PHILIPS

WelcomeEye
Link

Video doorbell

User Manual

V5

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1. Safety instructions

⚠ **Important!**

- Please carefully read the user manual before installing or using this product.
- If you are installing this product for someone else, remember to leave the manual or a copy of it with the end user.

Warning:

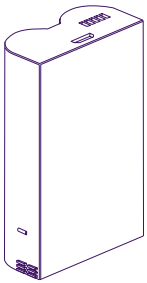
- The various items should be dismantled by an authorised technician only.

Safety precautions:

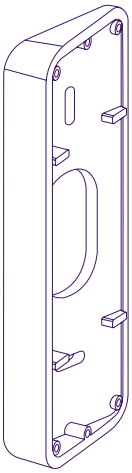
- To operate this system in complete safety, it is essential that installers, users, and technicians follow all the safety procedures described in this manual.
- Specific warnings and warning symbols are given for items where necessary.
- The product must be set up according to the applicable standards in the country where it is installed (NFC 15-100 for France).

2. Kit contents

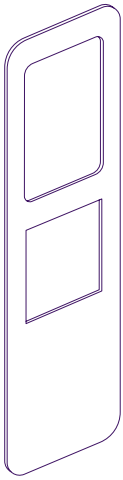
1. Intercom panel



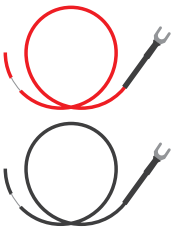
2. Battery



3 • Bracket for horizontal tilting

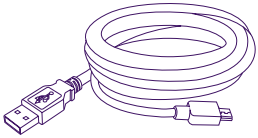


4 • Double-sided tape

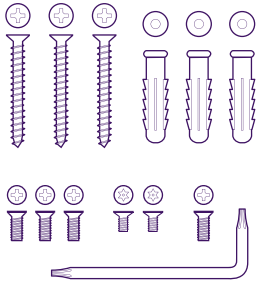


5 • 2 cables for the gate control

6 • Micro SD card (already inserted in its slot)



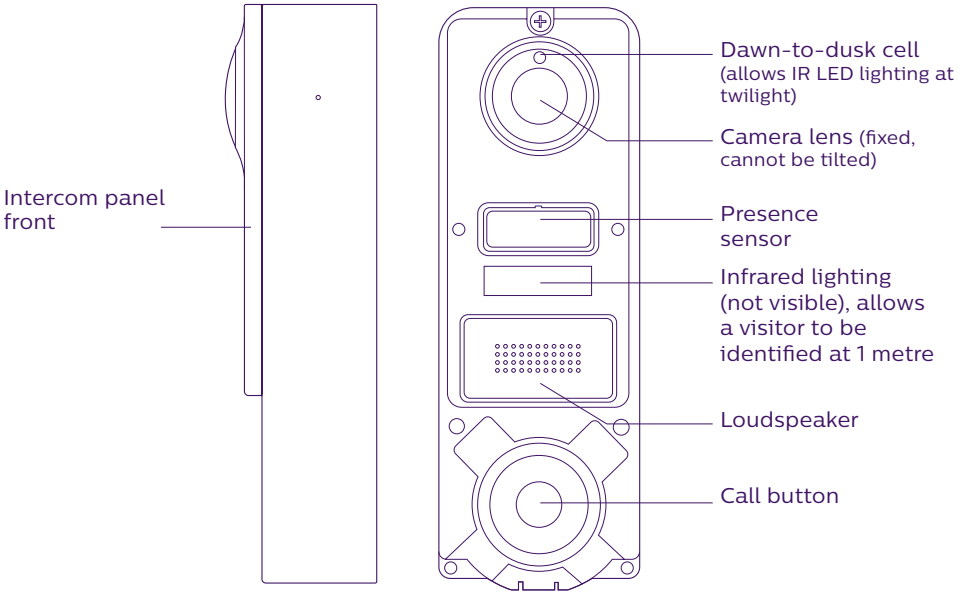
7 • USB cable

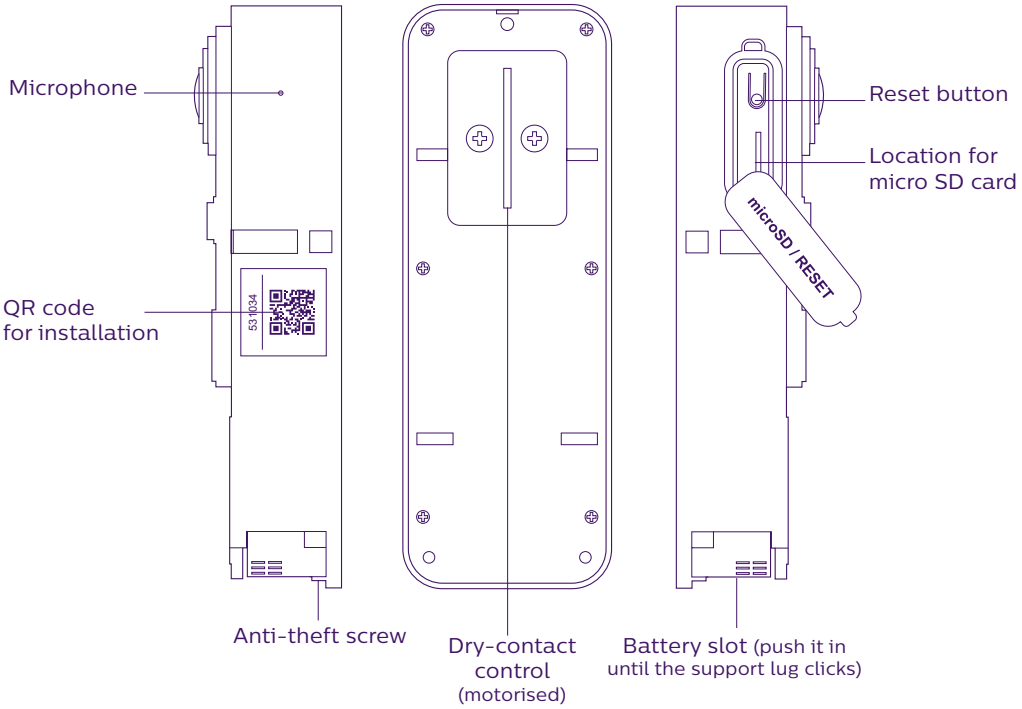


8 • Pack of screws (3 wall plugs, 3 wall screws, 3 black screws for fixing the tilting bracket, 2 black screws for the gate control, one anti-theft screw and key)

• In order to make the most of your IP intercom panel, we recommend that you configure it before installing it in its final location. To do this, you should test it on a table.

