



Smart Peephole DoorCam

(Model : MX-PC-01)

HKBN Smart User Guide



v.20210923

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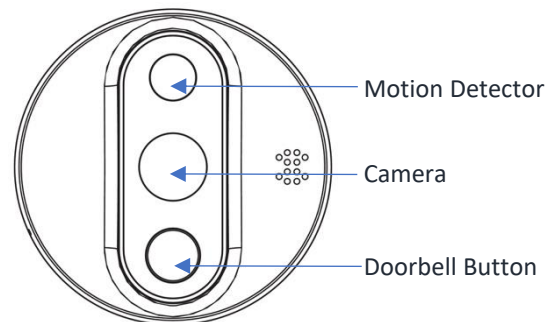
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Product Description

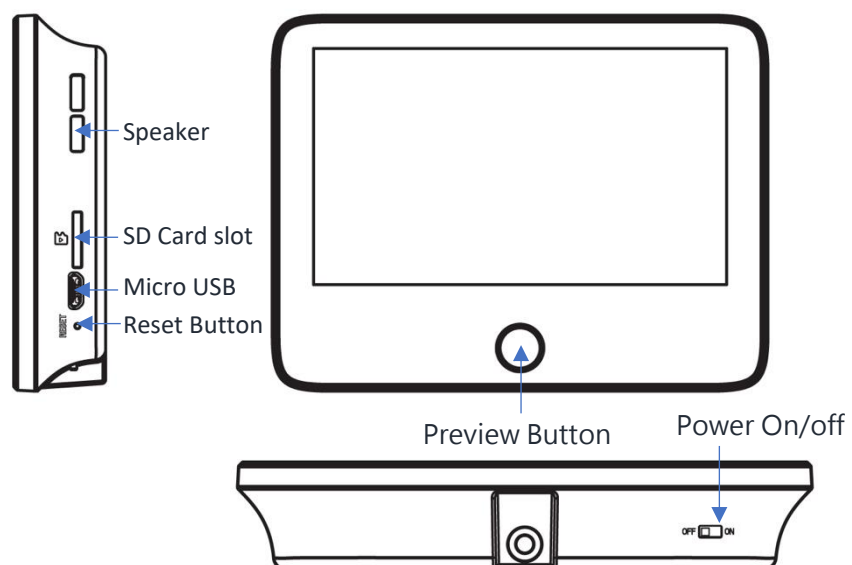
Name: Smart Peephole DoorCam

Model: MX-PC-01

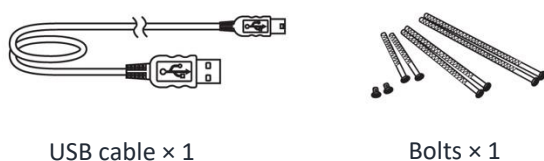
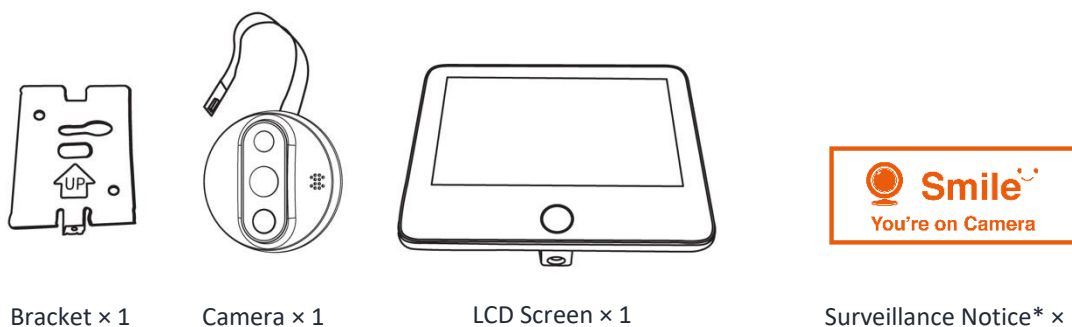
Outdoor Camera



Indoor LCD Screen



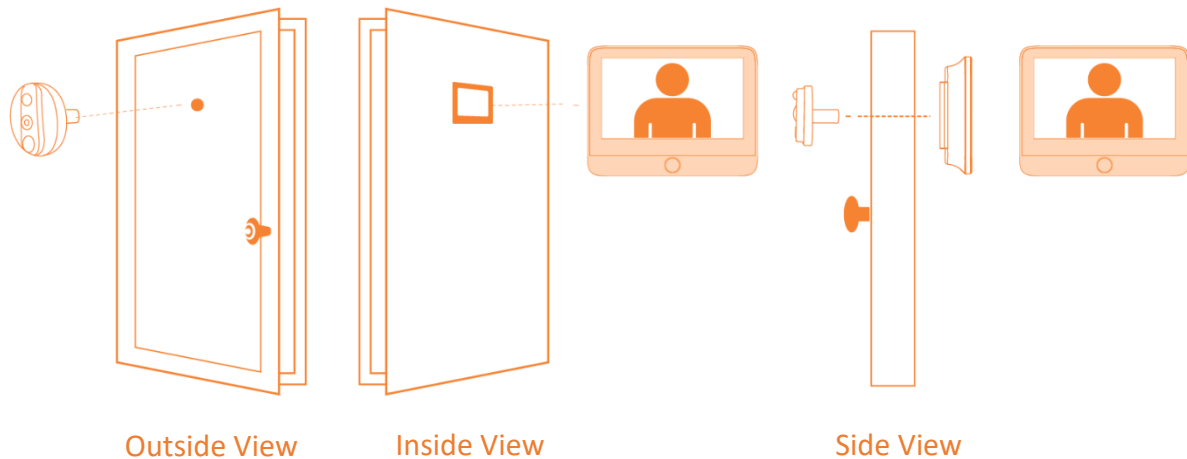
Package Contents



*Subscriber shall post a conspicuous notice near the monitored area to inform the people that they are subject to CCTV surveillance.

Product Installation

- Applicable Door Thickness



Applicable door thickness: 35mm - 110mm

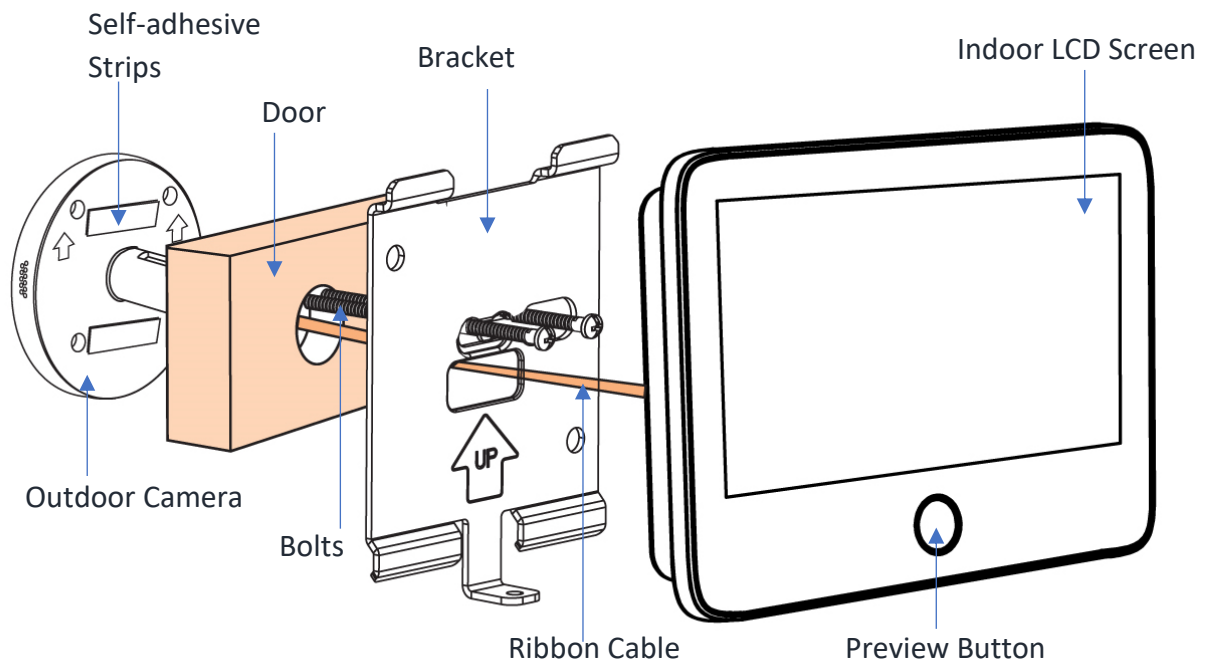
Applicable peephole: 14mm - 50mm

When choosing bolts to install the outdoor camera, you must know your door's thickness.

- For the door thickness between 35mm - 65mm, choose 35mm short bolts
- For the door thickness between 65mm - 95mm, choose 65mm long bolts
- For the door thickness above 95mm - 110mm, choose 80mm long bolts

Product Installation

- Installation Diagram



Product Installation

- Step-by-Step Tutorials



1
Select the bolts depending on the door thickness, then screw them to the outdoor camera.



2
Peel off the protective film off the adhesive strips.



3
Pass the ribbon cable through the door hole.

Tip: It will be easier to wrap the ribbon cable in a paper tube first then pass through.



4
Tighten the outdoor camera.

Notice: make sure the position is correct before sticking it on the door; the doorbell is on the bottom side

Product Installation

- Step-by-Step Tutorials



Pass the cable through the bracket indoor.

Notes: Don't twist the ribbon cable.



Attach the bolts through the bracket after lightly tugging up the ribbon cable.



Align and screw the bolts to the brackets and fasten.



Prepare indoor LCD screen.

Product Installation

- Step-by-Step Tutorials



Slightly press the cable head into the port as picture shown.



Suspend the LCD monitor on the bracket from top to bottom.



Screw the bolt on the bottom to fix the LCD screen.



Installation completed. Turn the power button on under the LCD display, then press the preview button to turn it on.

