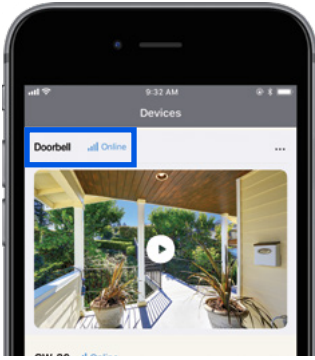


- 1 **Back:** Tap to return to the previous screen.
- 2 **Save:** Tap to save the Doorbell Settings.
- 3 **Doorbell Name:** View and edit the Doorbell's name.
- 4 **Model:** The model # of your Doorbell.
- 5 **Firmware version:** Version of the software running on the Doorbell.
- 6 **Push Notifications Toggle:** Turn notifications on or off.
- 7 **Motion Sensitivity:** Select low, medium, or high to adjust camera sensitivity.
- 8 **Record Mode:** Select either Motion or Continuous recording.
- 9 **microSD:** Shows how much space is used and formats the microSD card.
- 10 **Upgrade:** Indicates if an upgrade is available or if the latest version is running.
- 11 **Doorbell Options:** By default, the option is ON and it is designed to work with a Mechanical Chime.

NOTE: You MUST select your "Bell Type" (Mechanical or Digital) in the Doorbell Settings menu in the Night Owl Connect App. Failure to do so affects the Doorbell's ability to emit sound.

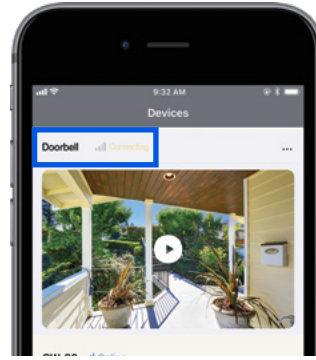
6.2.6 Night Owl Doorbell App's Status

Online



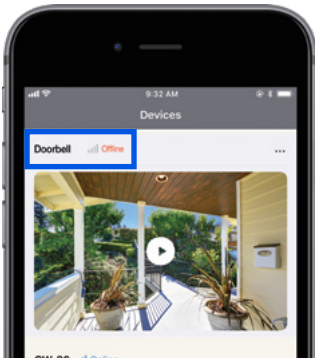
There is communication between the app and the Doorbell. The user can access the live stream and use all of the Doorbell's features and the devices associated with it.

Connecting



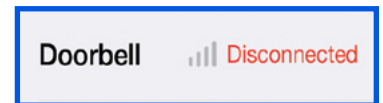
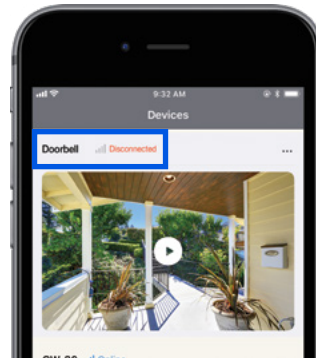
The app is trying to establish the communication with the Doorbell.

Offline



The app is not communicating with the Doorbell. Possible reasons: The Doorbell is OFF, the Doorbell has no Internet connection, the Smart Device running the app has no Internet.

Disconnected



Doorbell is OFF or has no Internet, or the mobile device lost connection with the Night Owl Device. Switches to "Offline" Status.

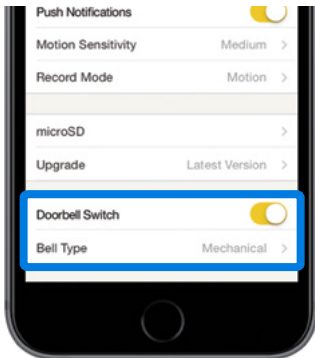
NOTE: The user will not be able to access the channel stream.

6.2.7 Doorbell Interaction with Chime

By default, the interaction between the Doorbell and the Chime is ON and set to work with a Mechanical Chime as shown below:

MECHANICAL CHIME

Connected to Home Wi-Fi



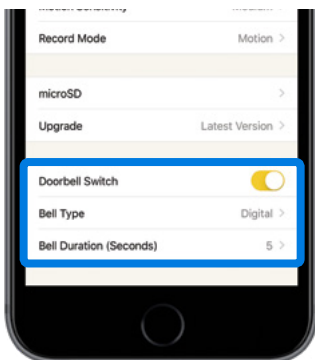
Connected to Gateway



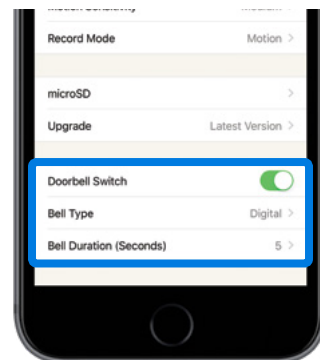
If the user has a Digital Chime, select the Digital option for the Bell Type.

DIGITAL CHIME

Connected to Home Wi-Fi



Connected to Gateway

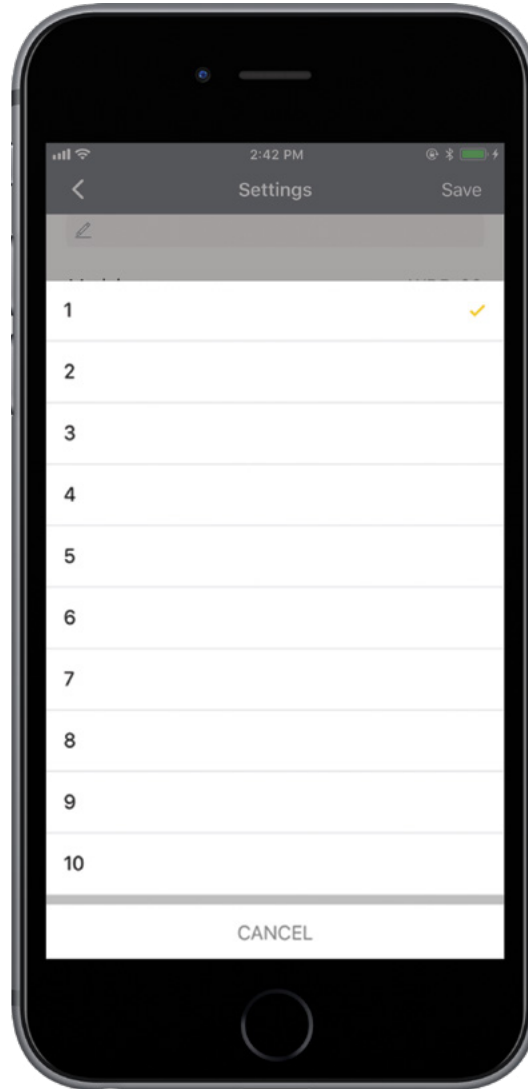


Bell Duration is set to 5 seconds by default and indicates the approximate amount of time the Digital Chime will be active after it is pressed.