3. Presentation





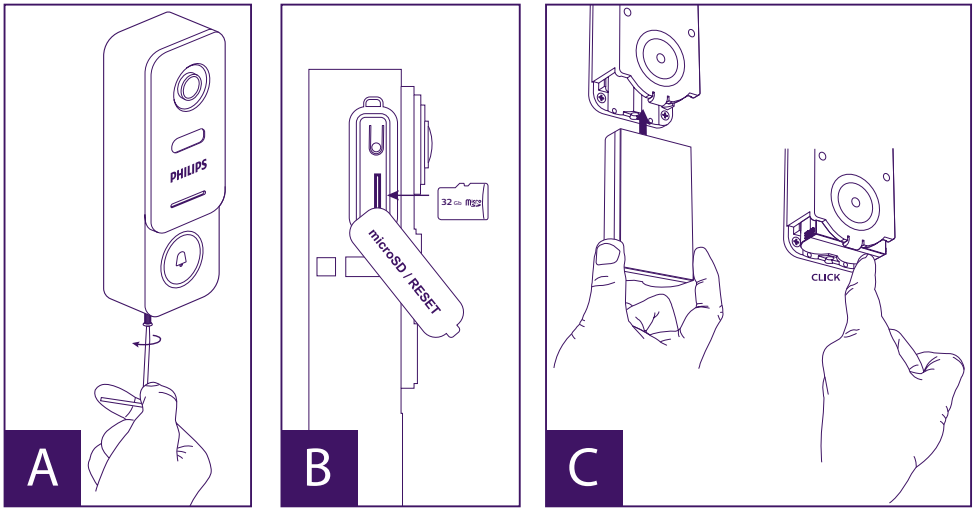
• In order to make the most of your IP intercom panel, we recommend that you configure it before installing it in its final location. Minimum configuration requirements Android (5.0 or higher) and Apple (IOS 10.3 or higher). **To do this, you should test it on a table.**

Warning: We recommend that you do not press the call button until the battery has been inserted.

4. Settings for WiFi use

Warning: Works only with **2.4 GHz WiFi**.

Ensure that you have charged the battery **for at least 5 hours before installing** the intercom panel (using the USB cable provided).



A. Unscrew the anti-theft screw to release the front.

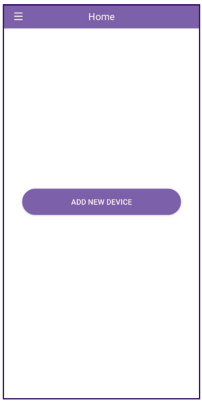
B. If you want to make recordings (person passing through, motion detection), the micro SD card (provided and already in its original location) is essential.
If you have removed it, raise the protective rubber cover on the side of the intercom panel and insert the micro SD card. (Make sure you insert it the right way round).

C. Insert the battery (making sure you insert it the right way up, with the micro USB plug side first) until the support lug clicks.
Note: The call button will flash red. If this does not happen, press and hold the reset button for 10 seconds.

E. **Warning:** Connect your phone to the 2.4 GHz WiFi which will be used for your intercom panel.

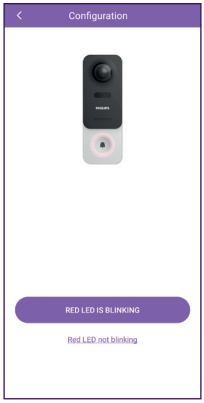
F. Download, install and open the **Philips WelcomeHome V2** app from the App Store/ Google Play. (Confirm all authorisation requests).

G. Click on “ADD NEW DEVICE”.

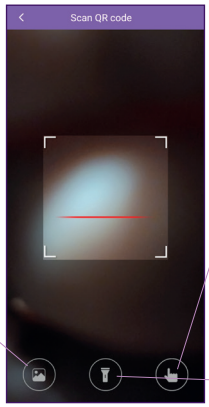


H. Then click on “ADD NEW DEVICE” unless your videophone is already connected to your WiFi network.

I. At this point, your WelcomeEye Link should be flashing red. If this is not the case, hold down the “Reset” button on the intercom panel until you hear a beep, or remove and reinsert the battery. Click on “RED LED IS BLINKING” to confirm that the intercom panel is waiting for configuration.



J. The application opens your smartphone's camera and asks you to scan the QR code on the intercom panel. Scan the QR code.



If you are unable to scan the QR code, you can type in the intercom panel's identifier here (the code starting with "LECS-" found on the intercom panel).

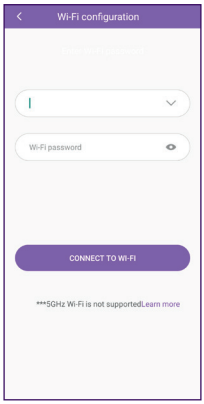
If you are unable to scan the QR code but have a photo of it, click here to select the photo.

Click here to turn on your camera's flash if you are having difficulty scanning it.

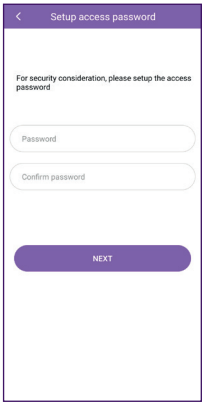
K. The application then asks you which WiFi network the intercom panel should connect to.

Warning: Check that the network you want to use is a 2.4 GHz WiFi network.

Enter your network name and password, then click on "CONNECT TO WI-FI" to confirm.



