

Doorbell (2K Video Doorbell)

Quick Start Guide



V1.0.0




Foreword

General

This manual introduces the functions and operations of the video doorbell (hereinafter referred to as "the Device").

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 NOTE	Provides additional information as the emphasis and supplement to the text.

Revision History

Revision Content	Release Time	Revision Content
V1.0.0	First release.	September 2023

Privacy Protection Notice

As the device user or data controller, you might collect the personal data of others such as their face, fingerprints, and license plate number. You need to be in compliance with your local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures which include but are not limited: Providing clear and visible identification to inform people of the existence of the surveillance area and provide required contact information.

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.
- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.

- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Important Safeguards and Warnings

This section introduces content covering the proper handling of the device, hazard prevention, and prevention of property damage. Read carefully before using the device, comply with the guidelines when using it.

Transportation Requirements



- Transport the device under allowed humidity and temperature conditions.
- Pack the device with packaging provided by its manufacturer or packaging of the same quality before transporting it.
- Do not place heavy stress on the device, violently vibrate or immerse it in liquid during transportation.

Storage Requirements



- Store the device under allowed humidity and temperature conditions.
- Do not place the device in a humid, dusty, extremely hot or cold site that has strong electromagnetic radiation or unstable illumination.
- Do not place heavy stress on the device, violently vibrate or immerse it in liquid during storage.

Installation Requirements




WARNING

- Strictly comply with the local electrical safety code and standards, and check whether the power supply is correct before operating the device.
- Please follow the electrical requirements to power the device.
 - ◇ When selecting the power adapter, the power supply must conform to the requirements of ES1 in IEC 62368-1 standard and be no higher than PS2. Please note that the power supply requirements are subject to the device label.
 - ◇ We recommend using the power adapter provided with the device.
- Do not connect the device to two or more kinds of power supplies, unless otherwise specified, to avoid damage to the device.
- The device must be installed in a location that only professionals can access, to avoid the risk of non-professionals becoming injured from accessing the area while the device is working. Professionals must have full knowledge of the safeguards and warnings of using the device.



- Do not place heavy stress on the device, violently vibrate or immerse it in liquid during installation.
- An emergency disconnect device must be installed during installation and wiring at a readily accessible location for emergency power cut-off.

- We recommend you use the device with a lightning protection device for stronger protection against lightning. For outdoor scenarios, strictly comply with the lightning protection regulations.
- Ground the function earthing portion  of the device to improve its reliability (certain models are not equipped with earthing holes). The device is a class I electrical appliance. Make sure that the power supply of the device is connected to a power socket with protective earthing.
- The dome cover is an optical component. Do not directly touch or wipe the surface of the cover during installation.

Operation Requirements



- The cover must not be opened while the device is powered on.
- Do not touch the heat dissipation component of the device to avoid the risk of getting burnt.



- Use the device under allowed humidity and temperature conditions.
- Do not aim the device at strong light sources (such as lamplight, and sunlight) when focusing it, to avoid reducing the lifespan of the CMOS sensor, and causing overbrightness and flickering.
- When using a laser beam device, avoid exposing the device surface to laser beam radiation.
- Prevent liquid from flowing into the device to avoid damage to its internal components.
- Protect indoor devices from rain and dampness to avoid electric shocks and fires breaking out.
- Do not block the ventilation opening near the device to avoid heat accumulation.
- Protect the line cord and wires from being walked on or squeezed particularly at plugs, power sockets, and the point where they exit from the device.
- Do not directly touch the photosensitive CMOS. Use an air blower to clean the dust or dirt on the lens.
- The dome cover is an optical component. Do not directly touch or wipe the surface of the cover when using it.
- There might be a risk of electrostatic discharge on the dome cover. Power off the device when installing the cover after the camera finishes adjustment. Do not directly touch the cover and make sure the cover is not exposed to other equipment or human bodies
- Strengthen the protection of the network, device data and personal information. All necessary safety measures to ensure the network security of the device must be taken, such as using strong passwords, regularly changing your password, updating firmware to the latest version, and isolating computer networks. For the IPC firmware of some previous versions, the ONVIF password will not be automatically synchronized after the main password of the system has been changed. You need to update the firmware or change the password manually.

