

# Troubleshooting

## If I am not receiving calls/notifications from my Sûrebell?

Check, whether your notifications are enabled on the Sure App and also in device settings. Then, do check your Wi-Fi Strength. Finally, ensure that your phone is not in power saving mode.

## What can I do if the night vision feature is not functioning properly?

Ensure that IR LEDs on the device are turned on (IR LEDs are near bell button). ALS should not be covered

## How does Theft Warranty work for the Sûrebell?

To avail the theft warranty, user must be on cloud package. Then, in case of theft, please provide invoice copy and a First Information Report copy from your local police station and mail it to [support@securewithsure.com](mailto:support@securewithsure.com)

## How long does the warranty of the Sûrebell last?

Warranty for the Surebell expires exactly 12 months from the date of purchase.

# Smart Doorbell



[Quick Start Guide](#)

# Compliance

## FCC statement:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## IMPORTANT NOTE:

### Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

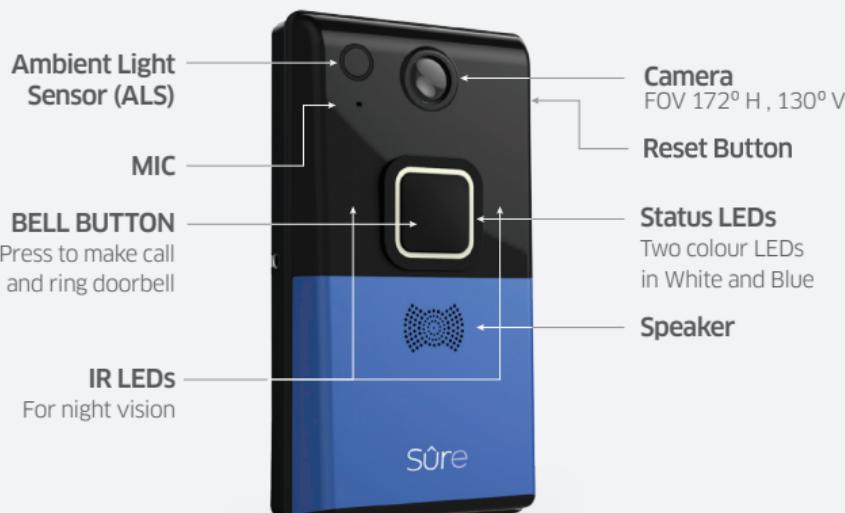
Country Code selection feature to be disabled for products marketed to the US/CANADA

# While Using Sûrebell

- You can also choose to stop notification alerts through the app if you wish not to be disturbed.
- Motion sensitivity can also be adjusted through the Sûre app.
- Furthermore, selecting Motion settings in the app will help you choose your region of interest. Drawing your own region-of-interest helps you to limit motion notifications that come for movements only within that region.
- Use the 'Manage User' option to invite family members and friends. This will allow them to use the device and receive notifications from your device.

**Please note, device once paired with chime enabled should not be used without chime. (Warranty void)**

# Know Your Device



# While Using Sûrebell

- 1 Motion detected in front of your Sûrebell will send notifications to your smart phone.
- 2 Ringing the Sûrebell will give you a call notification on your smart phone.
- 3 Sûrebell comes with IR LEDs and ambient light sensor (ALS), which is located next to the camera eye that allows the device to be used in night mode.

## App Usage

- The Sûre App is your gateway to access and use all of the Sûrebell features.
- You can view live footage from your device by choosing the Live View option in the app.

# Know Led Patterns



DEVICE BOOT UP  
(STATIC BLUE)



DEVICE READY TO USE  
(STATIC WHITE LIGHT)



DEVICE IN CALL  
(WHITE SPINNING)