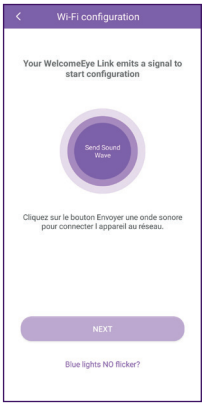
L. The app then prompts you to set a password to secure your intercom panel. Once you have set and confirmed your new password, click on “NEXT”.



M. The app prepares to play music to transmit the information to your intercom panel. Check that the sound on your smartphone is not set to minimum and place the smartphone close to the intercom panel.

If the intercom panel does not flash red at this stage, try removing and reinserting the battery.

Once ready, click on “Send sound wave” and wait.



N. The intercom panel will receive instructions from the app, then try to reach the WiFi network you have indicated. The steps are as follows:

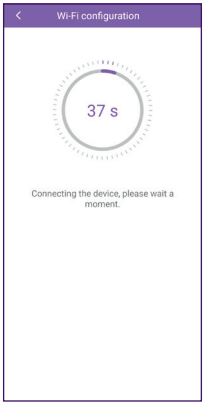
- Flashing red: your intercom panel is listening to the music sent by the smartphone.

- Flashing blue: your intercom panel has understood the message and is trying to connect to the WiFi network.

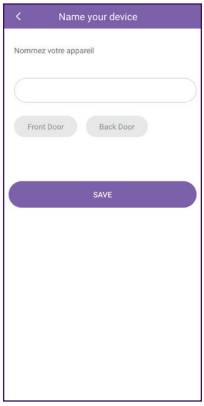
- Steady blue light: the connection has been made successfully.

You can click on “NEXT” as soon as you see that the light on the intercom panel has turned blue (flashing or not).

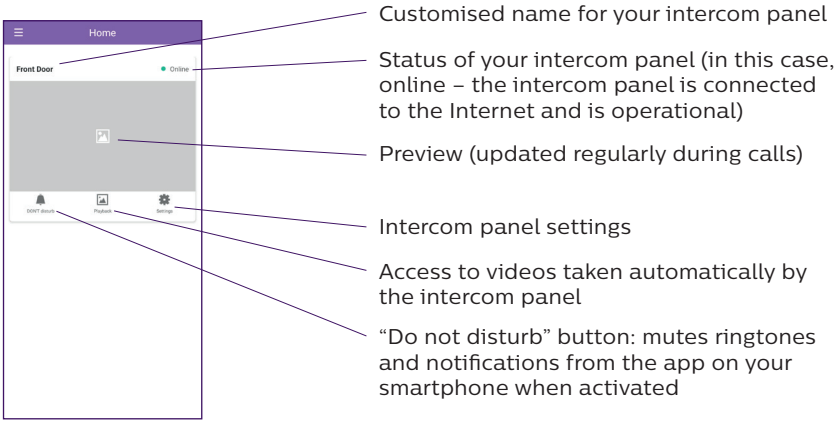
The app then searches the network for the intercom panel. Wait until it is found.



O. Once the app has found the intercom panel, you can name it however you like. Name your product then click on “SAVE” to complete configuration.



Setup is complete and the application returns to the main page. Your intercom panel appears under its customised name.



We suggest you make a test call to check that the authorisations the application needs are activated.

5. Resetting

In the event of an error, or if you wish to reset the intercom panel, press the black button (next to the micro SD card) and hold for approximately 10 seconds, then resume the procedure from step I.

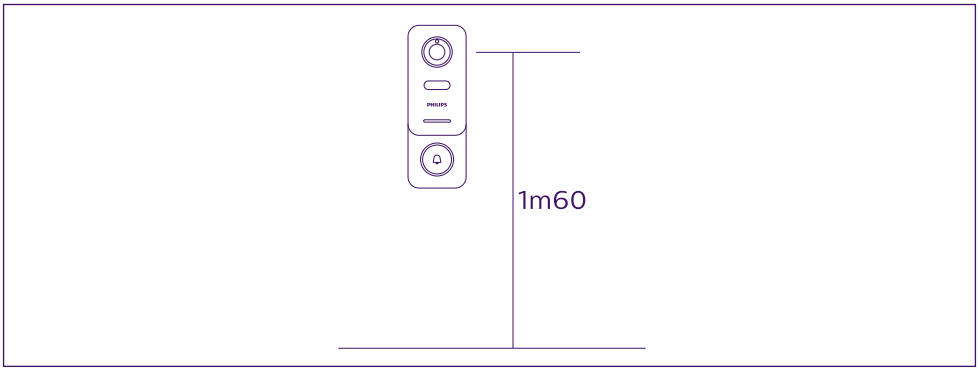
The call button flashing red indicates that the reset has been successful.

6. Installation and wiring

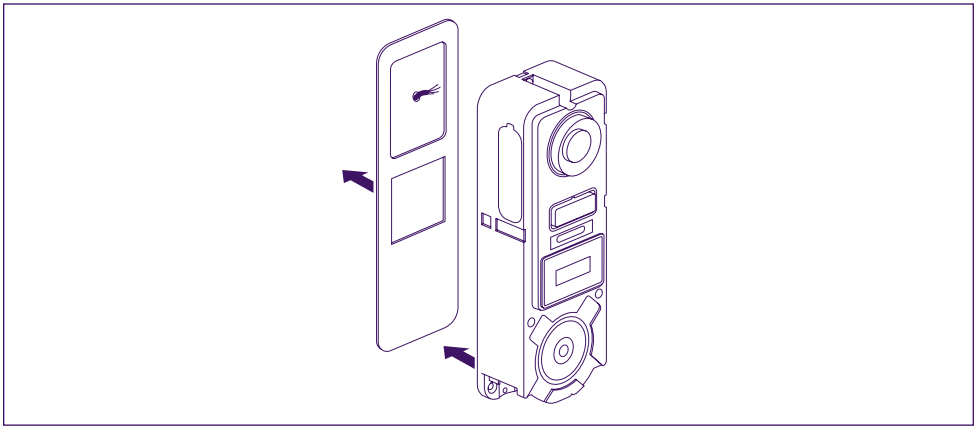
Before placing the intercom panel in its permanent position, we recommend that you check the WiFi connection.
If the panel connects to your WiFi network, you can then proceed with the permanent installation.
If you are positioning the device outside the range of your Internet router, it might be necessary to use an external WiFi terminal.