Maintenance Requirements



- Strictly follow the instructions to disassemble the device. Non-professionals dismantling the device can result in it leaking water or producing poor quality images. For a device that is required to be disassembled before use, make sure the seal ring is flat and in the seal groove when putting the cover back on. When you find condensed water forming on the lens or the desiccant becomes green after you disassembled the device, contact after-sales service to replace the desiccant. Desiccants might not be provided depending on the actual model.


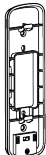


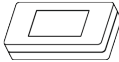

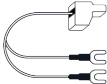
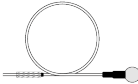


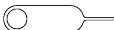


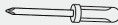

- Use the accessories suggested by the manufacturer. Installation and maintenance must be performed by qualified professionals.
- Do not directly touch the photosensitive CMOS. Use an air blower to clean the dust or dirt on the lens. When it is necessary to clean the device, slightly wet a soft cloth with alcohol, and gently wipe away the dirt.
- Clean the device body with a soft dry cloth. If there are any stubborn stains, clean them away with a soft cloth dipped in a neutral detergent, and then wipe the surface dry. Do not use volatile solvents such as ethyl alcohol, benzene, diluent, or abrasive detergents on the device to avoid damaging the coating and degrading the performance of the device.
- The dome cover is an optical component. When it is contaminated with dust, grease, or fingerprints, use degreasing cotton moistened with a little ether or a clean soft cloth dipped in water to gently wipe it clean. An air gun is useful for blowing dust away.
- It is normal for a camera made of stainless steel to develop rust on its surface after being used in a strong corrosive environment (such as the seaside, and chemical plants). Use an abrasive soft cloth moistened with a little acid solution (vinegar is recommended) to gently wipe it away. Afterwards, wipe it dry.

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1 Package Contents

Figure 1-1 Packing list

				
Doorbell x1	Mounting Bracket x1	Angled Bracket x1 (15° horizontally)	Angled Bracket x1 (5° vertically)	Chime Kit x1
				
Wire Nuts x3	Wire Harness x2	Extension Wires x2	Wall Anchors x2	Mounting Screws x2
			Tools Required	
Pin x1	15/64" Drill Bit x1	Micro SD card (pre-inserted)	 Philips-head Screwdriver	
			 Drill	

2 Overview

Figure 2-1 Overview

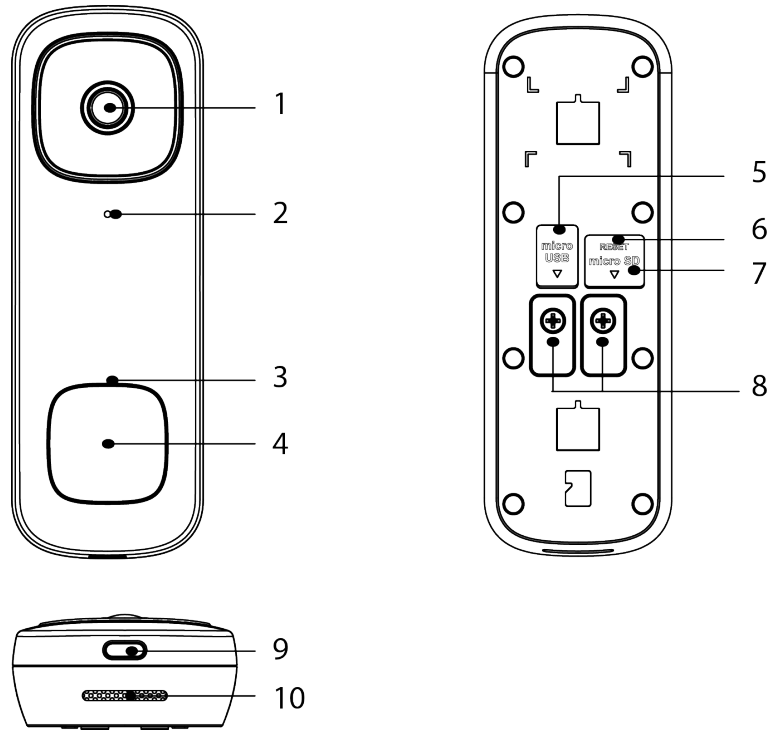


Table 2-1 Doorbell description

No.	Name	No.	Name
1	Lens	6	Reset
2	Microphone	7	Micro SD Card Slot
3	LED Indicator	8	Power Ports
4	Call Button	9	Night Light
5	Micro USB Port	10	Speaker