ONLY WHEN ADDING A DEVICE OR CHANGING WIFI PASSWORD



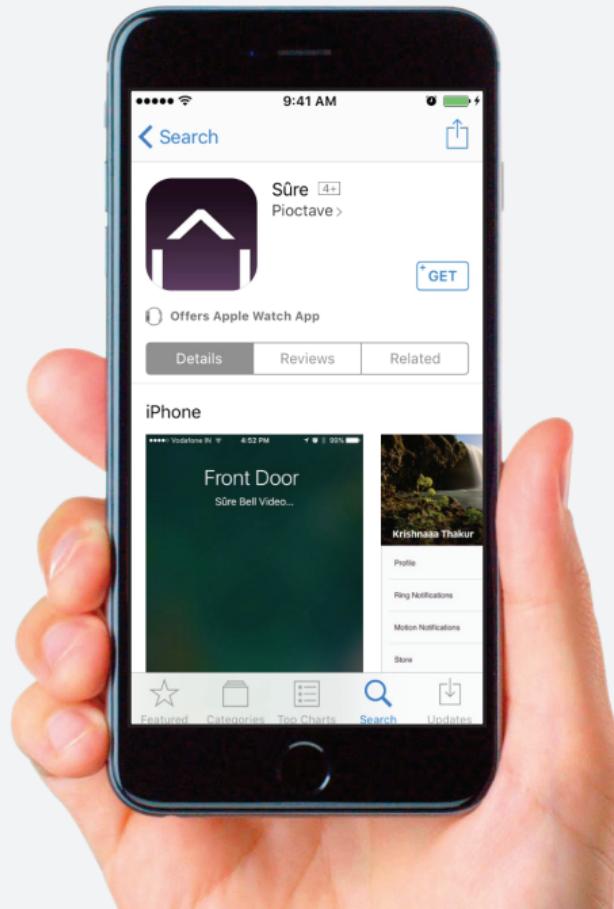
WRONG WIFI PASSWORD  
(BLINKING BLUE)



LOW WIFI SIGNAL  
(STATIC BLUE)



CONFIGURATION MODE  
(WHITE FLOWERY PATTERN)



# Before You Begin

Before you get started, we suggest you to watch installation video at [www.securewithsure.com/support/videoguides](http://www.securewithsure.com/support/videoguides)

- 1 Check for a strong WiFi connection, near the installation of your smart doorbell, or use a wifi extender.
- 2 Make sure that your package includes the Sûrebell, two small screws with silicone back cover, three mounting screws, three plastic rivets, O-ring wire and a screw driver.
- 3 Make sure that your wiring is connected to a mechanical doorbell chime with a minium voltage of 220/230/240 VAC
- 4 Do not use Surebell without chime, if installed with mechanical doorbell chime. Failing to do so will cause damage to the Sûrebell and void the warranty.
- 5 Suggestive height of installation is 3.5/4 feet to have full coverage of a tall person standing two feet away from bell.

# You're Almost There

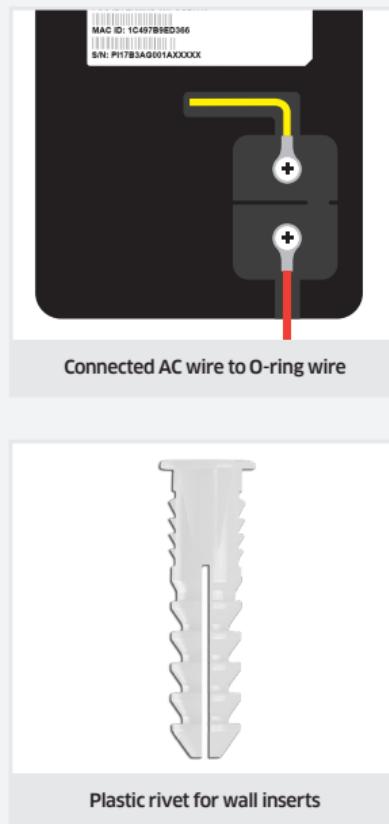
- 7 Download the Sûre App from the Play store or Itunes.



SCAN TO DOWNLOAD



- 8 Follow the Sign up process and establish the admin. Only admin can then provide access to other users.
- 9 Start by adding a new device to your account from your app, to your home Wi-Fi network. (**Log on to [www.securewithsure.com/support/videoguides](http://www.securewithsure.com/support/videoguides)**)
- 10 With Sûre app, you can now begin using your Sûrebell and all the incredible features that come along with it.



# Getting Started

Before you can start using the Sûrebell, it must be physically installed and integrated to your home network.

- 1 If, you have an existing doorbell, remove it and make sure that the two wires used to connect your doorbell button remain exposed.
- 2 Mark and drill the appropriate holes in the wall for the mounting bracket. Line the bracket against the wall where you would like to install the doorbell. Using the bracket as a guide, mark the wall with the three corresponding holes for the screws.
- 3 Remove the mounting bracket, and drill three holes slightly smaller than the wall anchors. Push in the three inside plastic rivets included in the box, use a soft face hammers if needed.
- 4 Attach the dual live wires to the O-ring wire provided. Put AC screw in Metal O-ring, connect AC wire to O-ring wire and fasten AC screws placed at the back of your Sûrebell .
- 5 Place the back panel on the wall, considering the holes and tighten the screws.
- 6 Attach the device to the installed back panel and tighten the screws on the left, top and right regions.