Important: do not expose the camera to direct sunlight or position it facing a reflective surface.
Tip: we recommend that the control wires for a motorised gate be passed through a sheath to protect them from impacts and bad weather.

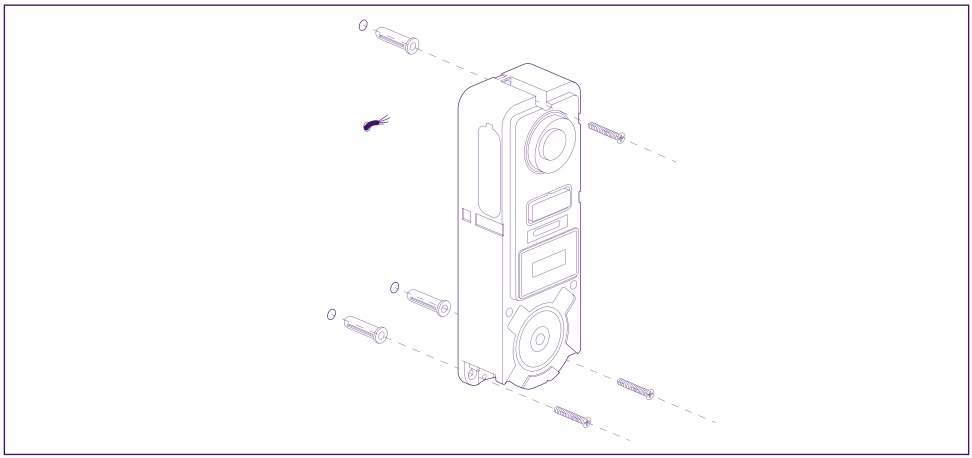
Step 1: The intercom panel is fitted at a height of approximately 1.60 m.
(Don't forget to connect the access control wires, if you plan to have access control).



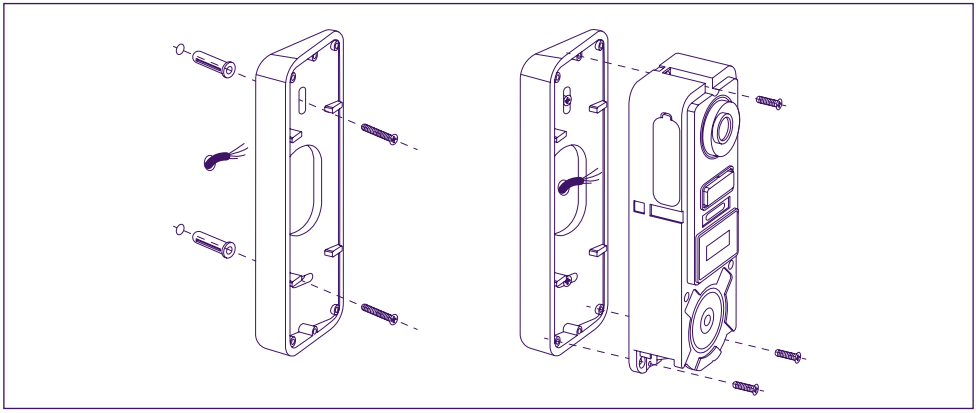
You can either:
- Use the double-sided tape provided. The bonding surface must be completely smooth and clean.



- Or screw it straight onto the wall.



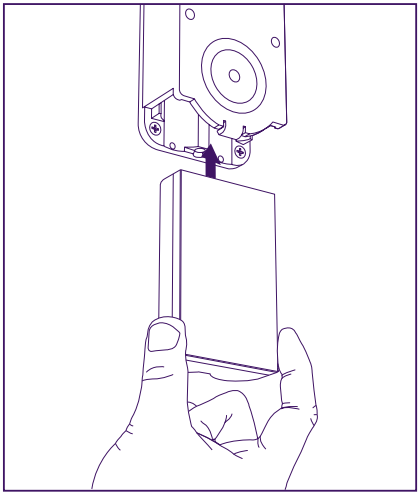
- Use the horizontal tilting bracket if you need to.

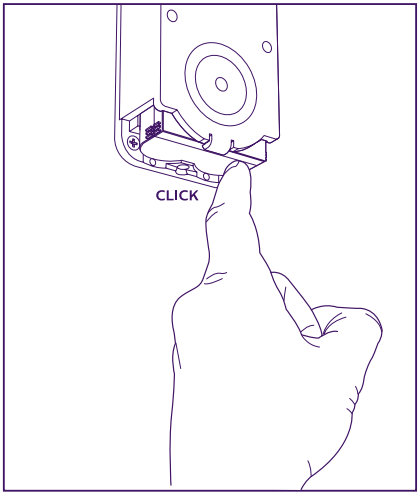


Warning: If applicable, don't forget to connect the motorised control (dry contact on the back) before fixing the intercom panel.
Use the 2 screws provided for this purpose.

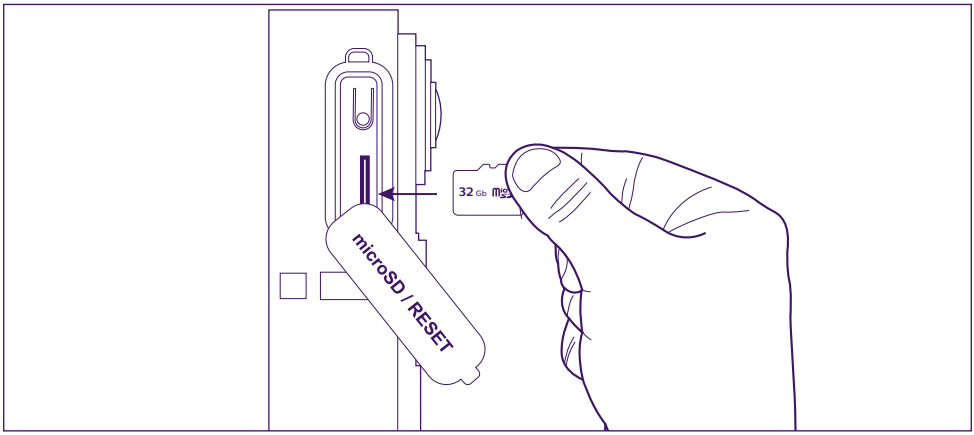
Important: The control is a dry contact. You can connect it directly to the control for your motorised gate.