Download HKBN Smart App



Search and download “HKBN Smart” APP in Apple App Store OR Google Play Store

OR

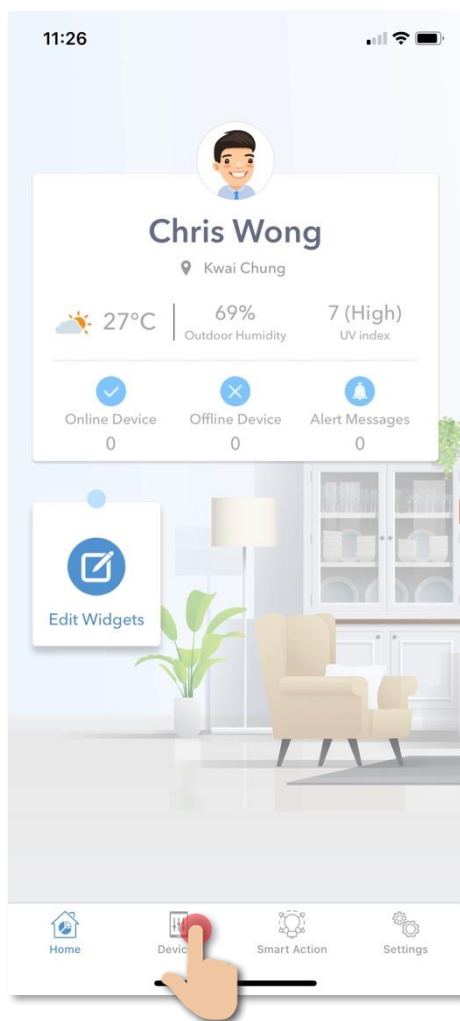
Scan the QR code below



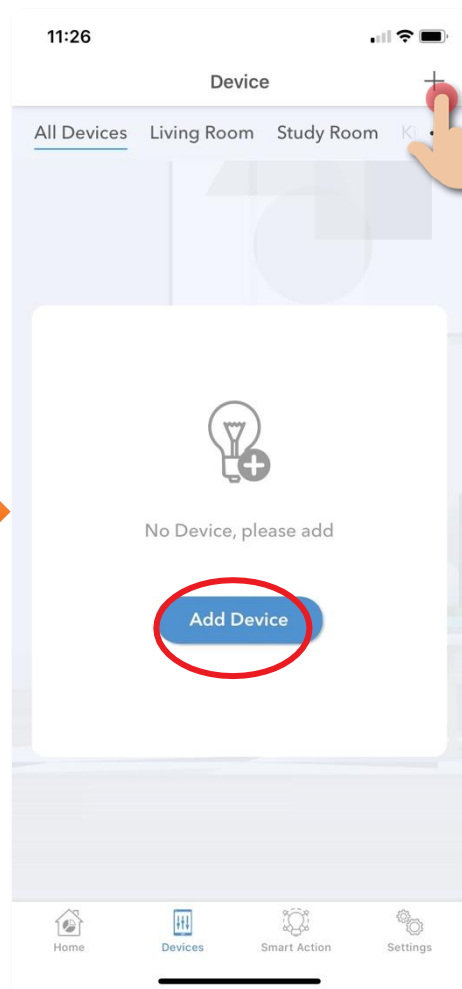
Add Device

1. You must first connect your phone to a 2.4GHz Wi-Fi network when adding device;
2. Tap “Devices” on the bottom menu (image 1);
3. Tap “Add Device” button OR “+” icon at top right corner if you already have paired device (image 2);

(image 1)



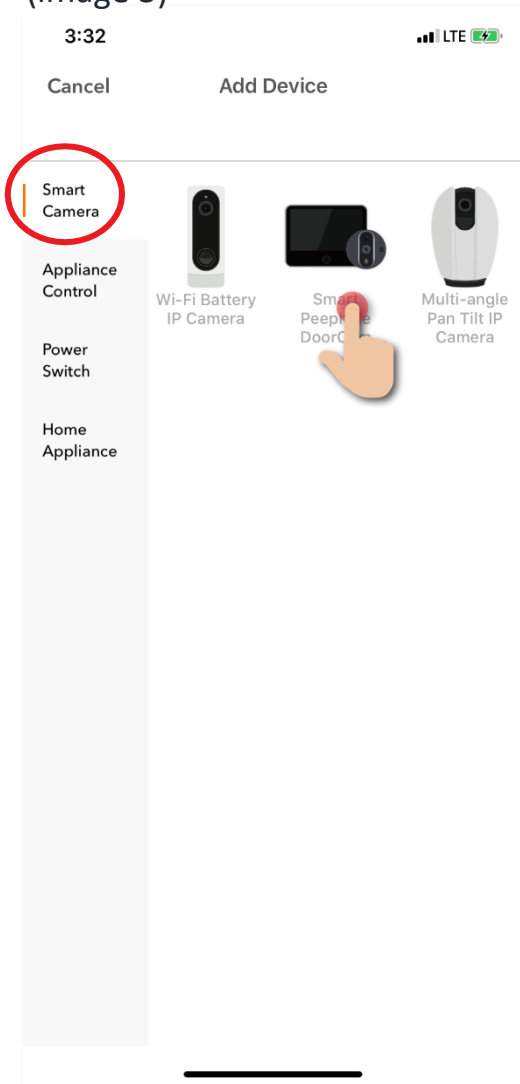
(image 2)



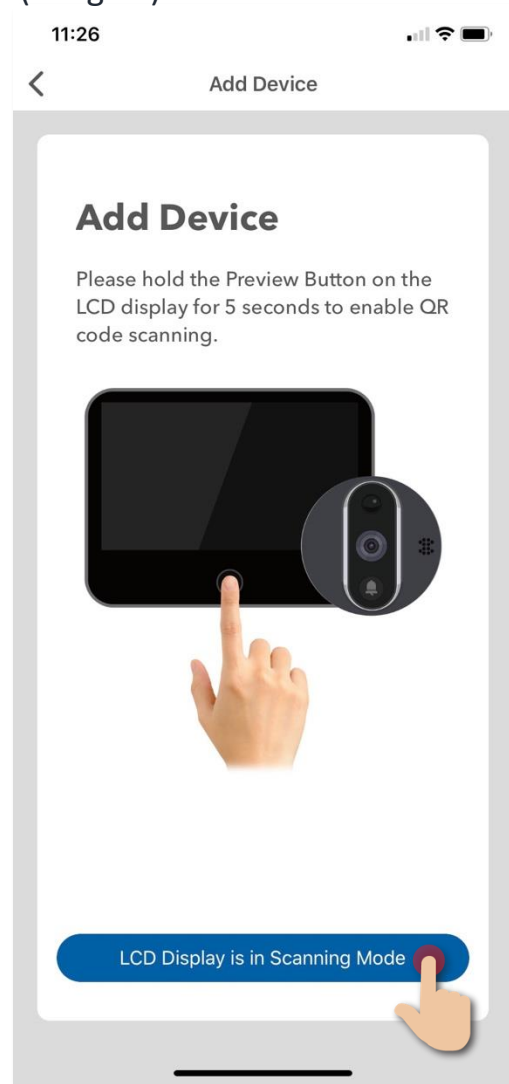
Add Device

4. Tap “Smart Peephole DoorCam” from left menu “Smart Camera” (image 3);
5. Hold the preview button on the LCD display for 5 seconds to enable QR code scanning mode, and then tap “LCD Display is in Scanning Mode” (image 4);

(image 3)



(image 4)

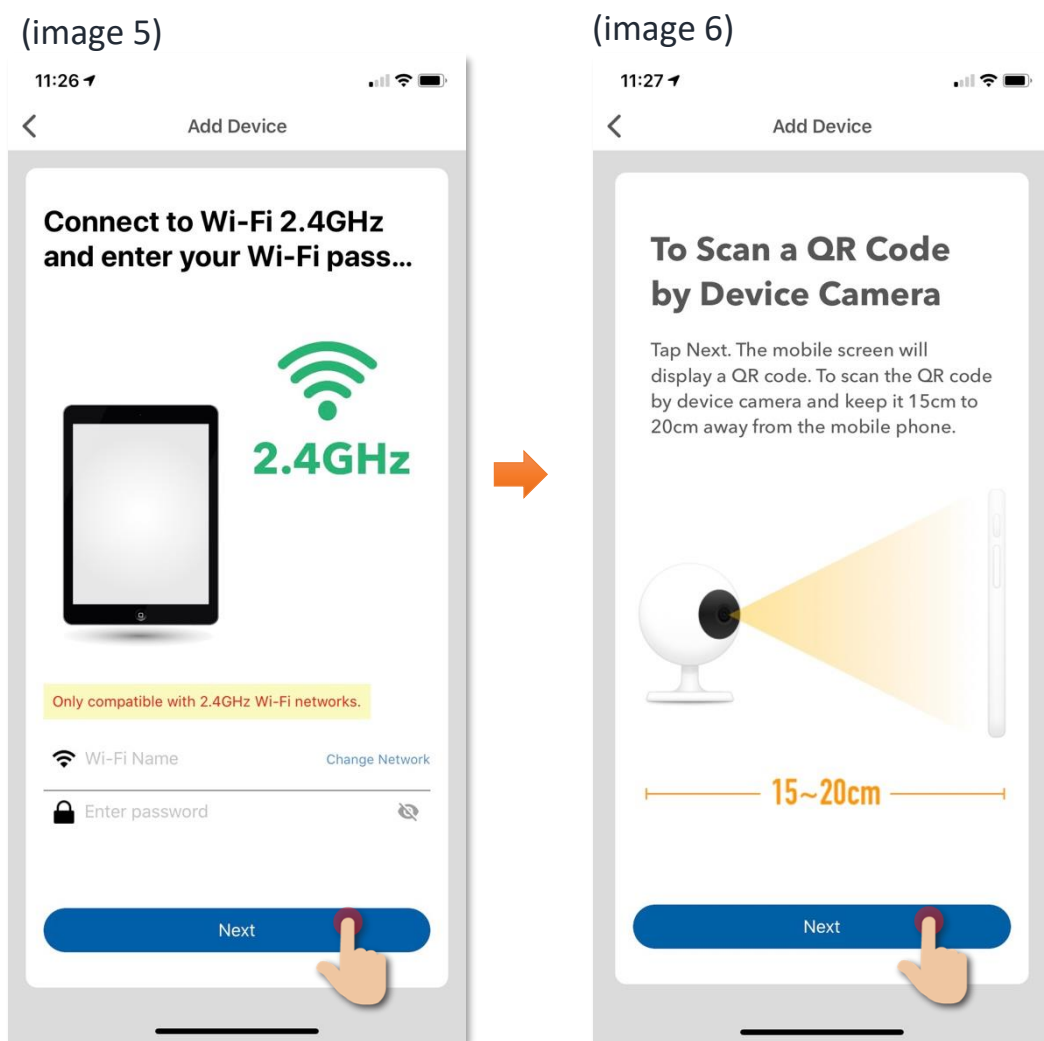


Add Device

6. Select Wi-Fi network and enter password*, and then tap “Next” (image 5);
7. Follow the instructions shown on screen. To scan the QR code by peephole camera and keep it 15cm to 20cm away from the mobile phone (image 6);

*Important tips: Wi-Fi requirement

- Currently all smart devices are compatible to **2.4GHz network** only. Please make sure that your device and mobile are connected with 2.4GHz but not 5GHz Wi-Fi network.
- If you have 2.4GHz and 5GHz Wi-Fi channel and they are using same SSID, we suggest to edit it to different name before pairing. If you insist to use the same SSID on two channels, please turn off the 5GHz channel first before pairing.



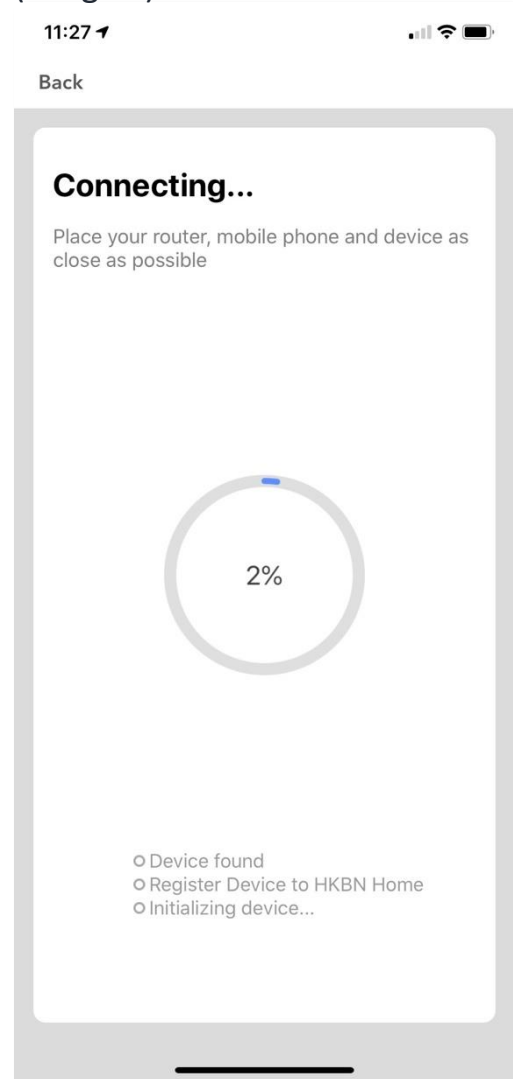
Add Device

8. Scan the QR code by facing it to the peephole camera, you should then hear a “Ding” sound from the LCD display. Click “I heard a prompt” if you heard it (image 7);
9. The App will connect with your peephole camera, please allow few minutes for it to pair (image 8);

(image 7)

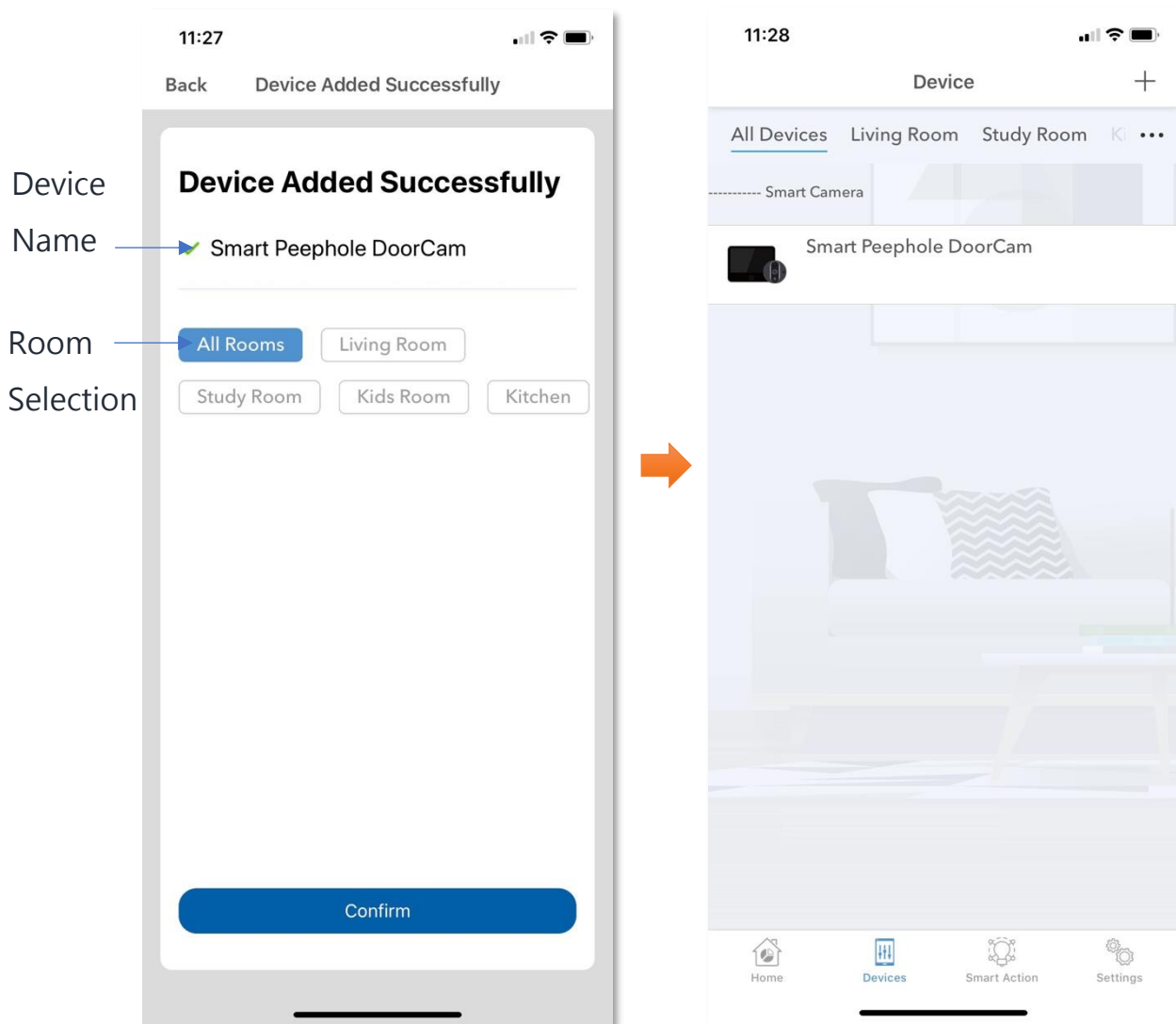


(image 8)



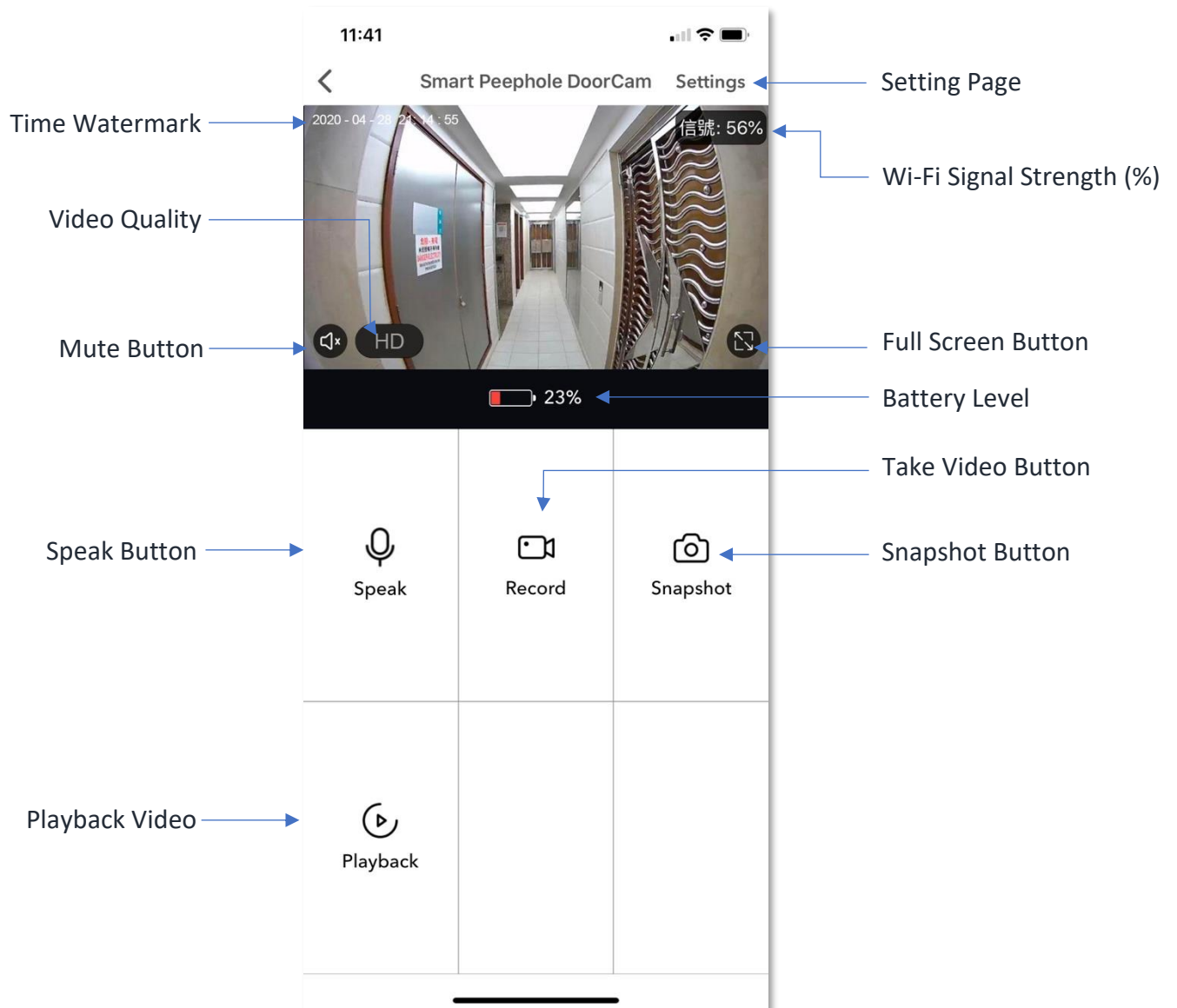
Add Device

10. After device added successfully, you can change the device name and assign it to the located room. (You can also change the device name and room location later in device setting page and room management page.) And you can find the Smart Peephole DoorCam in the “Device” page.