Table 2-2 Indicator light pattern

LED Status	Device Status
Solid red	Resetting to factory default
Solid blue	<ul style="list-style-type: none"> Starting/Restarting Device online
Slowly flashing blue	Enabling hotspot
Fast flashing blue	Configuring network
Flashing red and blue	Updating firmware
Slowly flashing red	Wi-Fi connection failed
Spinning blue	Call in progress for the doorbell

3 Operating with DMSS App

Procedure

Step 1 Search **DMSS** from Google Play or App Store, download it, and then install the app.

Step 2 On your mobile phone, tap .

For first-time use, you need to create an account, and then login.

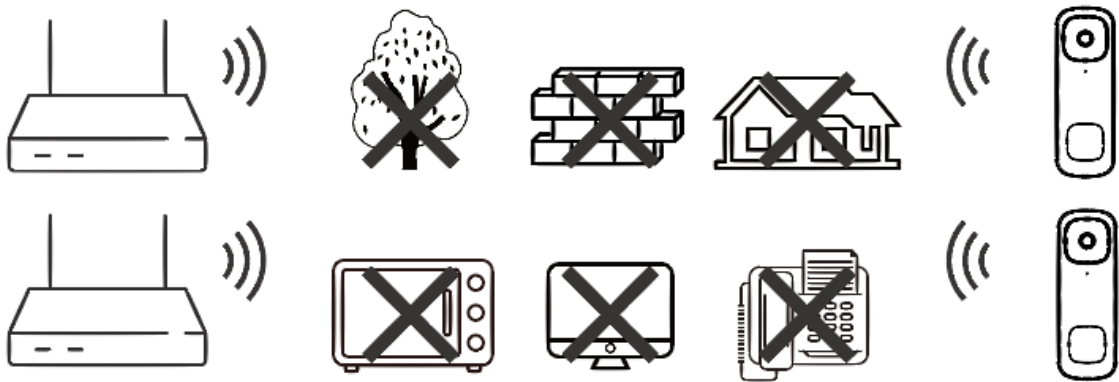
Step 3 Add the device.

1. Tap **+** button on the upper-right corner of the DMSS home page to scan the QR code on the camera. If your DMSS fails to scan the QR code, tap **Manually enter SN**.
2. Tap **Next** once the indicator light on the device flashed a slow blue light.



To ensure the best possible wireless performance, make sure that there are no obstacles and electromagnetic interference between the device and the router.