In the case of an electric latch or lock, you should use a wired auxiliary power supply to operate the control.
Note that in this case you will need an electric lock or strike plate with a memory. Operation lasts for less than one second.
Step 2: Insert the battery (making sure you insert it the right way up, with the micro USB plug side first) until the support lug clicks.

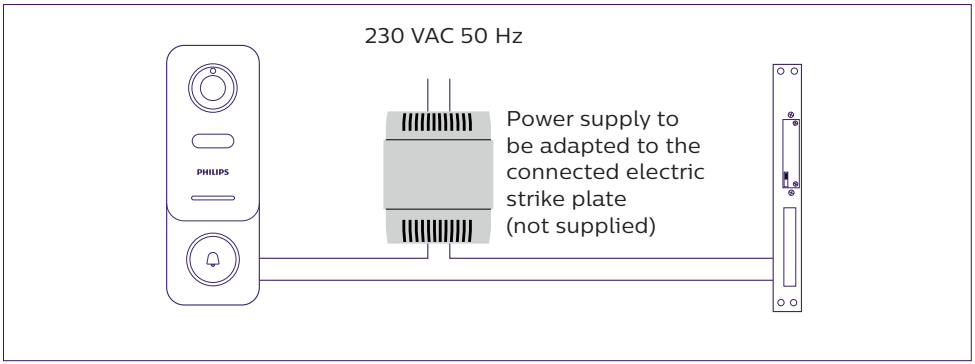


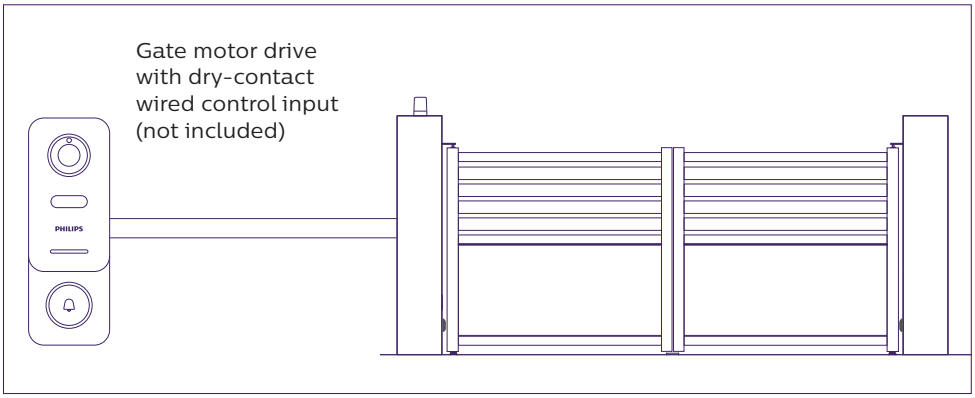


Step 3: Check that the micro SD card is there, if you did not do so while carrying out tests on a table.

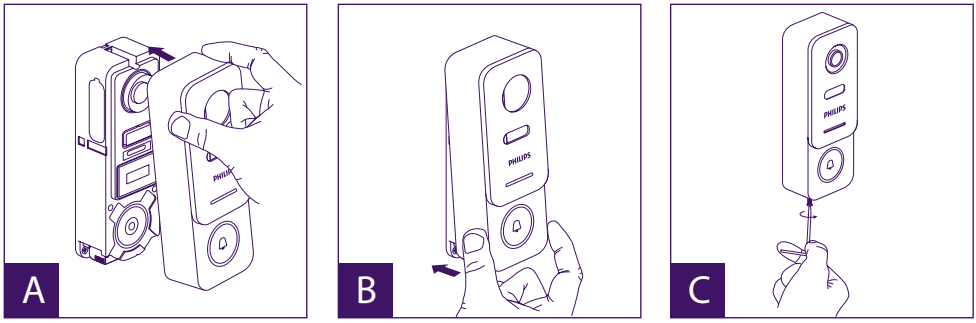


Step 3a (optional): If you wish, you can connect a gate motor drive or an electric strike plate to the back of your intercom panel so that you can control them from the smart-phone application.

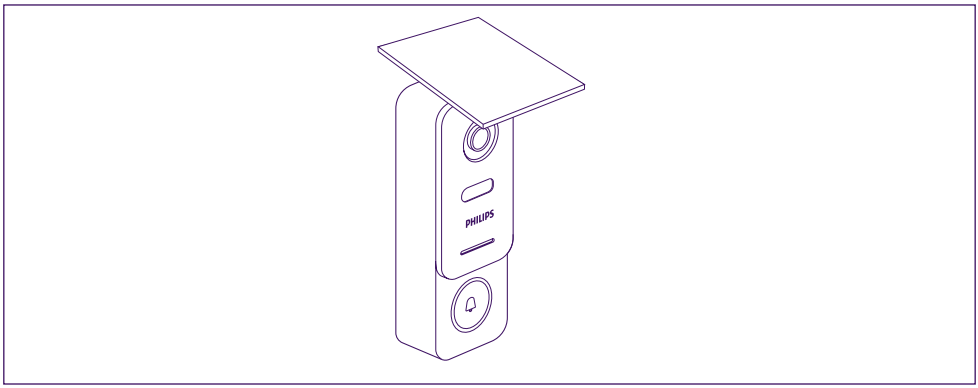




Step 4: Attach the front, positioning the top (A) first, then the bottom (B). Use the anti-theft screw provided (C) to complete installation.