Control Device

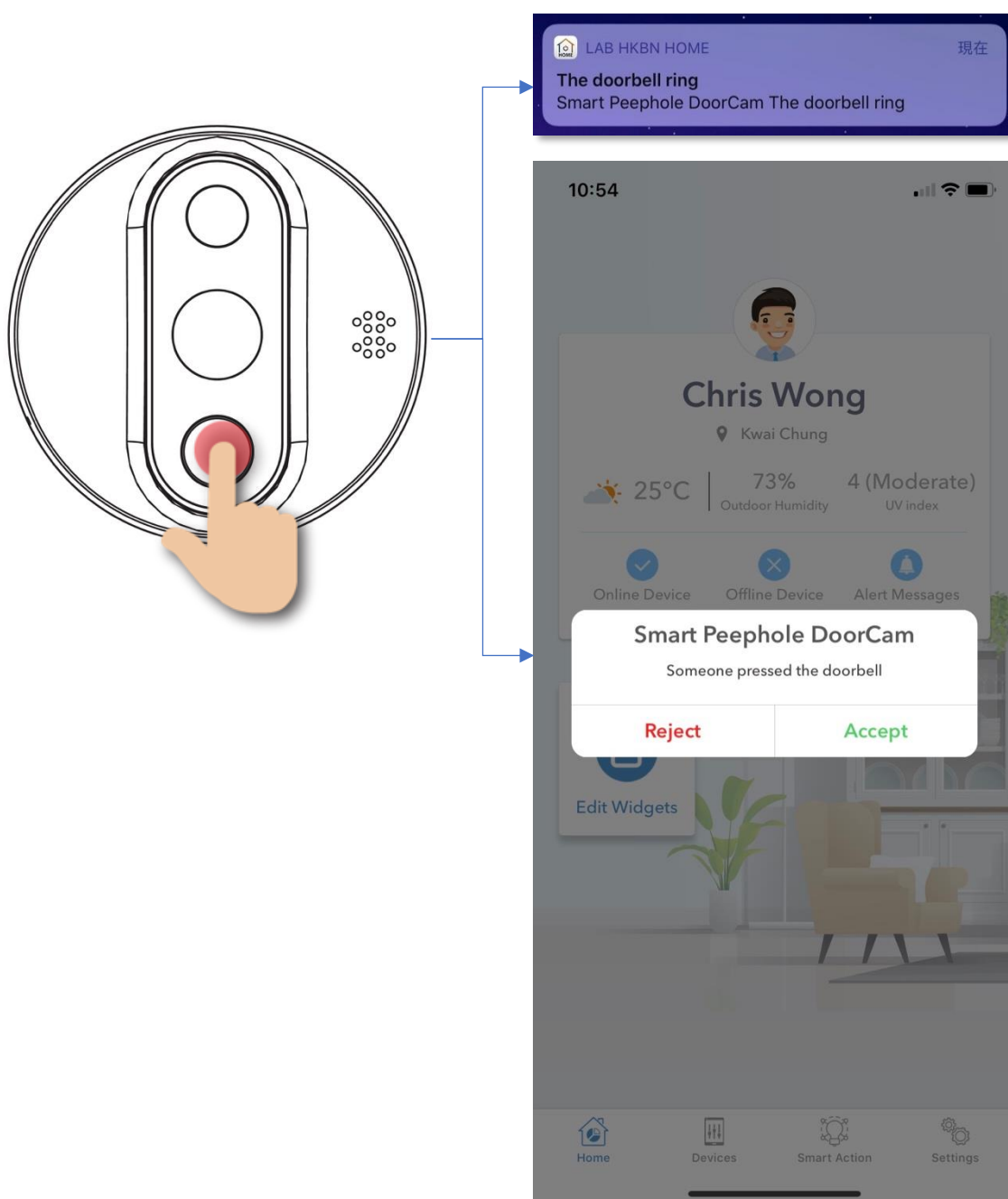
- Main Control Panel



Control Device

• Doorbell Ringing Notice

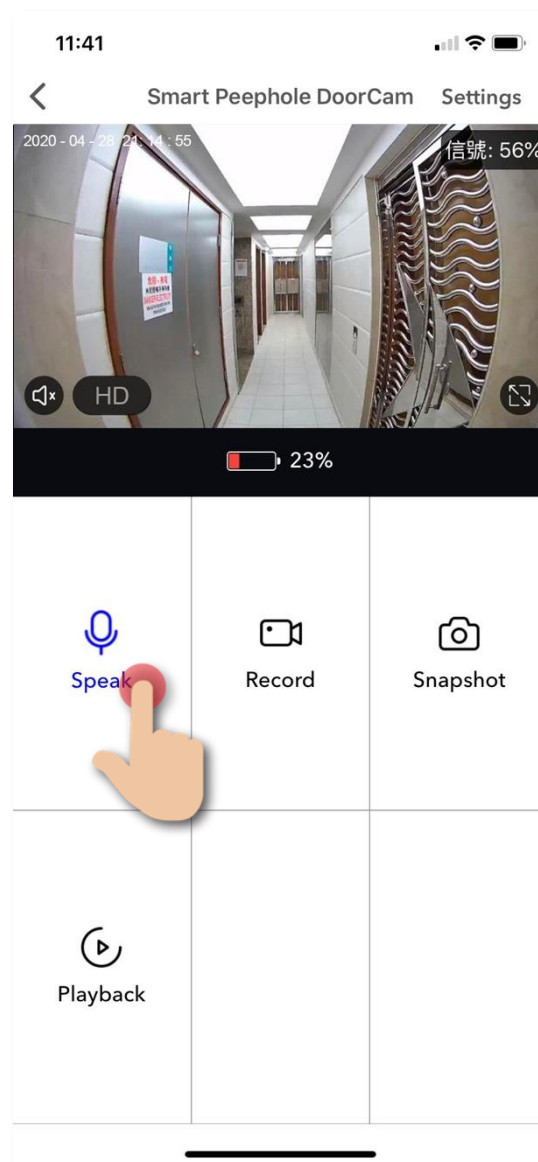
1. If there is visitor pressed the doorbell, your registered account for the Smart Peephole DoorCam will send you a push notification*. Tap on this message will bring you to the live view of camera in HKBN Smart App (*User need to enable and authorize push notification function in Settings.);
2. If user is already in HKBN Smart App, a pop-up message will notify you someone pressed the doorbell. Tap “Accept” to go live view screen.



Control Device

- **Speak function**

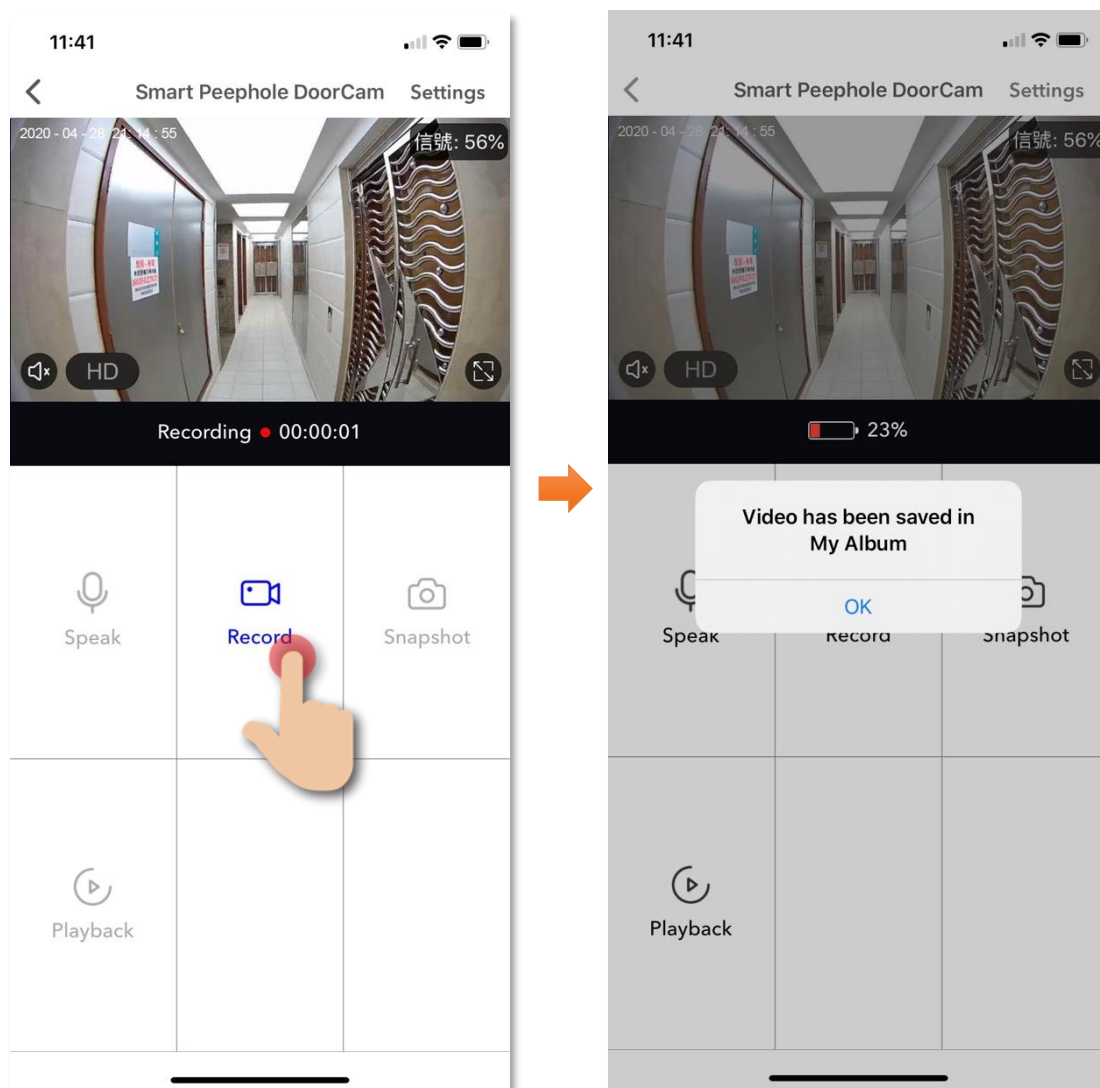
1. Tap “Speak” button enable communication to the people from camera side;
2. To end the conversation, tap “Speak” button again.



Control Device

- **Record function**

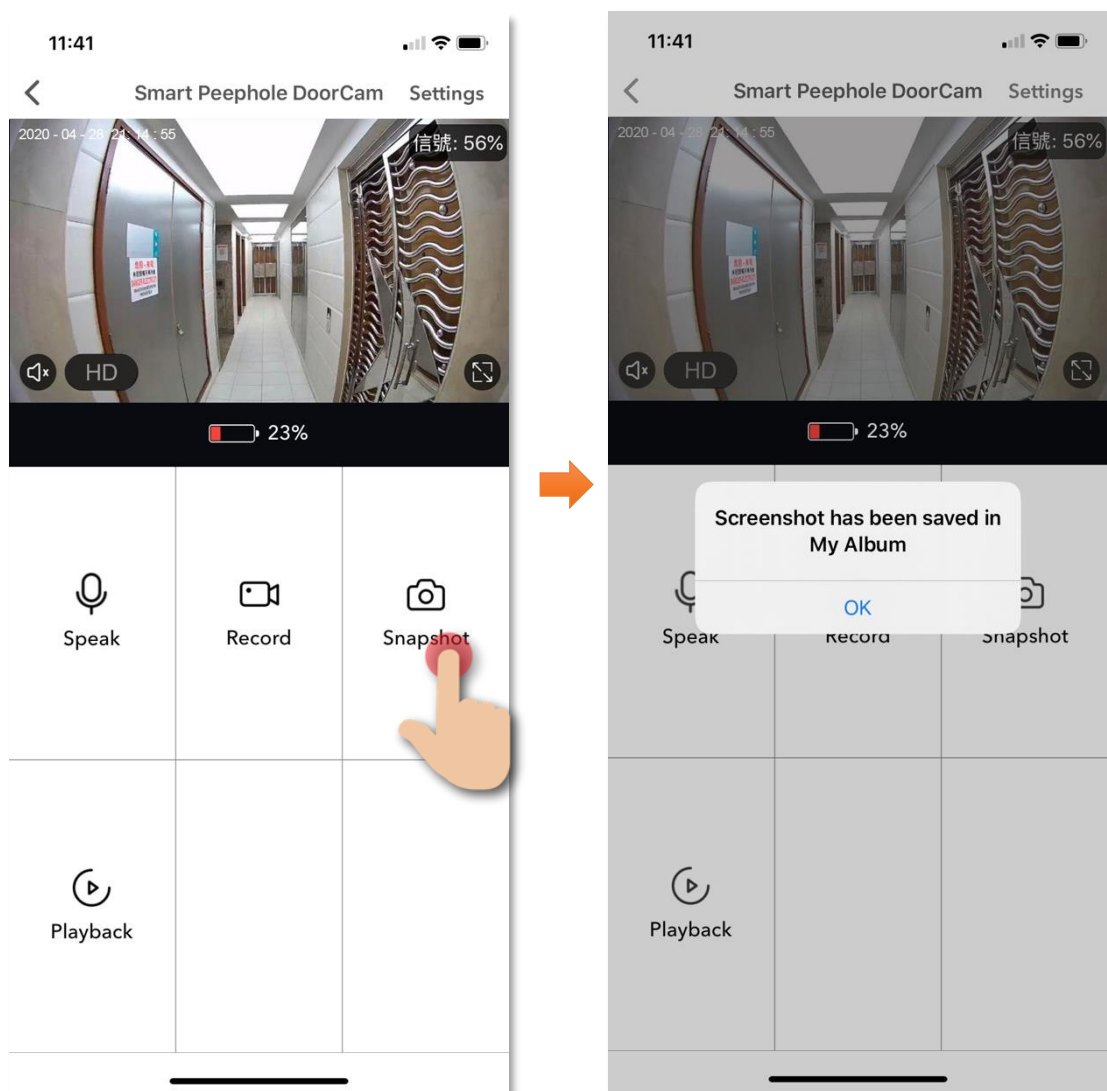
1. Tap “Record” button to start recording from the live streaming;
2. To end the recording tap the “Record” button again. (Recorded clips will be saved to your mobile photo album; this clip will NOT be saved in memory card.)



Control Device

- **Snapshot function**

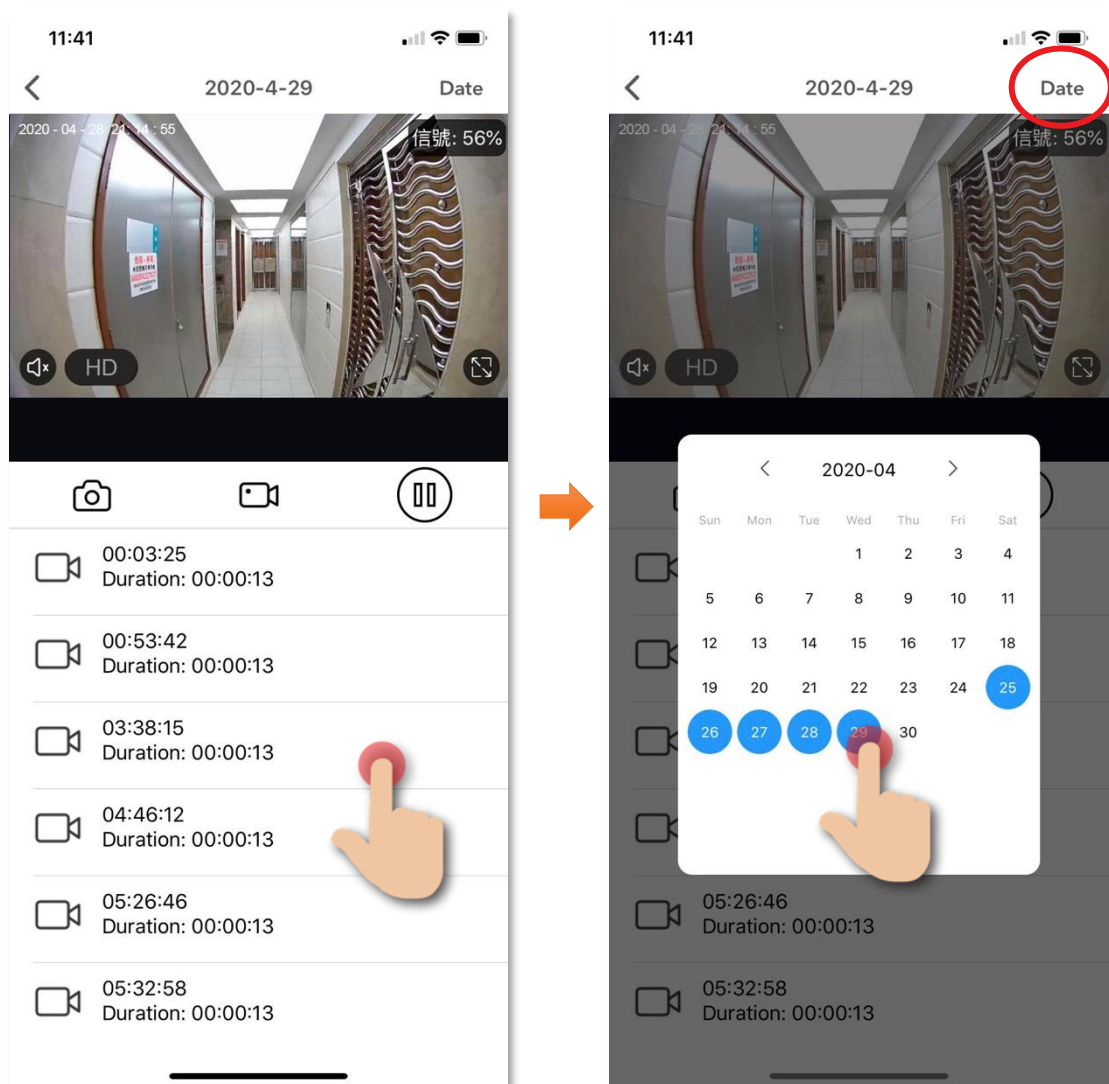
1. Tap "Snapshot" button to take photo from the live streaming;
2. The photo will be saved to your mobile photo album (Photo will not be saved to memory card). Tap "OK" to complete.



Control Device



• Playback function

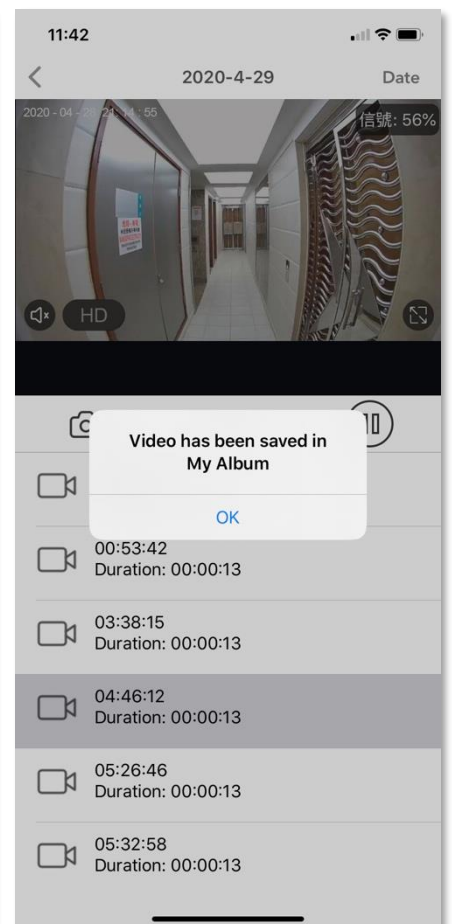
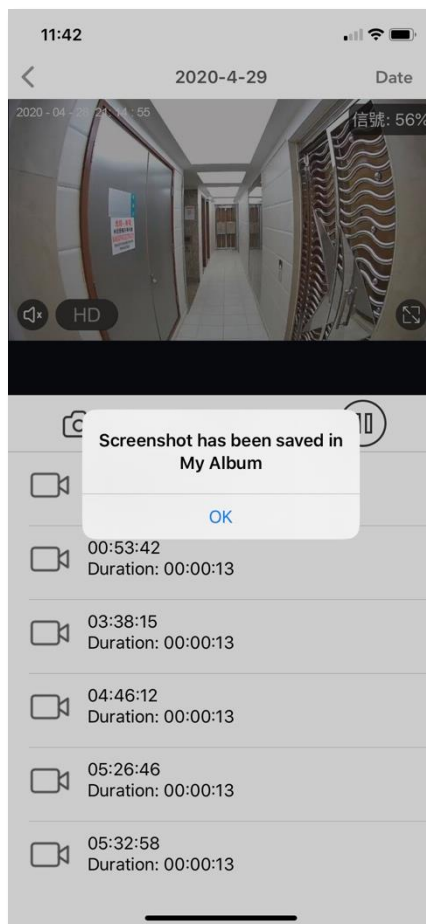
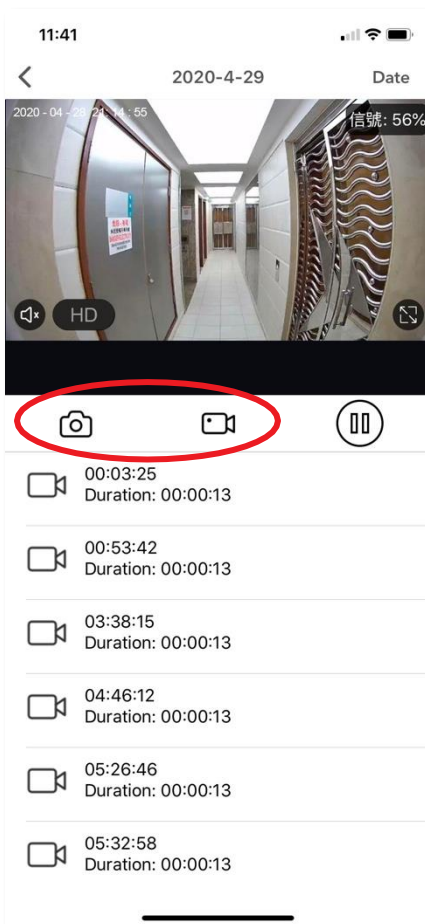
1. In playback control panel, you can find all playback videos recorded today.
2. If you would like to see recorded videos in the past, tap “Date” on the top right corner and tap to select the available date.