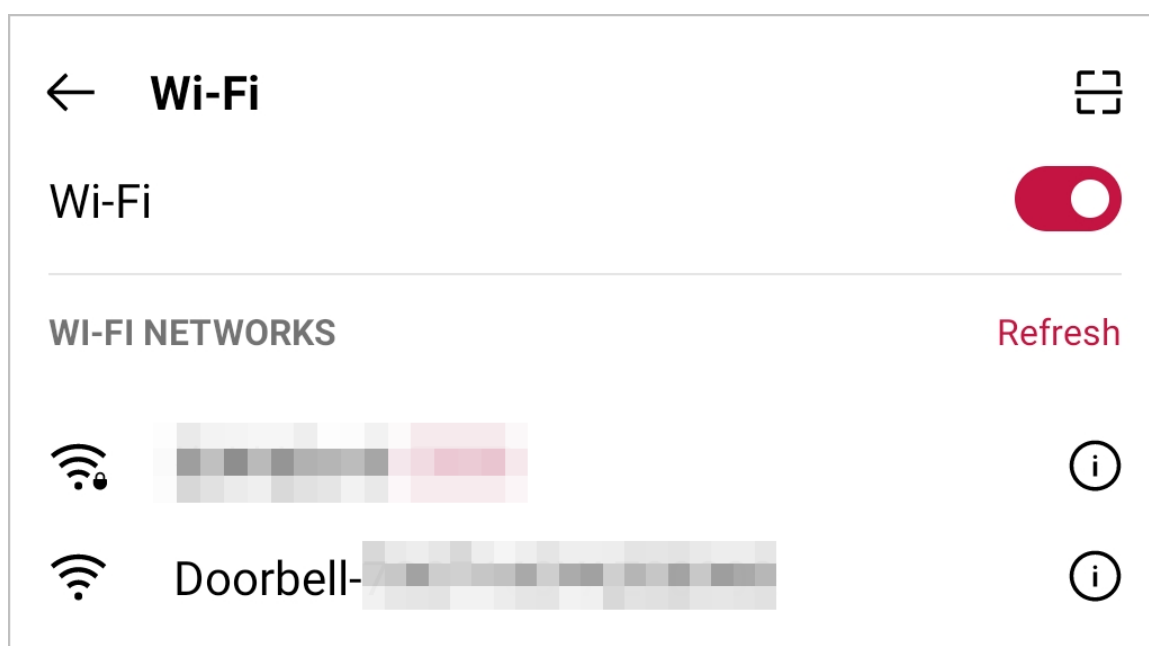
Figure 3-1 Obstacles and electromagnetic interference



Step 4 Configure the device.

1. Connect the device hotspot labeled Doorbell-xxxxxxx.

Figure 3-2 Connect device hotspot



- Enable GPS/Location for DMSS, otherwise the configuration might fail.
 - If the app displays device hotspot directly, tap **Join**.
2. Initialize the video doorbell. Create a security password for the device and then tap **Next**.
 3. Select your Wi-Fi network from the SSID list and enter the password.
 4. Create a device name and then set the time zone.
 5. (Optional) Select chime type and then tap **Save**.

Figure 3-3 Chime link

<Chime LinkSkip

Third-party Chime

One doorbell can only be linked with one third-party chime.

Mechanical chime

Electronic chime

Wi-Fi Chime

No DS11 device added. Please add.

Save



If the doorbell is not connected to any chime, skip this step. Otherwise the video doorbell might not work properly.

Step 5 Connect to the platform.

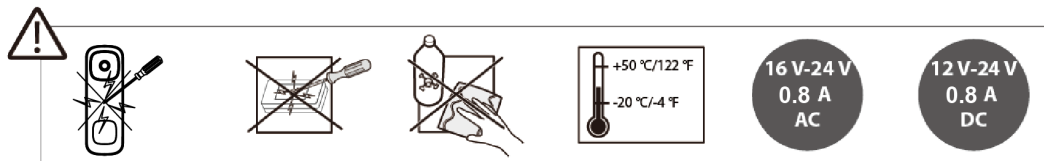
4 Installing the Chime Kit

Prerequisites



The chime kit is used to regulate power to your existing chime so that your doorbell will function properly. Before getting started, turn off the power at the breaker, and make sure that no power is going to your doorbell system.

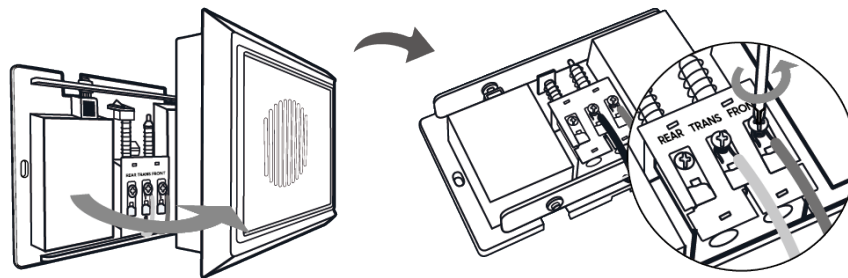
Figure 4-1 Attention before installation



Procedure

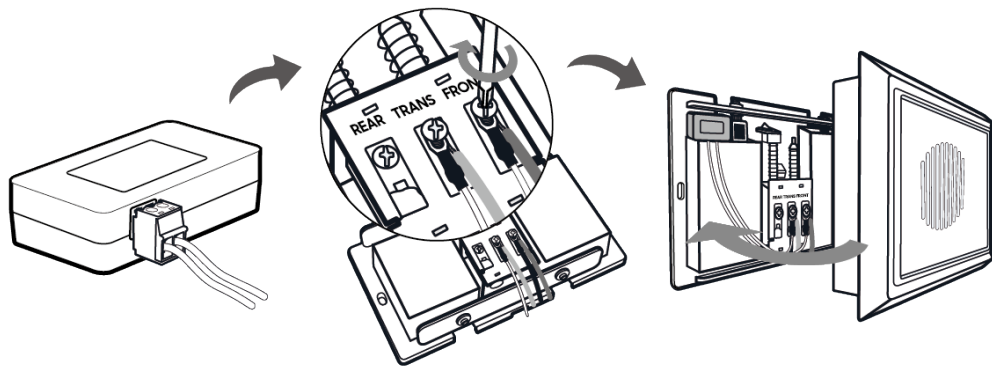
- Step 1 Remove the cover of your existing chime box, and then find terminals labeled **FRONT** and **TRANS**. The chime kit might look different depending on the chime type.
- Step 2 Loosen the **FRONT** and **TRANS** terminal screws. If there are no markings, simply loosen the two terminals where wires are attached. Make sure not to detach any connected wiring.

Figure 4-2 Install the chime (1)



- Step 3 Connect the wire harness to the chime kit.
- Step 4 Connect either wire from the chime kit to the **FRONT** terminal, then connect the other wire to the **TRANS** terminal. Tighten the screws. Make sure the existing wires are attached.
- Step 5 It is recommended to attach the chime kit to the inside of the chime with the adhesive provided. Make sure that the kit and its connected wires do not interfere with the chime's operation.
- Step 6 Replace the chime cover.

Figure 4-3 Install the chime (2)



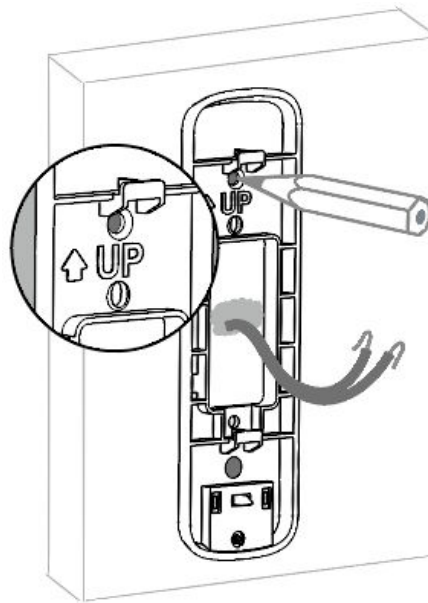
5 Installing the Video Doorbell

Procedure

Step 1 Mark mounting holes.

Place the mounting bracket on a flat surface and then carefully arrange the wiring of your existing doorbell. Mark the screw holes according to the mounting bracket. Make sure to follow the **UP**.

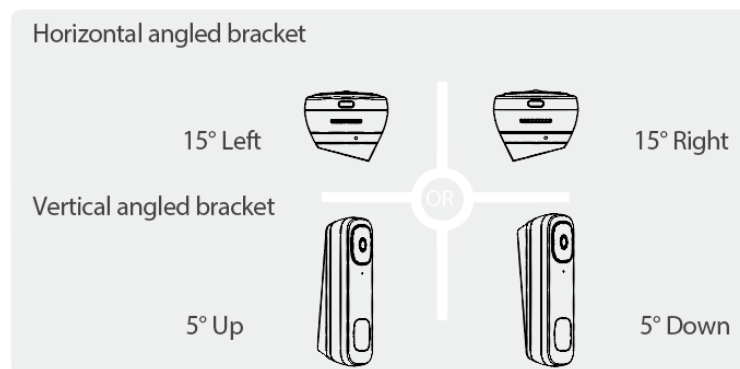
Figure 5-1 Mark mounting holes



Step 2 (Optional) Attach the angled bracket to the mounting bracket.