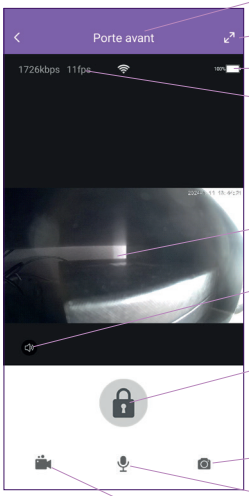
Step 5: The intercom panel is designed for outdoor use. However, applying a protective silicone seal may prevent the front from opening when the battery needs to be recharged. A suitable shield or hood is preferable for preventing the infiltration of rain water along the wall or pillar.



7. User manual

A. Each call from the intercom panel sends a call notification to the smartphone application. Remember to authorise calls and notifications from the app in your smartphone settings.
B. Once you have accepted the call, you will be able to see and respond to your visitor. The sound on your smartphone is deactivated by default. Click on to activate the microphone on your smartphone and talk to your visitor.

Warning: you need to press only once to activate or turn off the microphone, the loudspeaker and the opening control.



Customised name for your intercom panel

Go to full-screen mode

Battery status of your intercom panel

Current connection speed and number of images per second

Live video

Mute/unmute the intercom panel microphone (activated by default when you take a call)

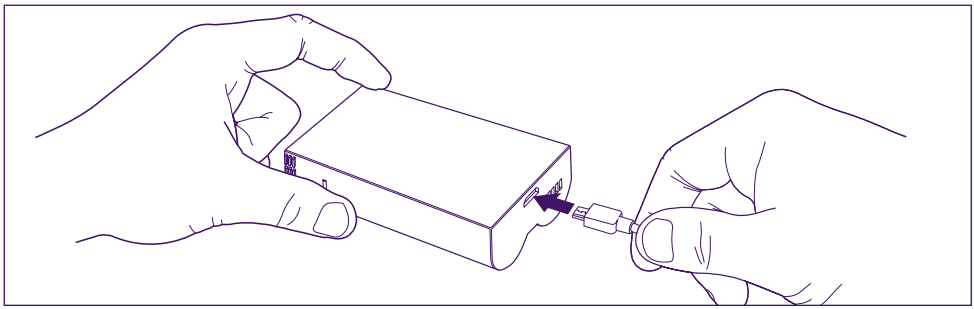
Trigger the door release/gate opening on the back of the intercom panel (see Wiring section for more details)

Manually take a photo and save it to smartphone memory

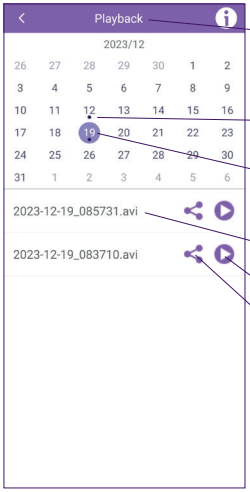
Mute/unmute your smartphone's microphone (deactivated by default when you take a call)

Manually record a live video and save it to smartphone memory

If the battery needs to be recharged, remove the front of the panel to access it. Charge for at least 5 hours using the USB cable provided.



C. If the 32 GB micro SD card supplied is installed in the intercom panel, a 10-second video is taken each time the call button is pressed, enabling you to see all visitors.
You can view videos taken from the application's main page by clicking on the icon.



Month currently displayed on the screen: swipe left or right to change the month displayed

The "." under the date indicates that there are videos recorded on this date

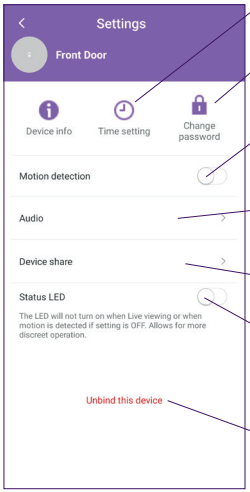
The day currently selected (the "." indicates that there are videos recorded on this date)

List of videos recorded on the selected day. Each video is named with the date and time of recording

Start video playback

Share the video

D. You can access the intercom panel's configuration from the main page of the application by clicking on the icon.



Current date and time setting

Change device password (created when first setting up the device)

Activation of motion detection notifications and recordings
Warning: we do not recommend activating this function, as battery life may be severely affected

Adjusting the volume of the intercom panel loudspeaker, intercom panel chime and intercom panel microphone

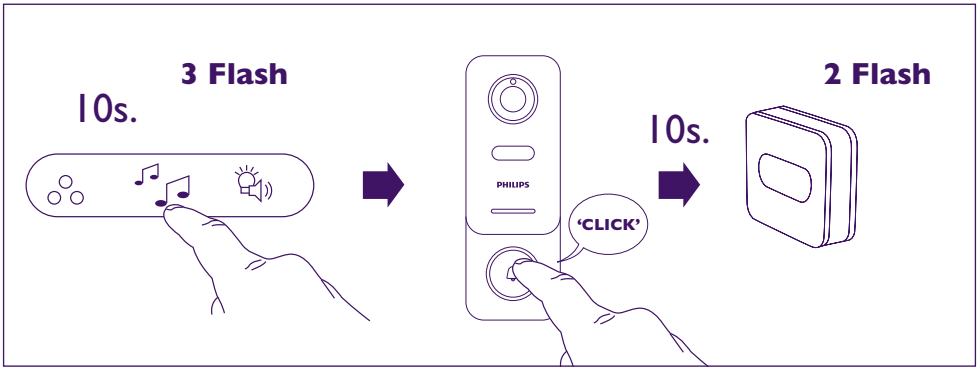
Device's identifier and QR code, which can be used to remotely activate the product or share it with another user

Activation/deactivation of the illuminated circle on the front panel when the intercom panel wakes up

Removes the device from the phone. Removes the pairing between the phone and the device but does not reset the device and its WiFi connection. If you set the product up again, it will already be connected to the Internet, which will shorten the setup process.

8. Compatible products

The intercom panel transmits a standard 433 MHz signal, compatible with PHILIPS WelcomeBell chimes.
Press the “ ♫ ” button on the doorbell for 10 seconds until it flashes 3 times, and initiate a call from the intercom panel to save the panel signal to the doorbell. Wait for 2 flashes to confirm programming exit.



