

WelcomeEye Wireless

Video Doorphone



User manual

Register your product at www.philips.com/register

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1. Safety instructions

Important!

• 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 components should be dismantled by an authorised technician only.

Safety precautions:

- To operate this system in complete safety, installers, users and technicians must follow all the safety procedures described in this manual.
- Specific warnings and warning symbols are given for components where necessary.

2. Contents of the kit



Note: the micro SD card is inserted into the monitor, the battery is inserted into the intercom panel.

3. Overview

This wireless video intercom system is designed to give you all the features of a high-end video intercom system, on an installation that excludes the presence or use of any cable between your home and the outside gate. The intercom panel is powered by a rechargeable battery for 100% wireless installation and operation.

For effective usage, please carefully read this instruction manual.

4. Detailed description

Monitor:



Intercom panel:



5. Video intercom installation

Important notes and advice:

- Before installation, check that you have a WiFi network signal and that it is strong enough in the place where you wish to install your camera.
- The monitor is powered through the mains adapter provided. The intercom panel is powered by the rechargeable battery provided.

5.1. Installing the intercom panel

Before any final installation, we recommend that you perform a functional test to check that the radio range is sufficient between the monitor and the intercom panel.



1. Unscrew the screw at the base of the intercom panel using the tool provided.

Important: it is normal for the screw to retract when you unscrew it.

- 2. Remove the intercom panel front cover.
- 3. If the cover resists when first opening, use your hands to pull as shown above.
- 4. On the wall, mark the location of the 2 holes for wall mounting the intercom panel. The best height for installing your intercom panel is approximately 1.50m. Drill the holes. The screws and plugs supplied are suitable for solid material; you may need to adapt the fastening to your particular substrate.
- 5. Screw the intercom panel firmly to the wall.
- 6. Slide the on/off switch on and off.
- 7. Replace the front cover of the intercom panel as shown.
- 8. Fasten the cover to the intercom panel by screwing using the tool provided. Do not over-tighten.
- 9. Connect the monitor's power supply.

5.2. Wiring (optional)

If desired, you can connect an electric gate drive or electric strike plate control to your video intercom panel:

6. Setting up

6.1. Installation and linking

Note: the screenshots below are from the Android version of the application. The iOS version is identical.

Download the Philips WelcomeEye application on your iPhone or Android smartphone.

If you do not already have a Philips WelcomeEye account, click on "Create an account".

Enter your full name, a valid email address and password of your choice and click on "Create an account".

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An automatic email is sent to your email address for confirmation.

Enter the 6-digit code indicated in the email to continue, tick the box then click on "Create an account"

If the automatic email is not received after one minute, check the junk mail folder in your mailbox.

Once account creation is complete,

click on OK:

The list of products linked to an account appears.

Click on the + icon to continue.

If you have not already connected your video intercom system to your WiFi network, click "**My device is not yet connected to the Internet**".

Select the WelcomeEye View video intercom from the list of products compatible with the application:

At this point your camera should be switched on and ready to be linked. If unsure, reset as instructed in the application and wait until the monitor is ready.

Turn on Bluetooth on your phone

Your smartphone will detect nearby devices waiting to be configured. Detection only takes a few seconds, so move closer to the monitor if the smartphone has not detected it.

Tick your video intercom; then click on "Add"

<	Configuration Wi-Fi	
	Entrez le mot de passe Wi-Fi pour	
((:-	antored2.com/cl.1074	Q
	Autre	e réseau
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	Suivant	

Select the WiFi network that the monitor will use and enter the WiFi network key. Click on Next.

<	Connexion	×			
	Loading				
Connexion e	n cours				
Veuillez patiente quelques minute	r. Cette opération peut s	prendre			
connexion	connexion du périphérique				
	148				

Your smartphone sends the information to the monitor and the video intercom connects to the Internet.

Jumelage	
	réussi !
Choisir un n	iom pour votre périphériq
Périphérique 🗸 UID	[17] Salawang Ba
Mot de passe	POST-REFO

Your video intercom system will have been detected by your smartphone on the Internet. Enter your name of choice for your video intercom; then click on **"Save"**.

