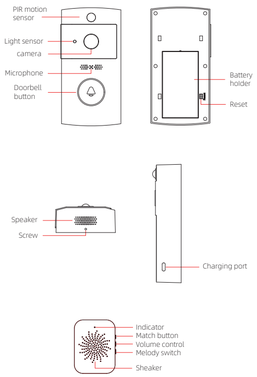
单页70x130mm

SMART DOORBELL

XW160-U9 User Manual

Product Introduction



Product Functions

Visual call: When someone rings the doorbell, the mobile phone with the doorbell bound will receive a push notification from the APP, you can answer it by video call with visitors. Maximun Talking time 5 minutes.
Real time picture: The device is connected to WiFi for a long time with low power consumption, you can wake it up remotely at any time, anywhere, and views the real-time picture.
It is both a doorbell and also a monitor. This function is enabled by default.
Power saving mode: When the doorbell is in the power saving mode, if there is no operation within 30 seconds, the doorbell will automatically turned off to save power.
Purpose: To prolong the service time of the device. In this mode, real-time screen viewing is not available, and APP push will be delayed accordingly. When the battery power is lower than 10% (including 10%), the power saving mode will be forced on. Please Charge the device quickly. You can also actively turn off the real-time screen mode in the APP and switch to power saving mode.
Night vision function: When the light is insufficient, the doorbell can automatically conduct infrared light compensation imaging, infrared light compensation function is on by default.
It can be turned on and off in APP settings.
Motion sensing: This product can detect the movement of human body within the detection range of infrared sensor, and automatically take pictures.The photos will be pushed to the bound mobile client. This function is turned off by default and can be turned on in APP settings
Sensitivity level and push interval can also be set in APP.
Device sharing: Share the doorbell to others in the APP, and the shared person needs to download the APP to verify login.
(Note: It can be shared with up to 9 friends, but only one person can answer at a time)
Low power& Charging: Cellphone will receive a notification when device is low power. Red indicator lights on while charging, and lights off after fully charged.

Download the user manual through scanning the QR code before using the product.

(User Manual)

How to Use the Doorbell

1. Scan the QR code below and select proper system(iOS/android) to download app.

2.Register and log in : you can register an account with email address or you can log in by guest account. Guest account is able to use all functions of the app, but device will delete all guest info after device is reset.

3.Click "+" button on upper right corner, follow app instructions to add device and combine with your cellphone.

4. Binding device : this Doorbell doesnot support 5G Wi-Fi channel！Be sure to select the 2.4G Wi-Fi channel and start binding device.
5G Wi-Fi of dual channel router usually has "-5g" mark after the name. Remember NOT to select this Wi-Fi for device binding.

For example:

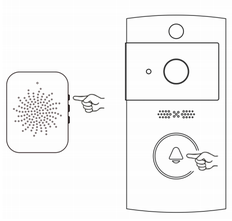
NAXCLOW_2.4G　Correct channel
NAXCLOW_5G　Wrong channel

5. Working logic of doorbell push: press the doorbell after binding, the app will receive the message push, select "reject" or hang up after answering, the doorbell will enter the shutdown state, which can trigger the doorbell to send messages to the mobile phone again.

Warnings :

- Please turn on Bluetooth, WiFi and allow all permissions of the app.
- Please use this product in an environment with good Wi Fi signal and try not to stick it on the metal door.
- This product does not support 5g Wifi.
- Before installing the doorbell, please conduct normal function test at the position to be installed to ensure that the product works properly. Remove the lens protective film after installation.

Pairing Doorbell&DingDong



1. Plug Dingdong in power souce.
2. Long press Dingdong match button for 2 seconds, indicator light on suggesting enters pairing mode.
3. Press doorbell button once, 2 devices will pair with each other, after paired successfully, indicator lights off.

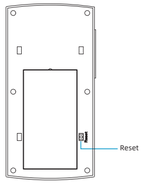
Warnings :

1. During pairing, 2 devices should be as close as possible.
2. Make sure the doorbell is fully charged.
3. After pairing, the indicator light will automatically turn off.
4. If you don't ring the doorbell within ten seconds, the dingdong indicator will go out automatically.
5. If pairing fails or re pairing is required, please repeat the pairing process.

