MONITOREAL

USER MANUAL | FIRMWARE 1.0

Monitoreal Video Doorbell

For use with a Monitoreal hub and Monitoreal Mobile (Android and iOS) or Desktop (Windows and MacOS) applications.



See what matters.

monitoreal.com

Contents

1. About the Monitoreal Video Doorbell 1

2. Installation Requirements 1

3. Add the Doorbell to the Hub 2

4. Doorbell Controls and Settings 2

5. Receiving and Making Calls 3

6. Opening the Door 4

7. NFC Access Management 4

8. Recording, Event Log and Archive 5

9. Indicator Light 6

10. Firmware Updates 6

11. Troubleshooting 7

12. Environmental Ratings 7

13. Support 7

1. About the Monitoreal Video Doorbell

The Monitoreal Video Doorbell is a PoE-powered door station with a 5 MP camera, two-way audio, NFC access control and remote door unlocking. It works with a Monitoreal hub and the Monitoreal Applications to let residents see and speak with visitors, answer calls and unlock the door. The hub manages video recordings, event history and firmware updates.

- Video calls with two-way audio and echo cancellation.
- Door unlocking from the app, hub web interface, NFC key, exit button or hub automation.
- Optional video recording and event snapshots stored through the hub.
- Infrared night mode and a status indicator light.

2. Installation Requirements

- A compatible Monitoreal hub connected to the same local network as the doorbell.
- A network connection with compatible Power over Ethernet (PoE) to supply both power and data.
- The Monitoreal mobile (Android or iOS) or Desktop (Windows and MacOS) application for users who will receive calls.
- A Monitoreal account with the appropriate permissions to configure the doorbell.
- A compatible door lock and, if needed, an exit button or NFC keys.

Physical mounting, PoE connection and electric-lock wiring should be performed by a qualified installer. Confirm that the installation location is suitable for the doorbell's rated operating temperature and ingress protection (IP rating).

3. Add the Doorbell to the Hub

1. Sign in to the Monitoreal hub web interface.
2. Open Intercom → Devices.
3. Under Found doorbells, select the device and click Add.
4. Enter a descriptive name (for example, “Front door”) and the pairing PIN printed on the doorbell (4–12 digits).
5. Wait for the doorbell to restart (approximately 10 seconds) and appear under Devices as Online.

After pairing, the hub automatically creates a camera under Cameras and a door relay under Relays. The camera is used for live view and recording; the relay can also be used in rules and scenarios.

If the device is not discovered, see Section 11, Troubleshooting, for Add by IP and pairing-mode instructions.

4. Doorbell Controls and Settings

Open Intercom → Devices and select the doorbell card. It displays the latest camera frame, name, IP address, model, firmware version and Online/Offline status.

CONTROL	PURPOSE
Edit	Rename the doorbell
Call	Call the doorbell from the browser
Unlock	Open the door (confirmation required)
NFC Keys	Manage keys for this doorbell
Pairing PIN	Change the pairing PIN
Update	Check for and install firmware updates
Remove	Unpair the doorbell
Speaker volume	Adjust speaker volume (0–100%)
Recording	Choose Off, Always or Calls and door openings

Controls requiring communication with the doorbell are available only while it is online. Available actions depend on the user’s role and permissions.

5. Receiving and Making Calls

When a visitor presses the doorbell button, incoming calls are sent to eligible, connected Monitoreal app users and supported open hub web interfaces. The first person to answer takes the call; ringing stops for the others.

1. The visitor presses the call button. The doorbell plays a ringback tone and the indicator breathes blue.
2. An incoming-call screen appears on the resident's phone, subject to app connectivity, device settings and notification/call permissions.
3. Answer to view the visitor and communicate using two-way audio.
4. Tap Open door to unlock, if permitted. The doorbell announces "The door is open".
5. Use Mute to disable your microphone or Hang up to end the call.

If no one answers within 30 seconds, the call is logged as missed and a snapshot notification may be delivered according to user permissions and notification settings.

Calling from the web interface

Open Intercom → Call, select a doorbell and click Call to initiate a conversation. Incoming calls in an open web interface offer Answer and Reject.

6. Opening the Door

The door can be opened in six ways. Access events are recorded with their source and a snapshot.