: mot	de passe du périphéri	×
Nouveau	6~16 chiffres	ðir.
Confirmer	6~16 chiffres	ðR

The video intercom's default login password must be changed before it can be used. Enter a new 6 to 16-digit password and click **"Confirm"**. **Note:** the password cannot contain two consecutive identical numbers (e.g. 202201 is not valid. 202101 is valid) The application's home screen is displayed.

6.2. Configuration of the video intercom in the application

1	Add a new product (another Philips camera or compatible Philips videophone)
2	Wireless video phone status conline Sign: offline
3	Intercom panel battery charge status
4	Video intercom name
5	If you have another video intercom or a Philips WelcomeEye camera, these will also be displayed on this page
6	List of related products in the app (current screen)
7	Access to account and app options
8	Access to event history

Click on the image on your video phone to access its live image:

1	Return to previous screen
2	Access to video intercom settings and options
3	Mute/unmute the intercom panel microphone
4	Mute/unmute the smartphone microphone
5	Take a photo and save it on your smartphone
6	Start recording live and save to smartphone memory
7	Electric strike plate control (if an electric strike plate and a power supply are connected to the strike plate outlet on the intercom panel)
8	Gate opening control (if a drive is connected to the drive outlet of the intercom panel)

Click on the image icon to access all the video intercom options in the application:

1	 •<	du périphérique	Pa	×	
	•	Nom du périphérique	Porte entrée	C.	2
3	•	Détails du périphérique		>	
	<	Partage de périphérique	2	>•	4
5	•	Réglages de déverrouill	age	>	
	9	Paramètres Push		>•	6
7	•\$	Paramètres avancés		>	
0					
8		Supprimer un périp	hérique		

1	Back to the live image
2	Personalised name of video intercom
3	Device UID and version, intercom panel battery charge
4	Share the video intercom with other users
5	Behaviour of the app when you open an electric strike plate or gate drive
6	Enable/disable the ring (on smartphone only)
7	Change the password and set the time
8	Delete the video intercom from your account

Click on Synchronisation de Theure to copy the time from your smartphone to your video intercom system.

6.3. Settings available on the monitor

All the settings of your video intercom can be accessed by clicking once or more on the monitor's touch screen (excluding communication):

1	Current date and time
2	Micro SD card installed
3	Quality of connection to intercom panel
4	Intercom panel battery charge
5	Live image display
6	WiFi and internet connection
7	Monitor configuration
8	Images taken of calls during absence
9	Videos taken of calls during absence

Connection menu to WiFi and internet 🛜:

- Set the time between the monitor ring and the smartphone ring, adjustable from 0 to 15s in 5s increments
 Enable/disable monitor WiFi. If you turn off WiFi, you will no longer be able to use the mobile app
- 3 WiFi connection (see below)

WIFIconnection screen:

1	2		
	ssib uib		
	3 4	4	

1	WiFi network in use	
2	UID (identifier) of your video intercom	
3	 WiFi connection status: ivideo intercom awaiting configuration via the app flashing: WiFi connection in progress steady: established WiFi connection connection or configuration problem/ SSID error/password entry error/ Wifi incompatible 	
4	WiFi connection resetting	

Monitor configuration

1	Record a photo/video for each visitor: select photo, video, or neither	
2	Video duration setting: you can select a time of 10, 20 or 30s	
3	Set number of photos: you can select from 1 to 3 photos per call	
4	Programmed "do not disturb" mode (see below)	
5	Ringer and volume settings (see below)	
6	Swipe to the right to view the second page	

You can programme a start time and an end time here. Between these two times, your monitor will have no sound (does not affect the smartphone rings):

During the period between start and end times, the symbol \int_{∞} appears at the top right of the screen next to the memory card, signal quality and battery charge symbols.

Ring and volume settings:

1	Monitor ringtone selection	
2	Monitor ringtone volume	
3	Talk volume	

Monitor configuration (2nd page, accessible by swiping to the right from the first page):

1	Pair the intercom panel with the monitor (already done in the factory by default)	
2	Set the monitor date and time	
3	Colour, contrast, image brightness setting (see below)	
4	Deep sleep mode: if you activate this mode, the power consumption of the monitor is reduced to a minimum. Note: enabling this mode makes it impossible to view the image remotely if no-one has rung the bell	
5	Reset the monitor (see below)	

Pairing mode

If you wish to re-link the intercom panel with the monitor, click on the corresponding menu to start a 60-second countdown. During these 60 seconds, press and hold the connection button on the intercom panel found next to the On/Off switch. The switch must be in the on position and the battery charged.