Reset&Restore factory settings

Reset: press and hold the doorbell key for 10 seconds until the doorbell sounds "reset succeeded".

Restore factory settings: in case of equipment crash or other factors, remove the doorbell and press the black button in the doorbell reset pin hole.



Backside of doorbell

Common problems and solutions

1. Cannot receive verification code when account registration
Check if your cell phone number or email account is entered correctly.
2. Device networking failure or networking timeout
1.This product does not support 5G Wi-Fi, only 2.4G Wi-fi for networking (please do not choose 5G Wi-Fi name will be marked 5G).
2.Please check if the Wi-Fi password is entered correctly.
3.Please allow all permissions of the APP, including Bluetooth, Wi-Fi and location services, etc.
4.Please restart the router and cell phone to try again.
3. Device binding failed
If the APP binding failure screen shows the device ID and prompts: "please unbind and try again", please take a screenshot and contact the merchant to deal with it.
4. The first step of adding APP can not connect to Bluetooth
1.Please restart your phone Bluetooth or try after restarting your phone.
2.APP uninstall and reinstall.
3.The above methods are not possible, please contact the merchant.
5. APP is in the background or the message is not pushed
1.Check the push settings:
Apple phone: In the phone system settings-notification-core mobile home, open all the allowed notifications inside, including screen unlock notification, notification center and banner.
Huawei phone: In the phone system settings - notification and status bar - core mobile home, open all the allowed notifications, including screen unlock notifications and banners.
Samsung cell phone: In the phone system settings - notifications - APP notifications - Core Mobile Home, open all the allowed notifications, including screen unlock notifications and banners.
2.After pressing the doorbell, if the APP does not perform any operation, the doorbell will not push information to the phone within 30 seconds after pressing the doorbell to prevent someone from maliciously pressing the doorbell.
3.Check whether the doorbell is reset, if the bell prompts the network failure, the device may be reset, ask the administrator to re-bind (the first bound account is the administrator).
4.Check whether the push of APP device settings have opened "APP push".
5.If the above conditions are still not pushed, please restart the phone, if it still does not work after restart, please contact the merchant.
6. Severe delay in ringing and pushing
This is caused by unstable Wi-Fi network, you can try to restart the router or phone to test again.

7. Prompt networking failure after doorbell binding
1.Check whether the doorbell is too far from the router or installed on metal doors and load-bearing walls, the above may lead to weak and unstable Wi-Fi signal, you can take the doorbell to the router around to test whether it can work properly.
2.Please check whether the doorbell has been reset, it is recommended that the administrator rebind once (the first binding account is the administrator).
8. Connect the video without displaying the image, showing network connection failure
Check the arrival record, if there are captured photos, try to restart the router or phone, the problem is caused by network instability.
9. Unable to connect to the video, showing that it was answered by another user or timeout
1. After ringing the bell, it takes 30 seconds to answer the video, otherwise it will time out.
2. Check whether the doorbell has been shared with family members and then answered by them.
3. Check whether the operation is too frequent, the system thinks someone malicious ringing, temporarily close the answer window, you can wait a while to try.
10. Video and image blurring
1. Check whether the lens is not torn off.
2. Check whether the camera is stained, you can use a cloth to wipe.
11. Video and captured pictures rendered in black and white
This product has an automatic night vision function, which will automatically turn on when the light is poor. When the night vision function is turned on, the screen is black and white.
12. No response or ringing tone when ringing the doorbell
1.Please check whether the doorbell is out of power, it is recommended to try after charging for a period of time.
2.Check the phone after pressing the bell, if there is a push, the speaker may be damaged. No response after charging, , please contact the merchant.
13. No sound on the phone during intercom
1. Please check if the phone volume is turned to maximum, or you can restart the phone to try again.
2. Try changing your phone and if there is still no sound, please contact the merchant.
3. Check if the mic hole above the camera is sealed by the lens film. You can tear off the lens film and retest it.