Control Device

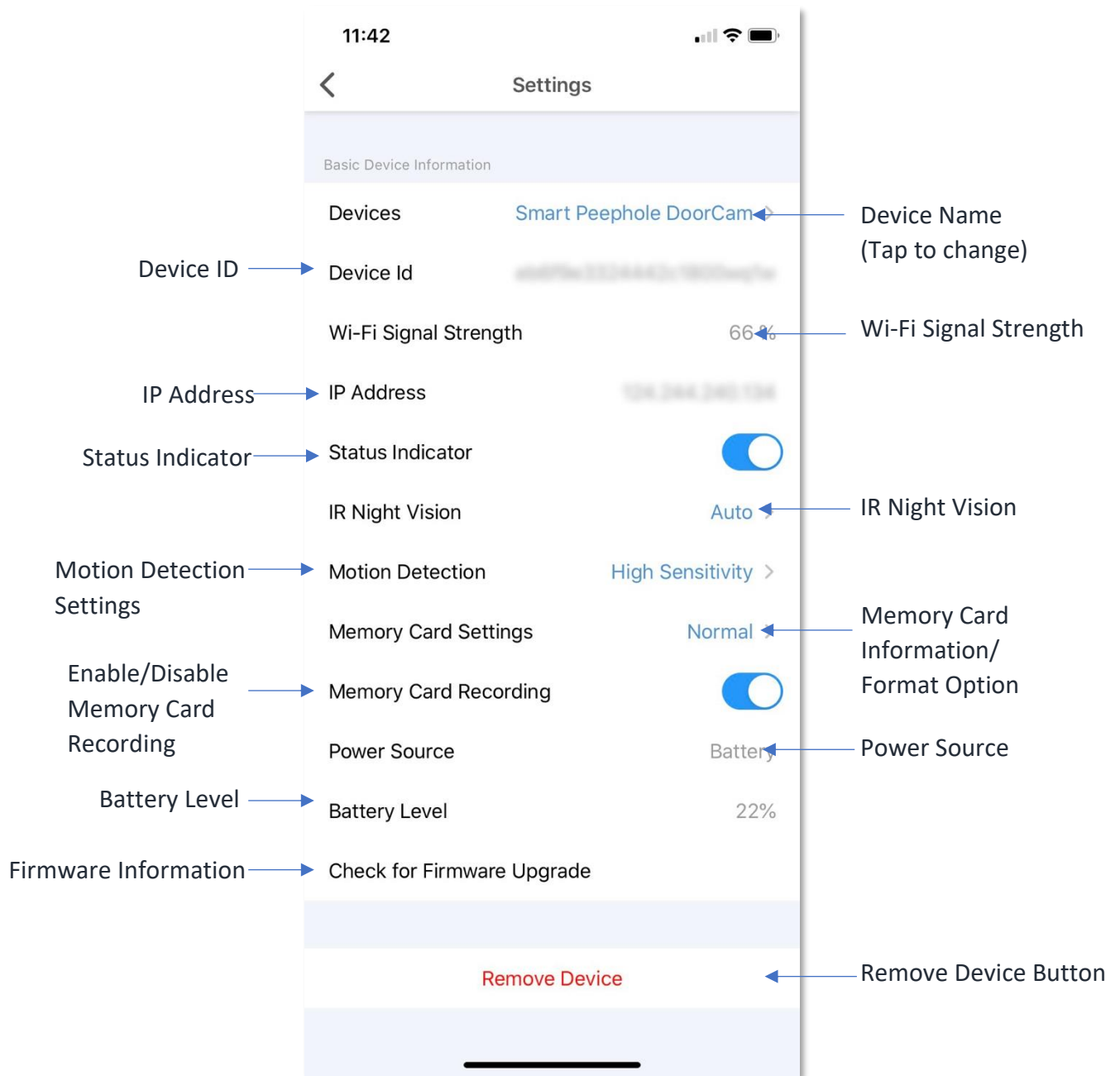
- **Playback function (Save screenshot/video to mobile phone)**

1. **Save Screenshot:** In playback control panel, you can tap  to save the screenshot from the playback video to your mobile phone album.
2. **Save Video:** In playback control panel, you can tap  to start and stop recording the video from the playback video to your mobile phone album.



Settings

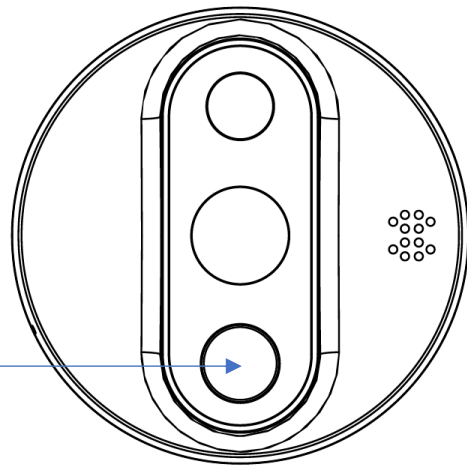
- Page layout



Settings

• Status Indicator

1. When turn on the status indicator function, the LED light in the bell button will be automatically turned on when motion detected.
2. In Settings, tap to enable this function (blue), tap again to disable.



Settings

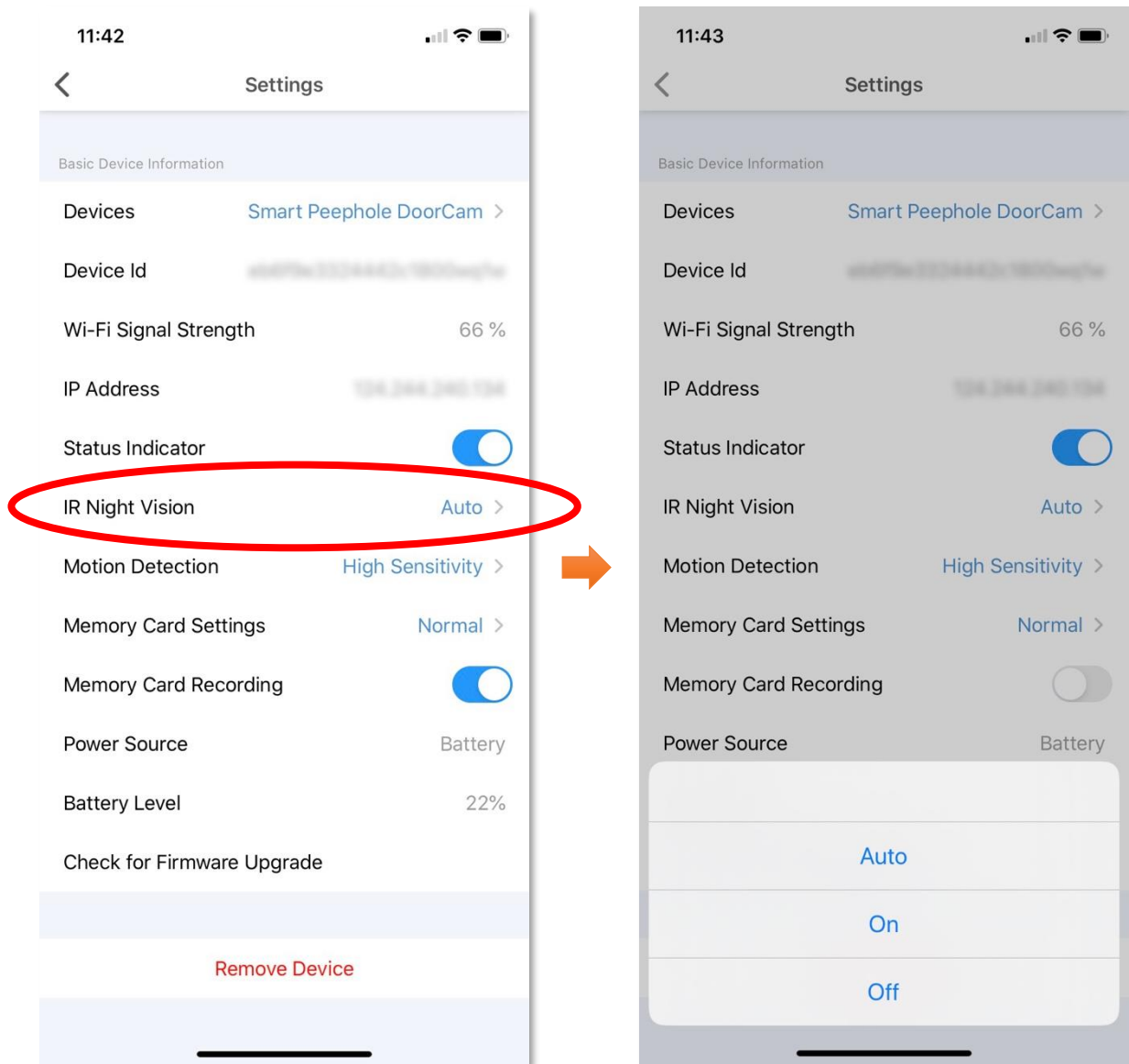
- **IR Night Vision**

Under a dim environment, you can enable Infrared Night Vision (work best within 2-meter distance) to have better sight quality in the dark. Below are different available settings:

Auto : Camera will detect the environment and IR Night Vision will be turned on automatically.

On : Turn on IR Night Vision

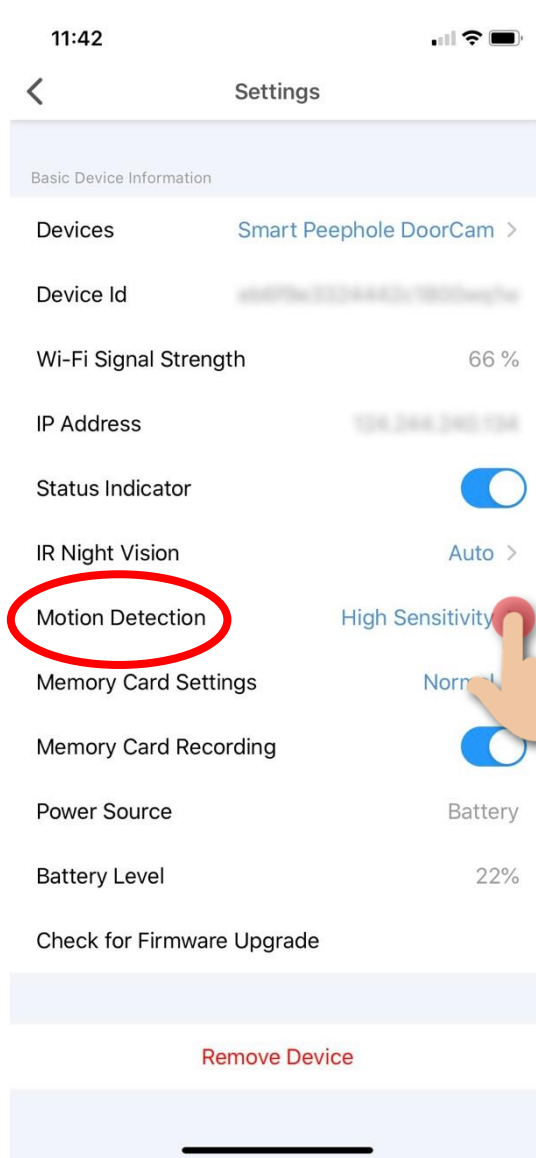
Off : Tuned off IR Night Vision



Settings

- **Motion Detection**

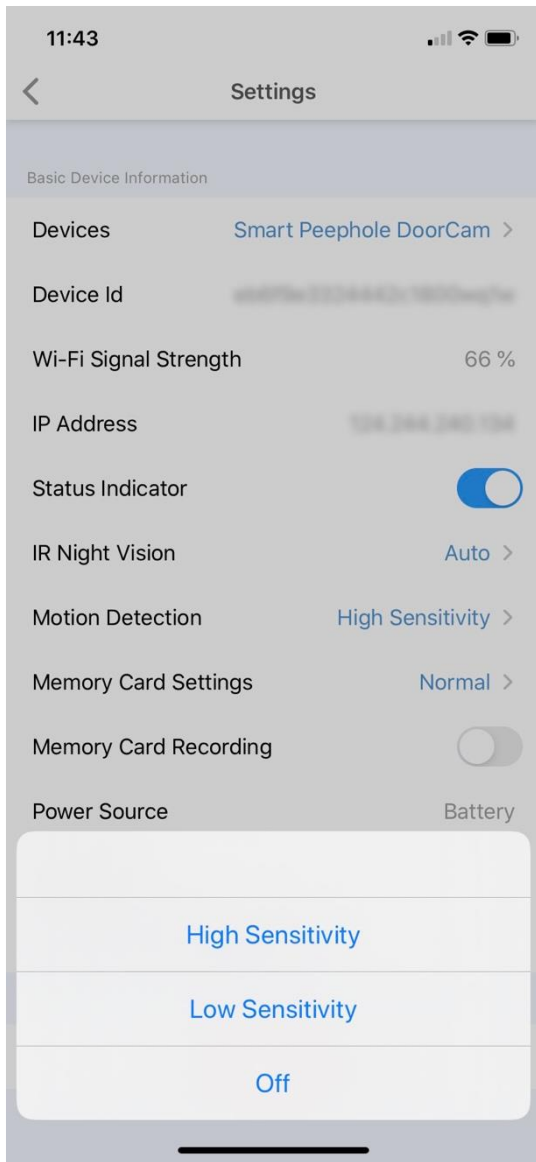
1. When you enable motion detection function, you can receive push notification alert. (To receive push notification, you need to enable and authorize push notification function in App settings)



Settings

- **Motion Detection**

2. Below are the options for motion detection and its function:



Below are the motion detected distance under normal circumstances:

(result will be affected by temperature and light)

- High Sensitivity: around 4m*
- Low Sensitivity: around 2m*
- Off (Disable motion detection function)

*The above measurement is based on normal temperature at around 25°C

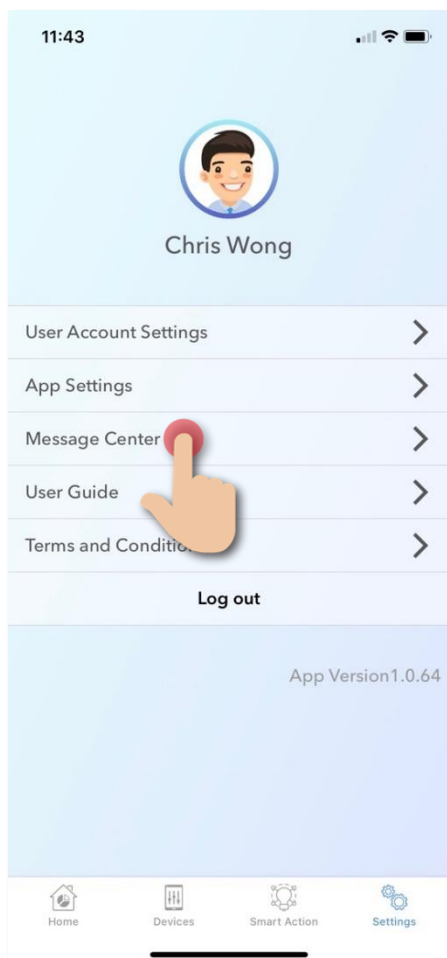
Settings

● Motion Detection (Message Center)

1. Tap “Settings” in the bottom App menu, and then tap “Alarm” under the message center title;
2. In “Alarm” page, you can see the motion detection history included snapshots. (Records will be kept for 30 days, the record which is over 30 days will be deleted)

About video and snapshots saved in memory card:

- All snapshots shown in “Alarm” at Message Center can be found and read in memory card by PC.
- All videos saved by motion detection are encrypted and it cannot be read directly by PC. User need to play it by HKBN Smart App using Playback function in Smart Peephole DoorCam control panel.
- The maximum duration for each motion detected video recording is around 20 seconds.
- To save battery, the motion detection video recording function will be triggered only after 30 seconds when the video recording is ended.



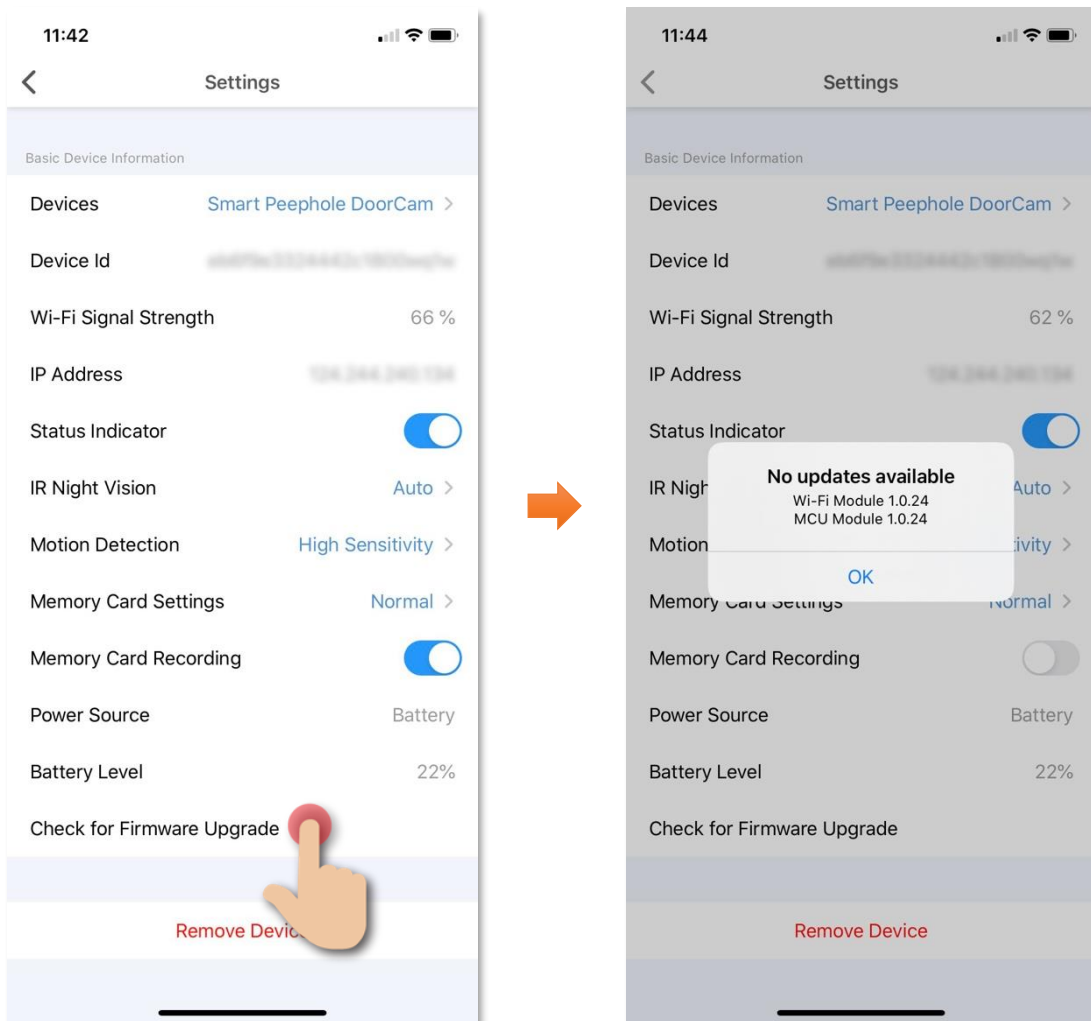
Settings

- **Check for Firmware Upgrade**

Tap “Check for Firmware Upgrade”, you can see current firmware version and available upgrade version if any. Tap “Upgrade” to start firmware upgrade.