Attach one of the angled mounting wedges to the mounting bracket if you want to adjust the angle of your doorbell for a better view.

Figure 5-2 Horizontal angled bracket

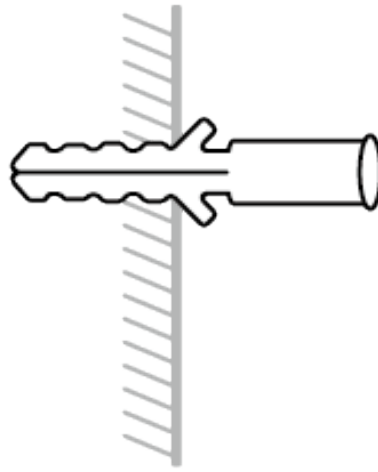


Step 3 (Optional) Install wall anchors.

If installing on stucco, brick, or concrete, use the provided drill bit to drill the marked holes, and then insert the included wall anchors.

For wood, drywall or a soft surface, skip this step.

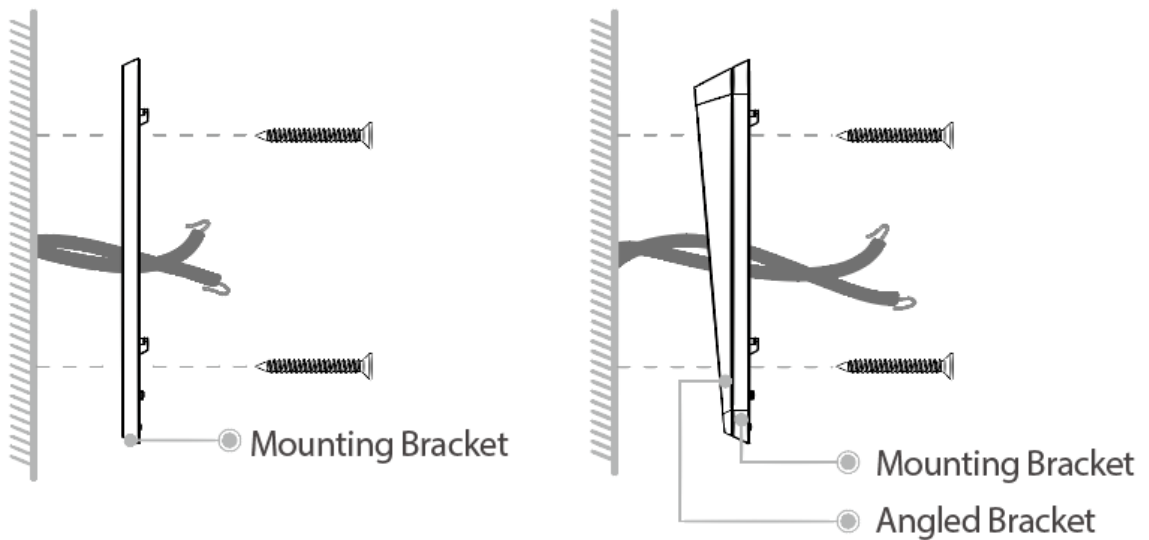
Figure 5-3 Install wall anchors



Step 4 Secure the mounting bracket.

Route the doorbell wires through the hole on the mounting bracket, then secure the bracket to the mounting surface with a Philips-head screwdriver and supplied mounting screws.

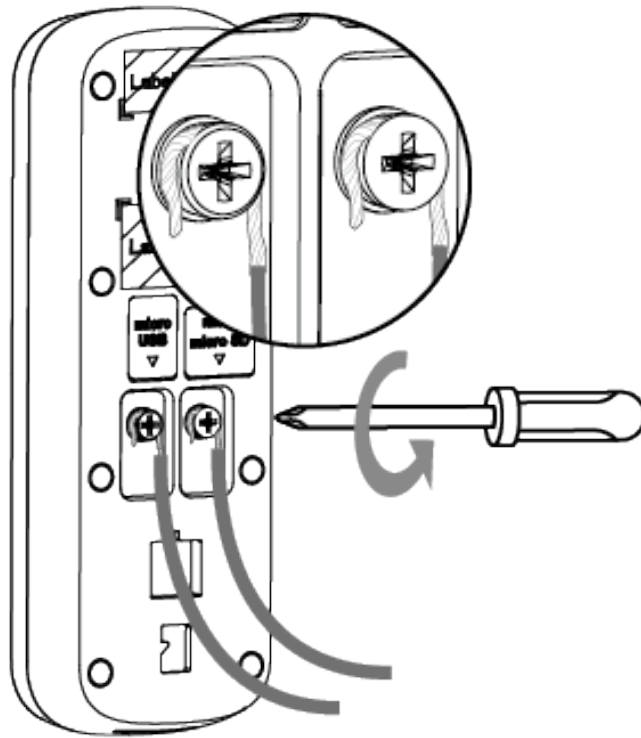
Figure 5-4 Secure the mounting bracket



Step 5 Connect wires.

1. Loosen the power port screws of the doorbell.
2. Loop the existing wires underneath the screws. Either wire can connect to either screw.
3. Tighten the screws to secure the power wires.

Figure 5-5 Connect wires



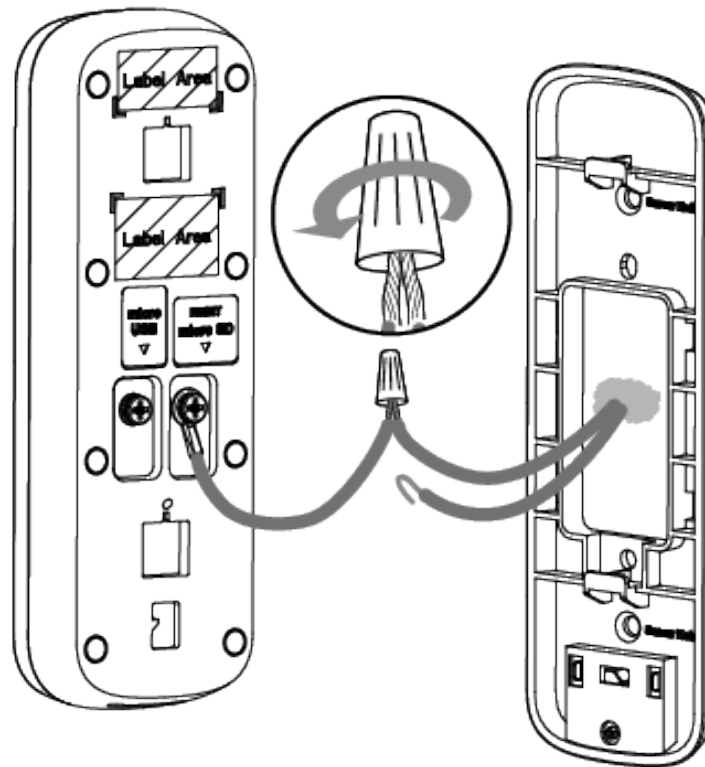
Step 6 (Optional) Apply extension wires.

1. For existing wires that are too short, remove the power port screws completely, and then attach the wire nut to the extension wires, and turn to tighten the nut.
2. Align the ends of the existing wire and the extension wire.
3. Place the wire nut over the exposed wires and twist the wire nut clockwise to tighten it. Pull on the wires slightly to make sure that they are properly fastened inside the wire nut.



Ensure there is enough space to fit the wires and wire nuts into the hole in your wall.

