

How to configure the users for multi-tenant DoorBird models

Requirements:

- DoorBird IP Video Door Station D21x multi-tenant model (e.g. D2102V, D21DKH)

Introduction:

The DoorBird includes a configured administrator login and one user to add the device to your DoorBird App. This information is available on your Digital Passport / Quickstart Guide.

These standard settings require additional configurations. The following guide shows how to configure the DoorBird D21x series for two tenants.

Please follow these steps:

- 1) Make sure your device is online: <https://www.doorbird.com/checkonline>
- 2) Log into the administration of the DoorBird App (Settings -> Administration -> Login) with your administration login user (e.g. bbbbbb0000).
- 3) Click on “Settings” (depending on the model of your DoorBird IP Video Door Station) as shown below:



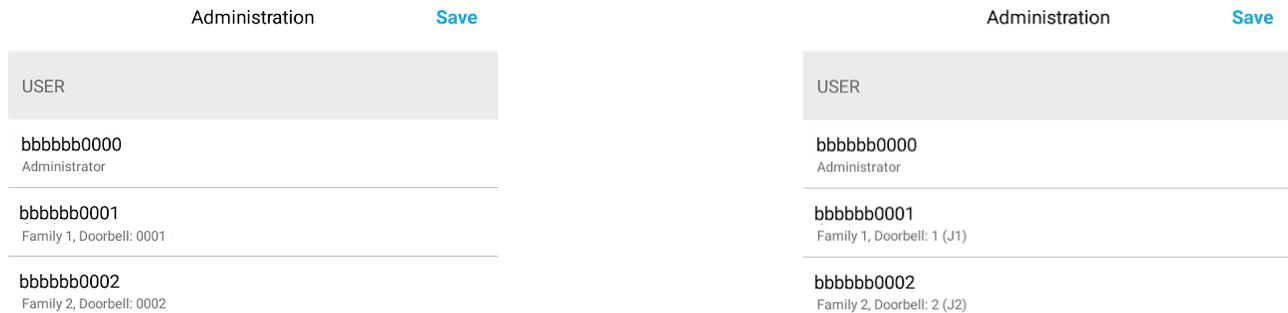
- 4) Set up your key codes (0001/0002 in the example) or buttons (J1 is the top button, J2 is the bottom button)



- 5) Back in the administration menu, click on “Add” and create as many users as you have key codes / buttons (the administration user bbbbbb0000 does not count). Then assign a key code / button to each user (“assign doorbell”).



6) When all key codes / buttons are assigned to each user, the administration menu looks as in the example below. Press the “Save” button to finalize the setup in the administration of the DoorBird App.



7) Make sure to have the credentials for your users (in this example bbbbbb0001 and bbbbbb0002) to continue the process. The “send by e-mail” function allows to send the credentials with a QR code to the desired e-mail address. This makes further process easier. Alternatively you can also write down the credentials.

8) Now press the settings symbol  on the mobile device that you wish to connect to the DoorBird and click on “Add”. Please scan the QR code from the e-mail or type in the credentials manually.

After adding the credentials, the DoorBird is ready for the use with the mobile device.

Regular case: Family 1 gets access to the DoorBird with their user details bbbbbb0001 (assigned to their key code / button) and Family 2 gets access to the DoorBird with their user details bbbbbb0002 (assigned to their key code / button).

Special case: If two key codes / buttons need to be accessed on one specific device, both credentials bbbbbb0001 and bbbbbb0002 need to be added. This is useful for installations where the same user does have both, a private apartment and business premises in the same building.

The live view with the set up example and both added users looks like this:

