Frequently Asked Questions

1 Can I share with family and friends?

Yes, you can share your cameras with family and friends who will have access to view the camera and control your bulbs, plugs, and other devices. In the app, press the Profile button and click on the "Home Management" button, and you will be able to give or revoke sharing permissions. In order to share, the other user should already have downloaded the app and registered a new account.

2 What's the Wireless Range?

The range of your home Wi-Fi is heavily dependent on your home router and the conditions of the room. Check with your router specifications for exact range data.

3 The device appears offline or unreachable?

Make sure your Wi-Fi router is online and in range.
Make sure you have the latest app functionality by clicking "Check for firmware update" in your device settings.

4 Cannot connect to your Wi-Fi network.

Make sure you entered the correct Wi-Fi password during the Wi-Fi setup. Check whether there are any Internet connection problems. If the Wi-Fi signal is too weak, reset your Wi-Fi router and try again.

5 How many cameras can I control?

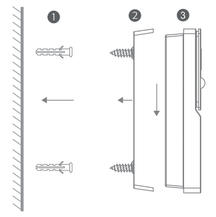
TuyaSmart app can control an unlimited amount of devices in an unlimited amount of locations. Your router may have a limit of how many devices can be connected to one router.

6 Is the process same when I add the device through wifi or network cable?

Yes, they have same process, you can use forth step to add device.

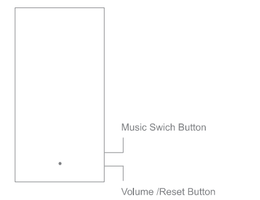
Description of assembly steps

1、Hammer expansion bolt into wall body as per the hole position of locating sticker;
2、Use a screw to fix the back plate;
3、Put the doorbell to buckle it on the back plate to complete installation;



How to pair the doorbell with the loud speaker ?

Please power up the loud speaker.
Press the Reset Button for several seconds until device starts to dingdingdingdingdong, at the time, the lamp flashing slowly and the device enters the pairing state.
Press the doorbell button to pair，the loud speaker starts to dingdong and pilot lamp off，the device paired successfully.



Technical Specifications

Doorbell

- Operating temperature -20℃ ~ 50℃, Operating humidity 10%~95% No condensation

  Notice:
  The maximum normal condition operating temperature is defined as +50°C except battery charging condition, The maximum battery charger temperature is defined as 44°C.

- Frequency Range：2.412~2.462GHz，RF EIRP：17.5 dBm
- Power：General 5V Direct Current 1A，symbol ⎓ means direct current

Chime

- Operating Temperature -10℃ to 50℃；Operating Humidity <90% at 40℃
- Communication：RF 433MHz
- Power :100-240V~50/60Hz，Symbol ~ means alternating current
- Indoor use，bathroom excluded；Symbol means for indoor use only
- Symbol means Class II product-Double Insulated -No earth required

warning

Federal Communications Commission (FCC) Declaration of Conformity

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.
Note: 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 or more 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.
Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled rated environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Declaration Of Conformity European Notice

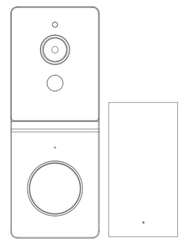
Hereby, Ningbo Lingzhu Technology CO., Ltd. declares that this product is in compliance with essential requirements and other relevant provisions of Directive 2014/53/EU,2011/65/EU.

This product must not be disposed of as normal household waste, in accordance with EU directive for waste electrical and electronic equipment (WEEE- 2012/19/EU). Instead，it should be disposed of by returning it to the point of sale, or to a municipal recycling collection point.

The device could be used with a separation distance of 20cm to the human body.

- Never used the appliance and its battery in extreme conditions (high or low extreme temperatures, high altitude…) during use, storage or transportation.
- Warning: Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.
- Never damage the appliance and its battery.
- Never short circuit the battery.
- For pluggable equipment，the socket-outlet shall be installed near the equipment and shall be easily accessible.

Smart Battery Doorbell



Please read the manual carefully before use

Product description

Packing list

Set 1: Video doorbell + Ding Dong

- Video doorbell×1
- Dingdong machine×1
- Screw pack×1
- Synopsis×1
- Disassemble the needle×1
- Power cord×1
- Positioning hole labels *1

Screws Bag

Mounting Screws+2pcs: Use two to mount the Bracket on the wall.
Wall Anchors+2pcs: (Optional) Push two anchors in the holes you drilled in the wall when installing on concrete, stucco, or brick, you should.

Doorbell Status

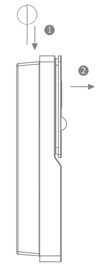
Green Light
Solid —— Charging
OFF —— Charging Completed
Quickly Blinks —— Charging Abnormal

Red Light
Solid— Network connection failure
Slowly Blinks—Equipment failure
Red light and blue light quickly blinks— OTA Upgrading

Blue Light
Solid—Network connection successful/Doorbell call
OFF—Normal standby
Flashes 3 times—Doorbell wake up
Slowly Blinks—Waiting configuration

Disassembling the doorbell charging instructions

1. Insert the disassembly needle into the hole and press down firmly; as shown ❶.
2. Pull out the doorbell forward; as shown ❷.
3. Plug in the USB cable to charge.



Basic Operations

Power on：Toggle the switch button to on
Power off：Toggle the switch button to off
Reset：Long Press **"Reset"** for 5 seconds

Connect network mode switching:
1、Long press"Doorbell Button"for 5 seconds to mode switching

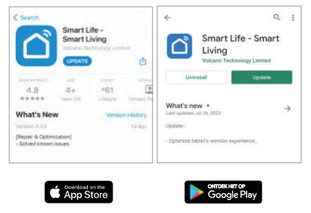
Connect network prompt tone:
1、Prompt tone 1：Please connect the router
2、Prompt tone 2：Please connect the base station(If you do not purchase a base station，can be ignored)

Leave the message prompt tone:
1、Please press the button to leave the message

Get Ready

- Know your Wi-Fi network and password
- Make sure your mobile device is running iOS® 11 or higher or Android™ 6.0+ or higher
- Make sure you're connecting to a 2.4GHz Wi-Fi network (It can't connect to 5GHz networks)

1 Download the SmartLife app from App Store or Google Play.



Download on the App Store　GET IT ON Google Play

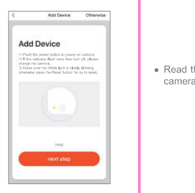
2 Register an account on your TuyaSmart app

STEP 1.
Enter your mobile phone number or email address.

STEP 2.
Enter the verification code and create a password.

3 Add device

- Open TuyaSmart APP, click "+" on the top right corner of the page "HOME", then select "Smart Doorbell".
- Make sure the indicator light on the device is white slowly flashing, then press "Next Step".



- Enter your "Wi-Fi network and password", click "OK".

- Read the instruction about "Scan with the camera", click "Continue".

- Scan the QR Code on your phone with camera，Heard a prompt tone，click "Heard the beep".

- When the indicator light on the device turns from flashing blue light to steady light, the network configuration is complete.

*Please refer to the specific APP interface if there are any difference..