9. Technical features

WiFi: IEEE 802.11 b/g/n 2.4 GHz.
Optional doorbell frequency: 433 MHz.
Viewing angle: 160° horizontally, 90° vertically.
Video resolution: 1080p.
Memory: micro-SD class 10 up to 128 GB
Protection rating: IP44 (As far as possible, avoid direct exposure of the intercom panel to bad weather. Installation in a porch or covered area is preferable.)
Night vision: 2 infrared LEDs (light not visible).
Gate control: breaking capacity 12 V - 2 A
Battery: Li-ion 3.7 V 5000 mAh
Operating life: approximately 200 days (1 trigger per day, detection function not enabled)
Recharge time: approximately 5 hours.
Operating temperature: -10°C, +45°C
Panel dimensions (mm): 148 x 53 x36

10. Accessories

WelcomeBell Colour - (ref: 531013)
WelcomeBell Basic - (ref: 531012)
WelcomeBell Plugin - (ref: 531015)

11. FAQ

Problem	Solution
The application cannot find the device.	- Check that the intercom panel has power. - Check that the WiFi router is turned on. - Check that the intercom panel and the mobile device are both connected to the same router during the initial setup.
The WiFi router does not appear in the drop-down list.	- Check that the WiFi router is turned on and is transmitting at 2.4 GHz. - Change the wireless security protocol of the WiFi router to WPA/WPA2/WPA2-PSK. For security reasons, the WEP protocol is not recommended.
No image appears.	- Check that the intercom panel is correctly configured in the app. - Check that the mobile device is correctly connected to the 3G/4G/WiFi network. - Check that the router's WiFi signal reaches the intercom panel.
Weak wireless signal, poor image quality	- Wireless devices, such as wireless speakers, can reduce signal strength. Keep the intercom panel and the mobile device as far away as possible from other wireless devices. - Stains or dust on the camera lens can degrade the image quality. Clean the lens with a lens cleaning cloth.
Motion detection is not working or is too sensitive.	- Check that the motion detection feature has been turned on. - In motion detection mode, an object must move in the field of view of the lens to trigger motion detection and recording.
The app cannot record video.	- Check that the micro SD card has been inserted correctly. - Check that the motion detection feature has been turned on. - Format the micro SD card the first time you use it. - Make sure that a Class 10 memory card is used.
No sound coming from the intercom panel	Check that the intercom panel microphone hole is not obstructed by insects or dirt.
Image too bright	Do not directly expose the camera lens to the sun or a reflective surface.

Problem	Solution
Call notifications not received	- Check that push notifications are enabled in the app. In Settings, Parameters, Devices, select the intercom panel and confirm the “Alert notification” mode. - Please note that you are limited to 10 calls per day.
If you are worried about battery life.	- Disable motion detection if it is not necessary. - Disable recording if you are not using it. - Consider reducing the distance between the intercom panel and the WiFi access point providing the Internet: WiFi repeater, limit the number of obstacles, moving the box/router, etc.
I am not receiving alert notifications on my phone.	Check that detection is enabled, and that the notification settings are correct based on Chapter 7, page 23.

Warning: If a malfunction occurs, check the firmware update on page 23. A red dot indicates that an update is required.

12. Technical support - Warranty

This product is guaranteed for parts and labour in our workshops.
The warranty does not cover: consumables (batteries, etc.) and damage caused by misuse, improper use, improper installation, external intervention, damage due to physical or electrical shocks, dropping or atmospheric phenomena.

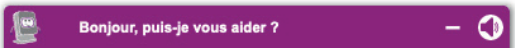
- Do not open the device, as this will void the warranty.
- If returning the product for after-sales service, protect the screen to prevent scratches.
- Clean with a soft cloth only, no solvents. The warranty is void if parts have been dismantled. Before cleaning, disconnect the equipment or switch it off at the mains.

⚠ **Warning:** Do not use any carboxylic acid, alcohol, or similar chemicals on the product. In addition to damaging your device, the fumes are also hazardous to your health and are explosive.
Do not use any tool that can conduct voltage (wire brush, sharp tool, etc.) for cleaning.

The receipt or invoice is proof of purchase date.

Contacts and opening hours of our technical support centres are available if necessary on the website www.philips.com.

Assistance is also available from our Chatbot.



Accessible free of charge, 24/7: **http://philips.cfi-extel.com/chatbot-philips.html**

CARTE DE GARANTIE

M/Mme : _____

Numéro de téléphone : _____

Adresse : _____

_____

E-mail : _____

Date d'achat : _____/_____/_____(JJ/MM/AAAA)

Revendeur : _____

Téléphone du revendeur : _____

Adresse du revendeur : _____

Numéro de série | PHI/1031/

Important : veuillez conserver précieusement cette carte de garantie, ainsi que votre preuve d'achat.

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13. Safety measures

Damage caused by failing to adhere to the manual nullifies the warranty. We will not accept liability for damage resulting from non-compliance!
We will not accept liability for any harm to goods or people caused by improper handling or failure to adhere to safety instructions.

This product was manufactured in total compliance with safety guidelines. In order to maintain this status and provide for the best possible conditions of use, the user must adhere to the safety instructions and warnings in this manual.

: This symbol indicates a risk of electrical shock or short-circuiting.
- Ensure that all the system's electrical connections conform to the instructions for use.
- In commercial establishments, ensure that you adhere to the electrical installation accident prevention regulations.

- In schools, training facilities, workshops, etc., qualified personnel must be on hand to monitor electronic equipment operation.
- You must follow the instructions for use of any other devices connected to the system.
- Please contact an experienced person if you have any doubts regarding equipment operation or safety.
- Never plug in or unplug electrical devices with wet hands.
- Maintain a minimum distance around the device to ensure adequate ventilation.
- Ventilation should not be blocked by covering the ventilation opening with an object such as a newspaper, tablecloth or curtain, etc.
- No open flame source such as a burning candle must be placed on the device.
- Comply with the product's operating temperature.
- The device must not be exposed to liquid flow or splashing. Do not place any objects filled with liquid, such as vases, on the device.