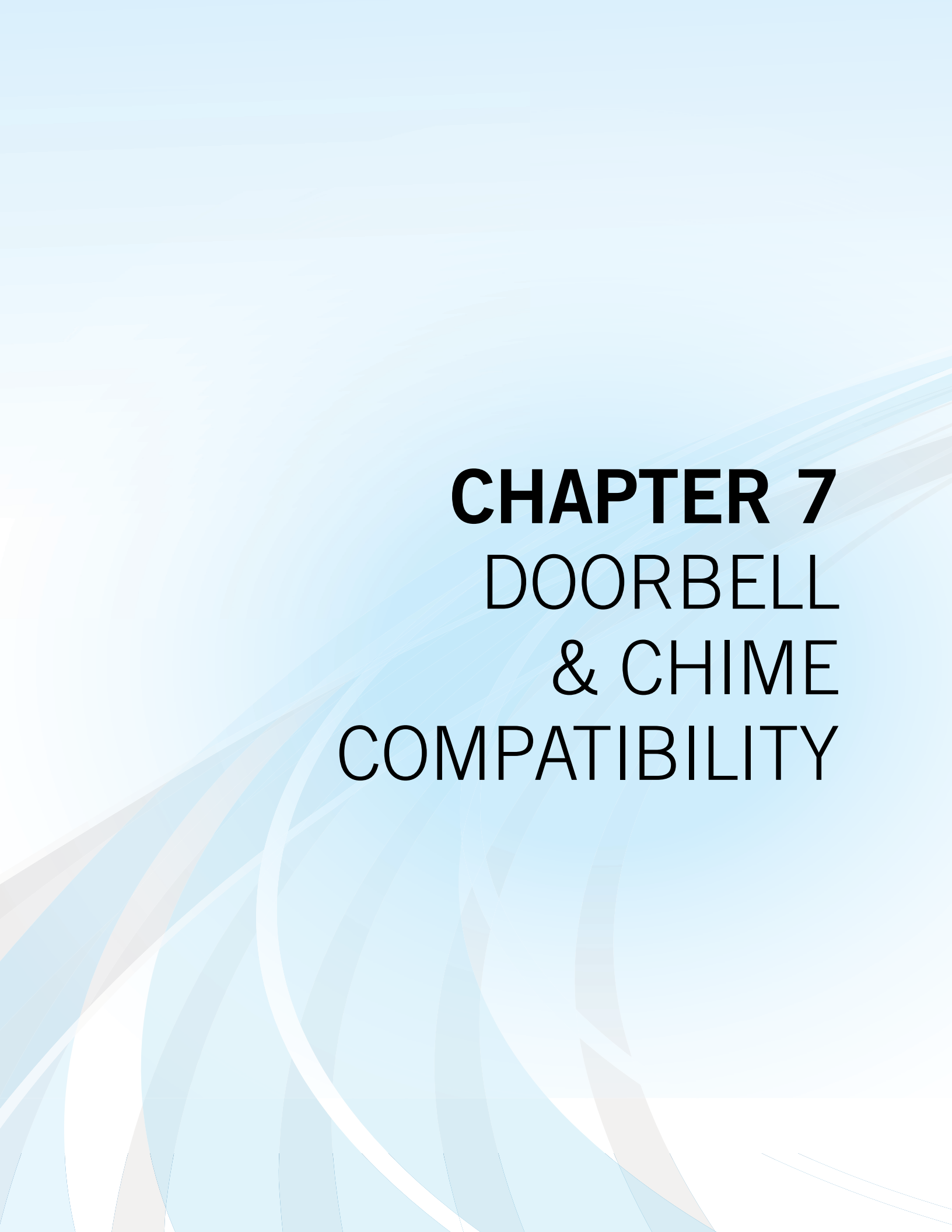
BELL DURATION

Tap “Bell Duration (Seconds)” option to change the amount of time that your chime will be working after someone presses the Doorbell button.

Connected to Home Wi-Fi / Gateway



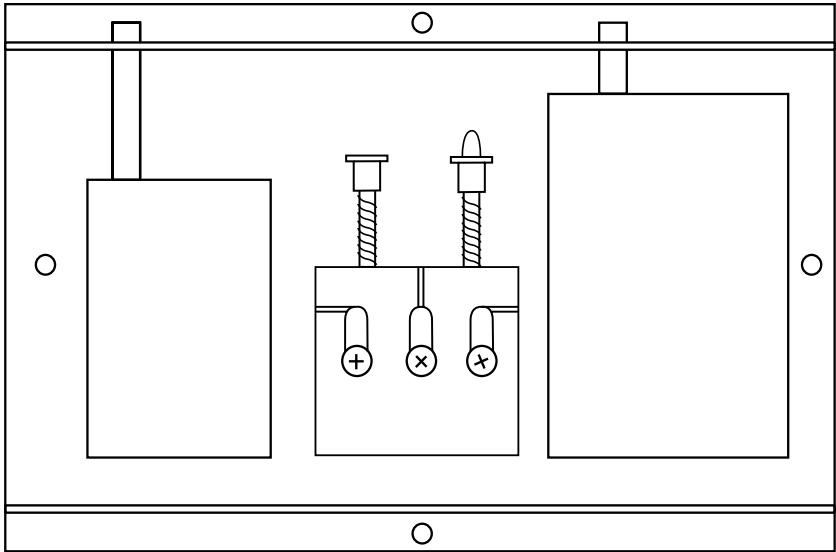
The numbers listed in the app represent the approximate amount of time in seconds that the Digital Chime produces a sound when the Doorbell is pressed.



CHAPTER 7
DOORBELL
& CHIME
COMPATIBILITY

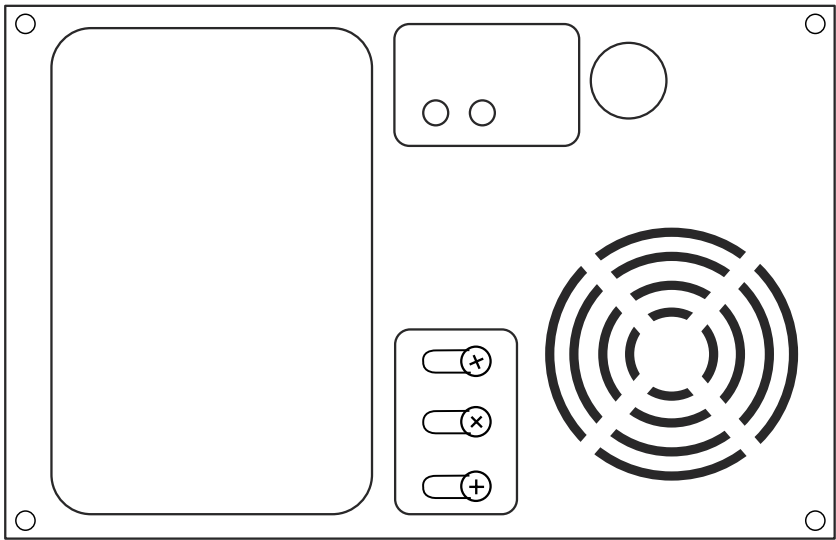
Chapter 7: Doorbell & Chime Compatibility

7.1 Mechanical Chime Hardware Example



NOTE: The image above is an example of a Mechanical Chime. Doorbell chime designs may vary.

7.2 Digital Chime Hardware Example



NOTE: The image above is an example of a Digital Chime. Doorbell chime designs may vary.



CHAPTER 8

TROUBLESHOOTING TIPS

Chapter 8: Troubleshooting Tips

8.1 Firmware Upgrade

- 1 When the Doorbell is turned on for the first time, it will be in pairing mode. Once the Wi-Fi connection has been made (Home Wi-Fi or the Night Owl Gateway), the Doorbell does NOT run a Firmware Upgrade check.



- 2 After the initial "boot up," every time the Doorbell turns on it will run a Firmware Upgrade check. This ONLY occurs when the Doorbell is connected directly to a Wi-Fi network.



- 3 The Doorbell will NOT run a Firmware Upgrade Check upon powering-on if it is connected to the Night Owl Gateway. The Doorbell's Firmware Must be upgraded in the Night Owl Connect App settings menu if connected to the Gateway.
- 4 The Doorbell automatically performs a weekly Firmware Upgrade check when connected directly to a Wi-Fi network.

8.2 Factory Reset

Reasons for restoring the Doorbell to factory settings:

- A The Wi-Fi network password has changed.
- B The router has been reset.
- C If you decide to switch the Doorbell from a Wi-Fi network connection to the Night Owl Gateway Setup (or vice versa).
- D If the Doorbell is not working properly or has glitches.

NOTE: Another option is to drain the Doorbell battery (turn off the power switch on the breaker and let the doorbell die).

8.3 Failed Firmware Upgrade

- 1 The Doorbell will fail to upgrade if the Wi-Fi connection is interrupted or not strong enough. In this case, the doorbell needs to be upgraded manually in the Night Owl Connect App settings menu.

NOTE: You can also wait for the Doorbell to perform its weekly check for an upgrade.

- 2 If the upgrade process continues to fail, the Doorbell will need to be reset.


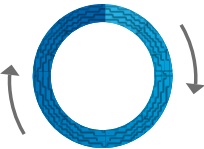
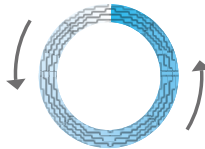

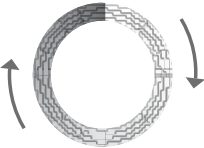


After restoring the Doorbell to factory settings, it needs to be paired to the Wi-Fi network or the Night Owl Gateway.

