Doorbird App
QUICK TIP
Reset User Details

All DoorBird IP video door stations with administration access (e.g. abcdef0000) and one pre-configured app user (e.g. abcdef0001) to be able to quickly install the device and test it.

For an easy input of the data, QR codes are available on the document "Digital Passport" that are valid until the user data in the DoorBird App administration was changed.

If the DoorBird IP video door station is "online" according to the online check (https://www.doorbird.com/checkonline), but the DoorBird app displays an error message when adding the app user for the live view, 99% of the time the pre-configured app user (e.g. abcdef0001) has been changed or even removed.

This can be checked in the DoorBird App:Settings → Administration → Login → Users → Settings)

If the app user (e.g. abcdef0001) no longer exists, please create a new user, write down the username and password and then add it by entering it manually.b)

If the app user (e.g. abcdef0001) exists, but the password is different from the Digital Passport document, make a note of the new password and then add them by entering it manually.

Hint: You can use the "Share user data" function to generate a new QR code for the user. You can open the mail client to forward the information or directly generate a PDF that can be saved on the smartphone or shared via other apps.

If it is not possible to log in to the administration of the DoorBird App, although the unit is "online", we recommend a reset to factory defaults as mentioned in the following article:https://www.doorbird.com/faq#id-107