Notice for Firmware Upgrade:

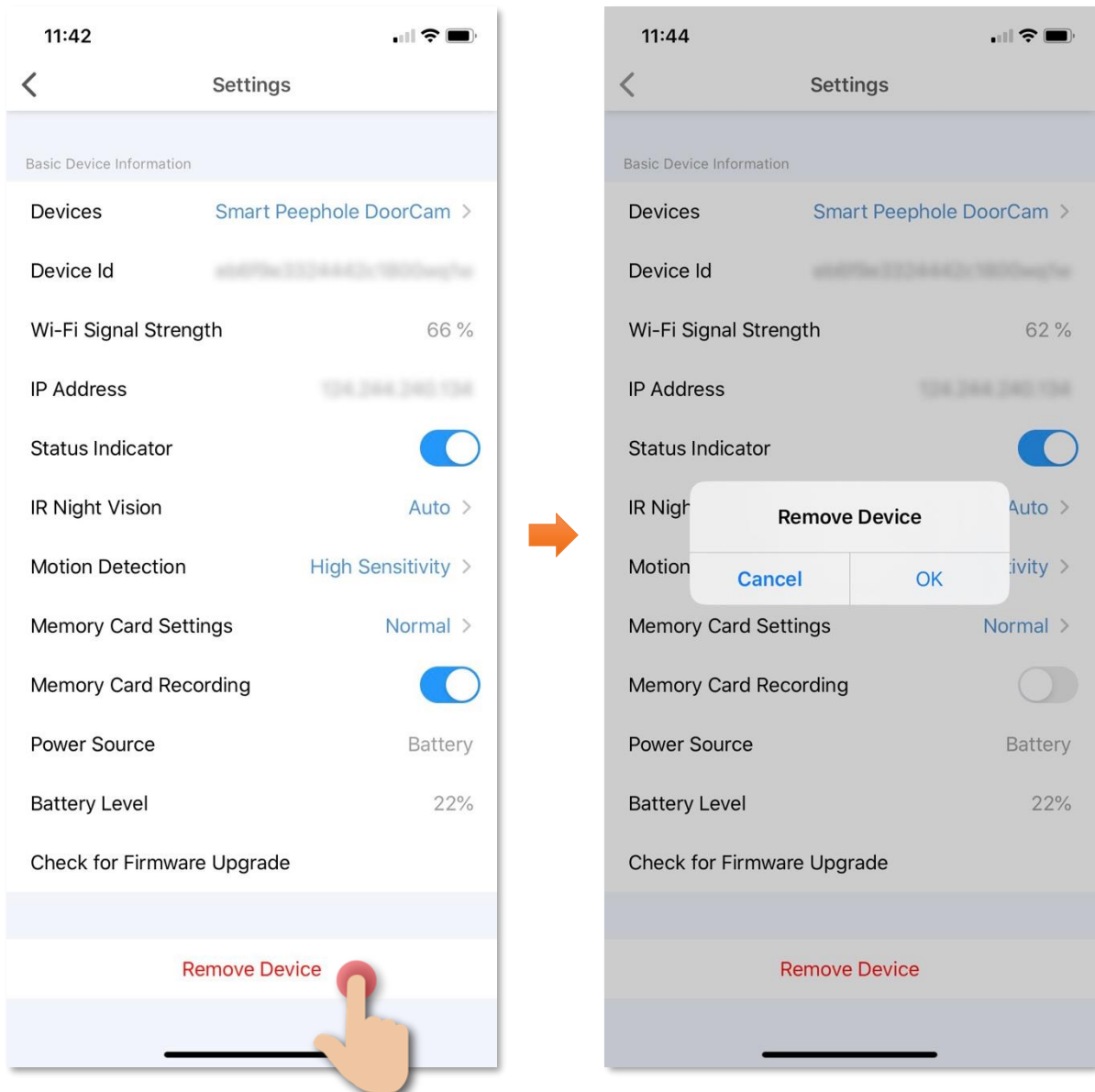
- Suggest connecting to power OR device at least have 50% of battery level. To avoid running out of power during firmware upgrade.
- Must insert memory card with at least 100MB storage available.



Settings

- **Remove Device**

1. In device settings page, tap “Remove Device” ;
2. Tap “OK” to confirm and remove device from your account.



FAQ

1. **How to reset and add device?**

- Step 1: Remove device in the “HKBN Smart” App;
- Step 2: Tap “Devices” on the bottom menu; then tap “Add Device” button OR “+” icon at top right corner if you already have paired device;
- Step 3: Select the category from the left menu and tap the device icon. Tap “Smart Peephole DoorCam” from left menu “Smart Camera”;
- Step 4: Hold the preview button on the LCD display for 5 seconds to enable QR code scanning mode;
- Step 5: Enter and check your Wi-Fi SSID and password (Please make sure that your device and mobile are connected with 2.4GHz but not 5GHz Wi-Fi network. If you have 2.4GHz and 5GH Wi-Fi channel and they are using same SSID, we suggest to edit it to different name before pairing. If you insist to use the same SSID on two channels, please turn off the 5GHz channel first before pairing.)
- Step 6: Follow the instructions shown on screen. To scan the QR code by peephole camera and keep it 15cm to 20cm away from the mobile phone;
- Step 7: Scan the QR code by facing it to the peephole camera, you should then hear a “Beep” sound from the device. Click “I heard a prompt” if you heard it; The App will connect with your peephole camera, please allow few minutes for it to pair.

2. **Failed to add or connect device**

Please check below situations which will make you fail to add and connect device:

- 1. Please check if the router user name has characters that are not alphanumerical (such as Chinese characters);
- 2. Confirm that the router is 2.4G as the device currently does not support 5G;
- 3. Verify that the router's account and password are correct;
- 4. Confirm that the Wi-Fi network is running smoothly, the distance between device and the Wi-Fi router should not exceed 10 meters;
- 5. Router encryption must be WPA-PSK/WPA2-PSK, with a minimum of 8 characters password;
- 6. Router password must not contain Chinese characters or use encryptions other than WPA-PSK/ WPA2-PSK.

3. **Screen become white suddenly**
Please turn off the device and restart again.
4. **Screen become black suddenly**
Please charge the battery for at least an hour, then restart the device.
5. **Screen keep sleeping, no display while doorbell is pressed.**
Step 1: Ensure device is turned on;
Step 2: Ensure the ribbon cable is connected to display tightly;
Step 3: Reconnect the ribbon cable. Check the "Step-by-Step Tutorials" in page 6 for detailed instructions;
Step 4: Check if the ribbon cable is damaged.
6. **Chromatic aberration on the display (Issues with the colour tone)**
Please examine is the cable between camera and LCD screen properly connected.
7. **No sound when I pressed the doorbell**
Step 1: Please examine is the cable between camera and LCD screen properly connected;
Step 2: Please try to remove and add the device again.
8. **No voice in speak function**
Step 1: Turn on microphone and app background refresh permissions on phone settings, then refresh your APP;
Step 2: Check if the ribbon cable is damaged or plugged incorrectly.
9. **How many devices can view the security footage at the same time?**
Each account can be logged in on multiple mobile devices and paired with multiple security cameras. Each security camera can only be paired with one account.
10. **It shows device offline on the mobile application**
Step 1: Click on device page and scroll down to refresh;
Step 2: Log out of your current account and login again;
Step 3: Check if the mobile Wi-Fi network connection is normal and is the Wi-Fi signal is strong on the device; The security camera should not be too far away from the router. If it is, please adjust the router position;
Step 4: Check if any anti-virus software has blocked the app;
Step 5: Check if the security camera is on the most update version;
Step 6: Check if there are multiple routers in the home using the same

name (SSID), it would cause a mix up in the security camera.

11. **Problems when viewing the live streaming video**

If you can hear it but there is no video footage, please check the network and the router or try reconnecting; Confirm whether the mobile phone network is stable (can watch online videos smoothly).

12. **Charging and battery issues**

If the battery is completely out, it will take a while (1-2 hours) before the display can be turned on. Please be patient; Try not to charge battery until it is completely out, this would affect the battery life. Please charge it when it goes under 30% if possible.

Product Specifications

- Compliance with: CE, RoHS
- Compatible with door thickness: 35 – 110mm; peephole 14 – 50mm

Indoor LCD Screen

- Display : 4.3" LCD
- Battery capacity: 5000mAh
- Input power: DC5V/1A, Micro USB
- Wi-Fi Standard: IEEE 802.11b/g/n , 2.4GHz (Not Support 5GHz)
- Memory storage : Supports Micro SD Card (max. 32GB)
- Dimensions (L x W x H): 115 x 21.3 x 87mm
- Weight: 100g

Outdoor Camera

- Viewing Angle : 150° horizontal, 75° vertical
- Resolution: 1920x1080 (1080p)
- Motion sensor: high sensitivity (about 3-4m), low sensitivity (about 2m)
- Motion sensor angle : 120°
- Door Bell Indicator Light: Blue
- Dimensions (L x W x H): 65 x 55 x 65mm
- Weight: 200g

Product Maintenance and Warranty

For the enquiry of product maintenance and warranty, please contact the product distributor/ manufacturer below:

Maxisense IoTech Limited

- Service Center : Room 1010, Peninsula Tower, 538 Castle Peak Road, Cheung Sha Wan, Kowloon, Hong Kong
- Tel. : (852) 3500 8222
- Email : info@Maxisense.io
- Working Hour : (Monday to Friday) 9:30am - 12:30pm, 2:00pm - 6:00pm (No service on Saturday, Sunday and Public Holiday)

If you would like to check the device on the same day, please call to make an appointment to avoid long waiting time.

Just in case the hotline is busy, please leave a voice message and your enquiry will be responded to as soon as possible.

Should you have any query, please call our Customer Service Hotline at 128 100.