

# Seethru Pro Video Door Phone FAQ's

**1. What is minimum broadband speed required for See Thru Pro VDP to work efficiently?**

Ans: Broadband upload speed should be at least 2MBps or above and Wi-Fi router to be of 2.4GHz frequency for See Thru Pro VDP to work efficiently.

**2. What is the external storage capacity for See Thru Pro VDP?**

Ans: 8 GB and above micro SD card is supported by See Thru Pro VDP.

**3. What is the maximum storage capacity for images and videos?**

Ans: Maximum Capacity: micro SD card:1000 images and 128 videos  
Storage:100 images.

**4. My voice is not audible to another person when I am speaking through See Thru Pro App?**

Ans: While communicating through app with other person ensure hold to talk button (represented by microphone symbol in app) is pressed while speaking.  
Check uplink speed, it should be minimum 2 MBps.

**5. I am unable able to receive ring alerts on my phone?**

Ans: Please check for following tips

- a. Check Call forward latency in indoor unit. It should be ON and to be set to minimum 5 seconds
- b. Check if ring alert is ON in setting page of APP and click on synchronize time option.
- c. Check internet speed. Broadband upload speed to be at least 2MBps or above and Wi-Fi router to be of 2.4GHz frequency.
- d. Check for updated APP software on Android play store or iOS.
- e. Allow all permissions in Android and iOS while installing app.
- f. Battery saver and Data saver mode should be disabled in phone.

**6. Can I record videos on VDP?**

Ans: Yes, if you insert micro SD card, the monitor can record videos for **15 seconds** when motion is detected; if you do not insert the micro SD card, the monitor will capture only images.

When monitoring door station or CCTV, motion detection will pause until the monitoring ends.

**7. How can I transfer call to other extension?**

Ans: During call you can press (Transfer) icon to transfer the current call to other extension monitor. (Transfer) icon will be disable in monitor mode.

**8. Can I add external cameras to VDP?**

Ans: Yes. Maximum 2 Analog cameras can be added to the VDP. External cameras to be powered with separate power supply.

**9. How to eliminate Device name error?**

Ans: While adding the device, kindly ensure that device name cannot gets duplicated.

**10. What If I get only image instead of video on APP?**

Ans: In setting page check Preview mode setting, select Audio & Video (High/Low quality) instead of Audio & Picture.

**11. What if I am having issue with live feed on mobile application?**

Ans:

- a. Check the devices list by clicking on Devices in See Thru App and check whether green tick is available with device name. Green tick indicates that the device is online.
- b. Check for internet connectivity and minimum upload speed to be 2MBps.

**12. Motion detection video is not recorded in my VDP?**

Ans:

- a. Ensure motion detection setting is enabled at indoor unit.
- b. Motion detection video is recorded only if SD card is used.
- c. When monitoring door station or CCTV, motion detection will pause until the monitoring ends.

**13. What if I am getting "Poor network connection" error?**

Ans:

- a. If there is network issue "Poor network connection" error will be displayed on mobile phone and no feed will be available.
- b. Check for internet speed through speed test app. Minimum uplink speed should be 2Mbps.

**14. I am not able to connect VDP to my home Wi-Fi network.**

Ans:

- a. Check type of router. If it is a dual band router follow below procedure
- b. Open router web page.
- c. Select 2.4 GHz band setting page of router.
- d. Create guest network with proper SSID (avoid special character and spaces in SSID) and password
- e. Connect cell phone to this guest network and configure VDP to this guest network.

**15. Issue in voice mail function**

Ans:

- a. Check for memory card icon on RHS in indoor unit, if it is red and crossed, format the memory card.
- b. If you want to use voicemail function normally, you'll need to turn off "Call forwarding latency" and make sure that the VDP is in "Leaving" mode.

**16. Can I connect different Godrej model indoor unit to See Thru 7-inch VDP?**

Ans: No, you can add only same model indoor unit/outdoor unit.

**17. Is there wireless connection between indoor and outdoor unit for Wi-fi VDP?**

Ans: No, indoor and outdoor unit are connected with wire.

**18. Can I see live view in my TV monitor?**

Ans: No.