Figure 5-6 Apply extension wires

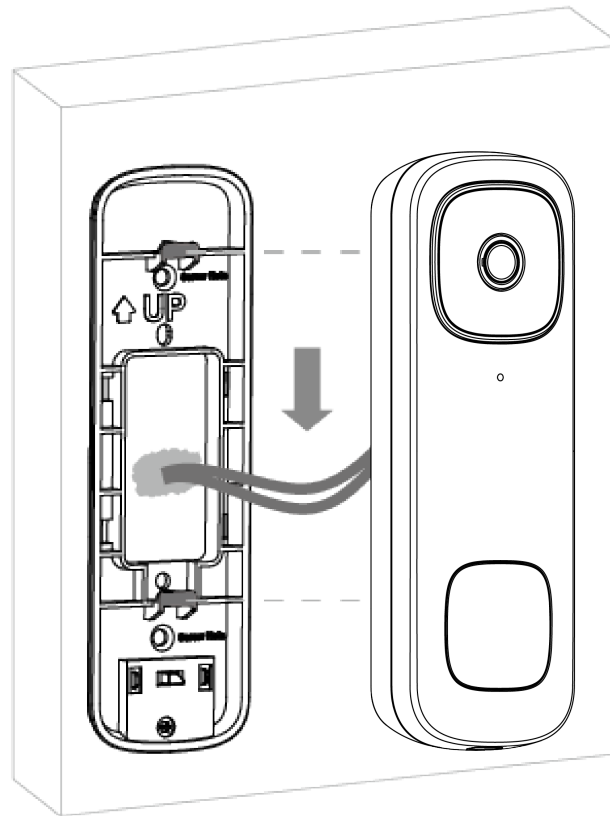


Step 7 Mount the doorbell.

Push the wiring back into the wall, place the doorbell onto the two tabs of the mounting bracket, and then slide it down to secure the device. A click sound indicates that it is locked.

Your doorbell is now ready to be used. Turn on the power at the breaker.

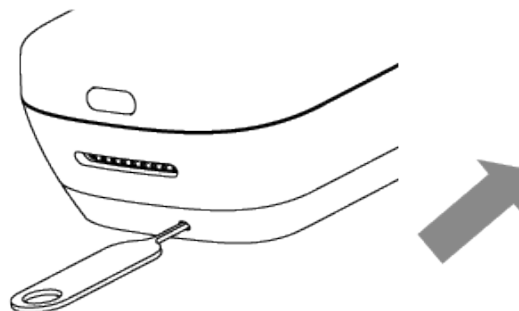
Figure 5-7 Mount the doorbell



To detach the doorbell from the mounting bracket:

1. Insert the supplied pin into the hole at the bottom of the bracket until it reaches the inner buckle.
2. Slide the doorbell up and remove it from the bracket.

Figure 5-8 Detach the doorbell



6 Frequently Asked Questions

Q1: Does the video doorbell support 5GHz?

Yes. The video doorbell can be connected to both 2.4GHz and 5GHz Wi-Fi network.

Q2: Why is the video doorbell not turning on?

- Make sure the breaker is turned on, and wait about 5 minutes for the doorbell to fully power on.
- Make sure the power source that supplies the video doorbell is 16 VAC to 24 VAC or 12 VDC to 24 VDC. Check if the voltage is printed on your doorbell transformer or use a multimeter to test the voltage.
- When connecting the video doorbell with a USB power cable (not included), ensure the USB cable is connected to a 5 V, 2 A USB power adapter (not included).

Q3: How to reset the video doorbell to its factory defaults?

1. Pull back the Reset/Micro SD card slot cover at the back of the video doorbell.
2. Use the supplied pin and insert it into the hole labeled **RESET**. Wait until you hear the voice prompt: "Device is undergoing hard reset", then release the pin. After one minute, the video doorbell flashes a slow blue light, indicating the video doorbell is ready to be set up.

Q4: Why can't I set the network for the video doorbell successfully?

Make sure the video doorbell flashes a slow blue light, then you can find the "Doorbell_xxx" hotspot in **Settings** > **WLAN** on your phone.

Q5: Why is the video doorbell offline?

Check if the LED indicator is solid blue.

- If the light is solid blue, then check if the Wi-Fi router is connected to the network.
- If not, reset the video doorbell and reconnect to the network. Make sure the selected Wi-Fi signal is strong.

Q6: Why can't I connect device hotspot?

Make sure the DMSS has **Location** and **WLAN** permission. If the phone cannot connect automatically to the hotspot, check the phone's WLAN settings and connect the device hotspot manually.



Keep your phone connected to the hotspot all the time to connect the hotspot network successfully.

Q7: Why is the third party chime box not working?

- Select the correct chime box in DMSS. You can modify the setting at any time in **Device Details** > **Chime Link**.
- Make sure the chime kit is wired correctly.
- Allow the video doorbell to power on for 5 minutes before testing the chime.