14. FCC/CE warning

Note: This equipment has been tested and found to be compliant with the limits of a Class B device, according to European standards in force. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment uses and may emit radio frequency energy and, if not fitted and used according to the instructions, may cause interference to radio communication.
There is no guarantee, however, that interference will not occur in a particular system. If this equipment causes interference to radio or TV reception, which can be established by starting and stopping it, users are encouraged to try to correct the interference using one of the following methods:
• Redirect or move the receptor antenna
• Increase the distance between the equipment and the receptor
• Connect the equipment to a socket belonging to a different circuit from the one to which the receptor is connected

15. Declaration of Conformity

Avidsen, undersigned, states that radio equipment such as WelcomeEye is compliant with directive 2014/53/EU. The full text of the EU declaration of compliance is available at the following address: www.avidsen.com.

FR - Ne jetez pas les piles et les appareils hors d'usage avec les ordures ménagères. Les substances dangereuses qu'ils sont susceptibles de contenir peuvent nuire à la santé et à l'environnement. Faites reprendre ces appareils par votre distributeur ou utilisez les moyens de collecte sélective mise à votre disposition par votre commune. Directive WEEE 2012/19/EU

GB - Don't throw batteries or out of order products with household waste (garbage). The dangerous substances that they are likely to include may harm health or the environment. Return the equipment to your local distributor or use the recycling collection service provided by your local council. Directive WEEE 2012/19/EU

D - Verbrauchte Batterien und nicht mehr benützte Geräte sind Sondermüll. Sie enthalten möglicherweise gesundheits- und umweltschädliche Substanzen.
Geben Sie alte Geräte zur fachgerechten Entsorgung beim Gerätehändler ab bzw. benutzen Sie die örtlichen Recyclinghöfe. Directive WEEE 2012/19/EU

NL - De lege batterijen en oude apparaten niet met het huisvuil meegeven: deze kunnen gevaarlijke stoffen bevatten die de gezondheid en het milieu schaden.
De oude apparaten door uw distributeur laten innemen of de gescheiden vuilinzameling van uw gemeente gebruiken. Directive WEEE 2012/19/EU

PL - Nie wyrzucać zużytych baterii i zepsutych urządzeń do śmieci. Substancje niebezpieczne, które mogą zawierać są szkodliwe dla zdrowia i środowiska. Urządzenia należy zwrócić do dystrybutora lub wykorzystać system zbiórki selektywnej dostępny na terenie gminy. Dyrektywa WEEE 2012/19/EU

IT - Non gettare le pile e le apparecchiature fuori uso insieme ai rifiuti domestici. Le sostanze dannose contenute in esse possono nuocere alla salute dell'ambiente. Restituire questo materiale al distributore o utilizzare la raccolta differenziata organizzata dal comune. Directive WEEE 2012/19/EU

ES - No tire las pilas ni los aparatos inservibles con los residuos domésticos, ya que las sustancias peligrosas que puedan contener pueden perjudicar la salud y al medio ambiente.
Pídale a su distribuidor que los recupere o utilice los medios de recogida selectiva puestos a su disposición por el ayuntamiento. Directive WEEE 2012/19/EU

PT - Não junte as pilhas nem os aparelhos que já não se usam com o lixo caseiro. As substâncias perigosas que ambos podem conter podem ser prejudiciais para a saúde e para o ambiente. Entregue esses aparelhos ao seu lixeiro ou recorra aos meios de recolha selectiva ao seu dispor. Directive WEEE 2012/19/EU

Pour en savoir plus :
www.quefairedemesdechets.fr

FR - Ce symbole indique que l'appareil s'installe et s'utilise uniquement à l'intérieur
GB - This symbol indicates that the device must only be installed and used indoors
D - Dieses Symbol zeigt an, dass das Gerät nur innen installiert und verwendet wird
NL - Dit symbool betekent dat het apparaat alleen binnen mag worden geïnstalleerd en gebruikt
PL - Ten symbol wskazuje, iż urządzenie przeznaczone jest wyłącznie do montażu i użytku wewnętrznego
IT - Questo simbolo indica che l'apparecchio si installa e si utilizza unicamente all'interno
ES - Este símbolo indica que el aparato se instala y utiliza únicamente en el interior
PT - Este símbolo indica que o aparelho só pode ser instalado e usado em interiores

FR - La protection des appareils qui portent ce symbole est assurée par une double isolation et ne requiert pas de branchement de sécurité à la terre/masse électrique.
GB - The protection of devices bearing this symbol is guaranteed by double insulation, they do not require a safety connection to electrical earth.
D - Der Schutz der dieses Symbol tragenden Geräte wird durch eine zweifache Isolation gewährleistet und erfordert keinen elektrischen Schutzanschluss an Erde/Masse.
NL - Apparatuur die voorzien is van dit symbool, wordt beschermd door een dubbele isolatie en vereist geen beveiligde elektriciteitsaansluiting op de aarde/massa.
PL - Urządzenia oznaczone takim symbolem są chronione podwójną izolacją i nie wymagają one bezpiecznego podłączenia do uziemienia/masy.
IT - La protezione delle apparecchiature che riportano questo simbolo è garantita da un doppio isolamento e non necessita di messa a terra/collegamento a massa.
ES - La protección de los aparatos que llevan este símbolo está garantizada por un doble aislamiento y no requiere una conexión de seguridad a tierra/masa eléctrica.
PT - A proteção dos aparelhos que contêm este símbolo é assegurada através de isolação dupla e não necessita de ligações de segurança à terra/massa elétrica.

FR - Courant continu
GB - Direct Current
D - Gleichstrom
NL - Draaistroom
PL - Prąd stały
IT - Corrente continua
ES - Corriente continua
PT - Corrente contínua

FR - Courant alternatif
GB - Alternating Current
D - Wechselstrom
NL - Gelijkstroom
PL - Prąd zmienny
IT - Corrente alternata
ES - Corriente alterna
PT - Corrente alterna

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NL. De handelsmerken van Philips zijn gedeponeerde handelsmerken van Koninklijke Philips N.V.
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