Setting the date and time of the monitor **O**: this menu has 2 pages showing how to set the date and time of the monitor and to choose the date and time format:

Colour, contrast, image brightness setting iclick on this symbol to display the image of the intercom panel and the settings' menu:

1	Contrast setting (0 to 10)	
2	Colour setting (0 to 10)	
5	Brightness setting (0 to 10)	

Monitor reset 🜻

1	Delete the content of the memory card and all photos and videos
2	Complete reset of the monitor settings and return to factory settings. Note: cuts the WiFi, removes the link between the intercom panel and the monitor, deletes the content of the memory card, does not delete the WiFi configuration, does not delete the product from the smartphone app

7. Usage

7.1. Receiving calls from the monitor

Any incoming call rings on the monitor and the linked smartphone(s).

• If you have authorized the monitor to record callers, the monitor takes 1 to 3 photos, or a 10 to 30s video (adjustable).

Note: this content is stored exclusively in the monitor; it is not transferred to the internet or accessible from a smartphone.

- If you have specified a delay between the monitor ring and the smartphone ring, the smartphone will only signal the call after a few seconds.
- Note: if the image of the intercom panel has already been displayed on the monitor or on one of the linked smartphones, the call will not be transmitted.

1	Live video	
2	MicroSD card presence indicator	
3	Transmission quality between intercom panel and monitor	
4	Intercom panel battery charge	
5	Hang up/do not take call	
6	Take call (activates the monitor microphone) / Hang up if call has been taken	
7	Open the electric strike plate connected to the intercom panel	
8	Open the gate drive connected to the intercom panel	
9	Take a manual photo that will be stored in the microSD card	
10	Start/stop a video recording that will be stored in the micro SD card	

If the screen shows the following, communication is already ongoing with one of the linked smartphones:

7.2. Receiving calls from a smartphone

Any incoming call rings on the monitor and the linked smartphone(s).

- If you have specified on the monitor a delay between the monitor ring and the smartphone ring, the smartphone will only signal the call a few seconds after the monitor.
- The first device to take the call will prevent the other smartphones or the monitor from answering.
- The screen is different depending on whether the smartphone is on standby, is on, or whether the application is already launched or not

• When you answer the call on your smartphone, your microphone is turned off by default to give you the option of answering or not after making the connection with the image.

1	Live video	
2	Switch intercom panel sound on/off	
3	Activate/mute your smartphone microphone (mute by default)	
4	Electric strike plate opening control	
5	Take a manual photo stored in the smartphone	
6	Start a manual recording stored in the smartphone	
7	Electric gate opening control	

7.3. Calls from the monitor when absent

After a short period of inactivity, your monitor automatically goes into standby mode. If you click on the screen, it displays the current date and time.

1	Access to the live image under the same conditions as an incoming call (microphone on the intercom panel active, monitor microphone off) Note: is not available if you have activated the deep sleep mode (see "monitor configuration 2nd page"	
2	Photos taken during your absence	
3	Videos taken during your absence	
4	The flashing red light here tells you that recordings in the memory have not been viewed	

To view a photo or video taken by your monitor, click the photo or video symbol on the screen.

1	Each entry shows you a photo or video with the date and time it was taken. Click on one of them to display the corresponding recording on the screen	
2	Current page and total number of pages (here page 1 / 4). Swipe left or right to navigate	
3	Delete photos or videos: click here and then click on the on-screen recordings you wish to delete. Click this symbol again to confirm.	

7.4. Calls from a linked smartphone when absent

The call log can be accessed remotely from your app by clicking on the app's main page:

1	Filters if you are looking for a specific day	
2	Edit: brings up the options for selecting and deleting videos if you wish	
3	Personalised name of the video intercom, date and time of recording	
4	Call type (taken or missed)	

8. Charging the battery

The battery charge in the intercom panel of your video intercom system is visible in the application and in the monitor. When recharging is necessary, open the intercom panel to remove the battery.