METHOD	HOW TO USE IT
During a call	Select Open door in the active call
Mobile app	Use the door relay under Controls or Relays
Hub web interface	Use the door control on the doorbell card
NFC key	Present an enrolled key to the reader
Exit button	Press the wired exit button
Automation	Trigger the door relay using a hub rule or scenario

The relay is also available under Relays, where the contact closure duration is configured. Authorized NFC keys and the wired exit button can operate without an active hub connection; locally stored events synchronize when connectivity returns. Confirm offline operation on the production firmware before relying on it for access planning.

7. NFC Access Management

Keys are enrolled separately for each doorbell. Go to Intercom → Devices and select the key icon on the appropriate doorbell card.

Enroll a key by tap

1. Click Add by tap.
2. Within 60 seconds, hold the new key against the doorbell reader.
3. Assign an owner or description (such as name or apartment) to identify it in the event log.

Manage keys

ACTION	EFFECT
Block / Unblock	Temporarily prevent or restore access without deleting the key
Edit	Change the assigned owner or description
Delete	Remove access for the key
Copy from another doorbell	Copy enrolled keys; existing keys are skipped

Advanced option: Add by UID allows manual entry of a key identifier in hexadecimal when the physical key is unavailable. Use only with a verified identifier and compatible key.

A green flash indicates an accepted key; a red flash indicates a refused or blocked key. Both events are logged. Block or delete lost keys promptly.

8. Recording, Event Log and Archive

Recording is configured on the doorbell card. The hub stores recordings and event information.

MODE	BEHAVIOR
Off	No video recording; event log and snapshots remain available
Always	Continuous recording
Calls and door openings	Clips associated with calls and door access events

Open Intercom → Events to filter by doorbell, event type and date. Entries can include a snapshot, who answered, how the door was opened and the NFC key owner. When recording is available, use Play to view the associated footage.

The doorbell camera also appears in the standard camera archive. The timeline marks call and access events; Photos shows event snapshots, and Report can generate a short clip from selected events.

Events include button presses, answered and missed calls, door openings, denied key access, key enrollment and camera fault/recovery. Notifications depend on configured access and notification settings.

9. Indicator Light

INDICATOR	MEANING
Steady green	Ready and waiting for a call
Alternating blue and green	Pairing mode or key enrollment
Slow red pulse	Connection to the hub lost
Red flash (about 2 seconds)	Access denied or call failed
Green flash (about 2 seconds)	Key accepted
Breathing blue	Calling; waiting for an answer
Steady blue	Call in progress
Steady white	Door relay active / door opening

Firmware 1.0 note: If the doorbell never connects to the hub after startup, its light may remain green. Check the actual status in the hub web interface.

10. Firmware Updates

Doorbell firmware is updated through the Monitoreal hub when an authorized user starts the update. The doorbell does not install updates automatically.

1. On the doorbell card, click Update when an update is available.
2. Review the current and offered firmware versions, then confirm.
3. Allow the doorbell to install the update and restart. Calls are unavailable during this process.
4. Confirm that the card displays the new firmware version and Online status.

An update usually takes under a minute, although the hub may wait up to three minutes for confirmation. If the new firmware fails to boot, the device is designed to revert automatically to its previous version.

11. Troubleshooting

PROBLEM	WHAT TO CHECK
Doorbell not discovered	Check power, Ethernet cable and network; use Add by IP if on another subnet. If paired to another hub, press the call button 5 times within 5 seconds to enter pairing mode.
Doorbell Offline / red pulse	Confirm hub availability, network connectivity and PoE port operation.
Doorbell Offline / green light	Check whether the device obtained network connectivity after startup; try a known-good cable or port.
Audio works but no video	Check network link quality, cabling and the camera status; update to supported firmware if needed.
Call does not reach a phone	Confirm app connectivity to the hub, user permissions and phone notification/call settings.
NFC key denied	Check that the key is enrolled on this doorbell and not blocked.
Visitor hears echo	Check firmware and contact Monitoreal support if echo cancellation is unavailable.

If a problem persists, contact support with the hub log archive and the approximate time of the issue. Where possible, collect logs before restarting the doorbell, as local diagnostic logs may be lost.

12. Environmental Ratings

Operating temperature: from -20 to +45 celsius.
Ingress protection (IP rating): IP54.
Use the doorbell only in environments permitted by its verified ratings.

13. Support

For assistance, contact Monitoreal Support: mrsupport@monitoreal.com or use the Support Request Form

MONITOREAL

Support and contacts

TECHNICAL SUPPORT FORM

Monitoreal Support

WEBSITE

monitoreal.com

See what matters.

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