8.4 Status Light Key






Normal Light Notifications



Solid Blue  The Doorbell has been Answered	Spinning Blue (Clockwise)  The Doorbell is Ringing	Spinning White/Blue (Counter Clockwise)  Updating Firmware
Solid White  On / Stand-By	Spinning White (Clockwise)  Pairing Mode	

Error Light Notifications



Top Half Flashing White  No Wi-Fi Connection	Top Flashing Blue / Bottom Flashing White  Weak Signal	Alternating Pulse Blue / White  Firmware Upgrade Error
Top Half Flashing Blue  Wi-Fi is Connected / No Internet Found	Bottom Half Flashing Blue  Wrong Wi-Fi Password	



CHAPTER 9

WARRANTY

Chapter 9: Warranty

NIGHT OWL, LLC (“Night Owl”) provides the following warranty to the original retail purchaser only (the “Purchaser”) with respect to this product (the “Product”):

For a period of one (1) year after the date of sale, the Product shall be free from manufacturing defects in material and workmanship. In the event that the Product is defective, the Purchaser must return the Product at Purchaser’s cost (no CODs) to the address below, with the original proof of purchase receipt. In its sole discretion, Night Owl will either repair or replace the Product at no additional cost to the Purchaser. Any replacement Product (or parts) will be covered by the same warranty as the original Product through the expiration date of the original warranty period.

Exclusions

This warranty does not apply to the following parts or upon the following events:

1. Bulbs, LEDS and batteries;
2. The Product was not used or installed in the manner described in the installation instructions;
3. Negligent use of the Product or misuse or abuse of the Product;
4. Electrical short circuits or power surges;
5. Use of replacement parts not supplied by Night Owl;
6. Product is either tampered with, modified or repaired by another service provider;
7. Product has not been maintained in accordance;
8. Accident, fire, flood or other acts of God;
9. Failure to use Night Owl approved accessories;
10. Defects or damages arising by use of the Product in other than normal conditions (including normal atmospheric, moisture and humidity conditions).

Except as otherwise prohibited by law, this warranty is in lieu of other warranties, express or implied and Night Owl neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale or service of the Product.

In no event shall Night Owl be liable for any special or consequential damages arising from the use of the Product or arising from the malfunctioning or nonfunctioning of the Product or for any delay in the performance of this warranty due to any cause beyond its control. This warranty shall not apply to installation or the removal and re-installation of products after repair.

Night Owl does not make any claims or warranties of any kind whatsoever regarding the Product’s potential, ability or effectiveness to prevent, minimize or in any way affect personal or property damage or injury. Night Owl is not responsible for any personal damage, loss or theft related to the Product or to its use for any harm, whether physical or mental related thereto. Any and all claims or statements, whether written or verbal, by salespeople, retailers, dealers or distributors to the contrary are not authorized by Night Owl and do not affect this provision of this warranty.

Returns Under This Warranty

In order to obtain service, please make sure that you have registered your product on-line no later than thirty (30) days after purchase at www.NightOwlISP.com in the warranty registration section or in any other manner described in the instructions.

Disclaimer

Certain uses, publication and/or distribution of video/audio recordings from security cameras and/or audio devices are prohibited or restricted by federal, state and local laws. When enabling and/or using audio recording features with your hidden security camera, be sure to comply with the laws in your country, state and locality.

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Need Help?

For system manuals, troubleshooting guides, FAQs, video tutorials and more:

- 1 Please visit www.NightOwlISP.com.
- 2 Click the Support tab.
- 3 In the search bar, type “WDB20”.
- 4 Access the support material needed.

Contact Us

PHONE (English, Spanish & French)

Sales/Technical Support

1.866.390.1303

Live Chat 24/7, 365 days a year

EMAIL

Sales Support

Sales@NightOwlISP.com

Technical Support

Support@NightOwlISP.com

WEBSITE

24/7 Product Support

- How-To Videos
- Manuals

www.NightOwlISP.com



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FCC RADIATION NORM

FCC

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

FCC Compliance Statement

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the 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.

CAUTION!

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance of 8 inches between the radiator and your body.