The battery is charged using the micro USB cable provided and a mobile phone charger or the USB port of a computer.

Charging is indicated by an indicator light:

Red: charging is in progress **Blue**: charging is complete

The battery life is about 6 months.

Important: Many factors can reduce battery life:

- Repeated use of the monitoring function (displaying the image when there is no caller)
- High number of calls per day
- High use of night vision
- Distance and nature of obstacles between the intercom panel and the monitor

The battery takes about 5 hours to fully charge, depending on the type of charger used.

9. Technical features

Warranty	3 years
Max. distance	Between intercom panel and monitor: up to 350m in free field
Control	Gate and electric strike plate Note: the electric strike plate control requires an external power supply that is not included (output with dry contact)
Screen features	Diagonal: 7" (18cm) Resolution: 1920 x 1080 px Video memory via microSDXC card (8 GB included) Wall mounting
Intercom panel features	Night vision: Yes Resolution: 1080p Illuminated call button: Yes Average life: 6 months at a rate of one call per day 130° horizontal viewing angle
Smartphone compatibility	Application: WelcomeEye (requires a smartphone with Internet connection – 3G/4G/5G/Wifi) OS compatibility: Android (5.0 or higher) / iOS (9.0 or higher) Notification: PUSH if a visitor calls
Settings	Colour + brightness + contrast + ring volume
Finish	Monitor: black plastic and aluminium Intercom panel: grey and black plastic
Electrical connections	5V 2A plug-in power supply provided for the monitor 3.7V 5000mAh extractable battery for the intercom panel (supplied) Battery rechargeable via microUSB 5V 1A connection (charger not supplied, microUSB to USB cable supplied)
Operating temperature	-15°C/50°C
Usage	Monitor: indoors Intercom panel: outdoors (IP44)
Standards and certifications	CE, RoHS, REACH Product made from 70% recycled plastic

10. FAQ - Common problems and solutions

Symptoms	Possible causes	Solutions
I can't install the WelcomeEye app on my Android device	You have an out-of-date or incompatible version of Android on your device	Please contact the technical support of your device's manufacturer in order to obtain a recent Android version.
	Google Play checks all the key components needed to run the application properly. If your equipment does not meet the necessary criteria, the installation will not completed.	Try the installation on a different Android device.
I can't install the WelcomeEye app on my iPhone	The version of iOS on your device is out of date.	Update the operating system on your device.
The video intercom system is not detected as being online when wishing to connect it to a smartphone	The video intercom system is not in pairing mode	Go to the WiFi page of the monitor configuration and check for the Bluetooth symbol, a sign that the product is ready.
	Bluetooth is not activated on your smartphone or the application is not authorised to use it	Check your smartphone settings
The video intercom system is indicated as being linked to another account during start-up	The video intercom system must be available in order to start up. If you wish to share it with another user, the process is different (Share function)	Reset the video intercom system WiFi from the WiFi configuration menu. If you wish to share your video intercom system with the owner of another WelcomeEye account, use the Share function in the video intercom system settings in the smartphone app.
The video intercom system fails to display the image from the intercom panel	Insufficient intercom panel battery charge	Remove and charge the battery before trying again.
	The intercom panel is not switched on	Check that the power switch for the intercom panel is in the "on" position.
	There is a poor connection between the monitor and the intercom panel	Reduce the number of obstacles and/or the distance between the intercom panel and the monitor. Extend the monitor antenna.
	Deep sleep mode is active	In deep sleep mode (minimum power consumption) it is not possible to display the image if a caller has not pressed the call button

11. 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.

- Never cover the device
- Clean with a soft cloth only, no solvents. The warranty is void if parts have been dismantled. Before cleaning, disconnect the equipment from its power source.

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 at <u>www.philips.com</u>

For any technical request relating to the products, the after-sales service is at your disposal from Monday to Friday, 9am to 12.30pm and 2pm to 5.30pm on **00 800 15 97 53 21**

12. 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 usage, the user must adhere to the safety instructions and warnings in this manual.

This symbol indicates a risk of electrical shock or short-circuiting.

- Only use this product with an electrical current in the following ranges: 100 240 Volts and 50 60 Hertz. Never attempt to use this device at a different voltage.
- Check that all of the system's electrical connections comply with the usage instructions.
- In commercial establishments, ensure compliance with accident prevention rules for electrical installations.
- For schools, training equipment, workshops, etc., the presence of qualified personnel is required to check the operation of the electronic devices.
- Adhere to the usage instructions for other devices connected to the system.
- Please contact a person with experience if you are unsure about how to operate the system or about the safety of devices.
- Never plug in or unplug electrical devices with wet hands. When installing this product, check that the power supply cables are not at risk of being damaged.
- An easily accessible cut-off system (disconnecting switch, circuit breaker, equivalent system) must be integrated into the building's wiring installation for equipment connected to the power grid.
- Ensure a minimum distance is kept around the device to guarantee sufficient ventilation.
- Do not block the ventilation by covering the ventilation opening with an object such as a newspaper, tablecloth, curtain, etc.
- Do not place any open flame source such as a burning candle on the device.

- Respect the product's operating temperature.
- Do not place any objects filled with liquids, such as vases, on the appliance.

13. 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 by one of the following methods:

- Turn or move the receptor antenna
- Move the equipment and the receptor further away from each other
- Connect the equipment to a different electrical circuit from the one to which the receptor is connected

14. Declaration of Conformity

WITH the RED directive

AVIDSEN hereby declares that the equipment designated below:

WelcomeEye Wireless video intercom system DES9920WDP 531039

Complies with the RED 2014/53/EU directive and that its conformity has been assessed pursuant to the applicable standards in force:

- EN 62368-1:2020+A11:2020
- EN 62311:2020
- EN 301 489-1 V2.2.3 (2019-11)
- EN 301 489-17 V3.2.4 (2020-09)
- EN 301 489-3 V2.1.1 (2019-03)
- EN 55032: 2015+A1: 2020
- EN 55035:2017+A11:2020
- EN 61000-3-3: 2013+A2: 2021+AC: 2022-01
- EN 300328 V2.2.2 (2019-07)
- EN 300 440 V2.2.1 (2018-07)
- EN 301893 V2.1.1 (2017-05)

Signed by Alexandre Chaverot, CEO, on behalf of Avidsen 19 avenue Marcel Dassault, 37200 Tours, France IN Tours, 15/12/2022

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

EN - Don't throw batteries or out of order products with the household waste (garbage). The dangerous substances that they are likely to include may harm health or the environment. Make your retailer take back these products or use the selective collect of garbage proposed by your city. 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 DE - 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

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 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

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

FR - Ce symbole indique que l'appareil s'installe et s'utilise uniquement à l'intérieur

- EN This symbol indicates that the device must only be installed and used indoors NL - Dit symbool betekent dat het apparaat alleen binnen mag worden geïnstalleerd en gebruikt
- NL Dit symbool betekent dat het apparaat alleen binnen mag worden geinstalleerd en g
- DE Dieses Symbol zeigt an, dass das Gerät nur innen installiert und verwendet wird
- 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
- IT Questo simbolo indica che l'apparecchio si installa e si utilizza unicamente all'interno

PL - Ten symbol wskazuje, iż urządzenie przeznaczone jest wyłącznie do montażu i użytku wewnętrznego

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.

EN - The protection of devices bearing this symbol is guaranteed by double insulation, they do not require a safety connection to electrical earth.

NL - Apparatuur die voorzien is van dit symbool, wordt beschermd door een dubbele isolatie en vereist geen beveiligde elektriciteitsaansluiting op de aarde/massa.

DE - Der Schutz der dieses Symbol tragenden Geräte wird durch eine zweifache Isolation gewährleistet und erfordert keinen elektrischen Schutzanschluss an Erde/Masse.

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.

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.

PL - Urządzenia oznaczone takim symbolem są chronione podwójną izolacją i nie wymagają one bezpiecznego podłączenia do uziemienia/masy.

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

FR - Courant alternatif

- **EN -** Alternating Current
- NL Gelijkstroom
- DE Wechselstrom ES - Corriente alterna
- PT Corrente alterna
- IT Corrente alternata
- PL Prad zmienny

For support visit: www.philips.com/support

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