Precautions for using Dingdong

1. The communication distance between the doorbell and the Dingdong machine is usually about 15-20 meters away from a wall (20cm thick). Exceeding this distance will cause the Dingdong machine to be unable to receive signals.
2. Try not to install the doorbell on a metal door or load-bearing wall, as the metal Will block the signal. If the load-bearing wall is too thick, it will block the signal. Try not to have large electrical appliances between the doorbell and the Dingdong machine, as all of the above may cause the Dingdong machine to not receive the signal.

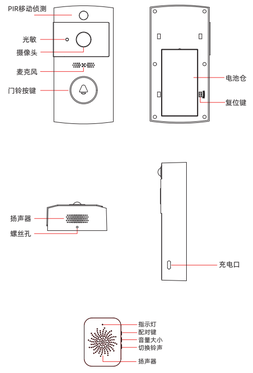
What to do if the Dingdong doesn't work

1. Place the doorbell and Dingdong machine within 1 meter for testing to see if the Dingdong machine will sound. If it does, it indicates that the equipment is normal. Please check if the installation location of the doorbell exceeds the distance or is caused by metal doors and load-bearing walls.
2. Pair the doorbell with the Dingdong machine again, but it still doesn't sound after pairing. Please contact the merchant to return it.
3. There may be signal interference. You can try again in one or two hours. If it still doesn't work, please contact the merchant to return it.
4. If all the usage conditions are met and still do not work, please contact the merchant for a refund.
5. The Dingdong machine will automatically sound, and there may be interference from the same frequency signal in the accessories. You can pair and test again.

XW160-U9

可视门铃说明书

产品介绍



产品功能介绍

可视通话： 当有人按门铃时，已绑定门铃的手机将会收到来自APP的推送通知，可与来访者视频通话，单次通话时长不超过5分钟。
实时画面： 设备低功耗长连WiFi，随时随地远程唤醒，查看实时画面，既是门铃，也是监控，该功能默认开启。
省电模式： 门铃在省电模式下，30秒内无操作，门铃将自动关机以达到省电目的，延长设备使用时间。该模式下不能进行实时画面查看，收到APP推送的时间可能会延长。当设备电量在低于10%（含）时会强制开启省电模式，请尽快给设备充电。也可以主动在APP中关闭实时画面，开启省电模式。
夜视功能： 当光线不足时，门铃光敏自动识别并进行红外补光成像。
红外补光功能默认开启，可在APP设置中关闭。
移动侦测： 本产品能够在红外传感器检测范围内侦测物体的移动变化，并拍摄照片推送到已绑定的手机客户端。该功能默认关闭，可在APP设置中开启，灵敏度等级及推送时间间隔亦可在APP设置。（注意避开红外干扰）
设备共享： 在 APP中将门铃共享给其他人观看，被共享者需下载APP 验证登录。（注：最多可分享给9个好友使用，但同一时间只能一个人接听）
低电量与充电： 当电池电量较低时，门铃会发送低电量提醒到绑定的客户端，请将设备充电。（充电过程中指示灯为红色，充电完成红色指示灯熄灭。）

使用说明

使用产品前请先扫码下载"电子版用户指南"并妥善保管本手册

（扫码下载"电子版用户指南"）

1、扫描二维码进入下载页面，选择对应的手机系统安装"芯动智家"APP

2、注册与登录：该APP支持手机号码或邮箱地址注册，也可以不注册以游客身份登录，游客登录可直接使用APP，但是设备被重置后会丢失绑定信息。
3、添加设备：在页面右上角点击图标"＋"，按APP提示进行设备的添加与绑定。
4、设备配网：设备不支持5G频段的Wi-Fi，所以双频路由器请选择2.4G频段的Wi-Fi账号进行配网，其他路由器不用做选择。
双频路由器5G频段Wi-Fi通常在名字后面有"-5G"标识，切记不要选择该Wi-Fi进行配网。

如下图Wi-Fi:

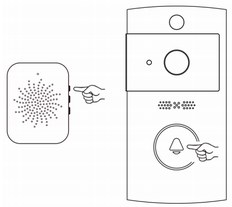
NAXCLOW_2.4G　正确可用
NAXCLOW_5G　错误不可用

如果更改过Wi-Fi名字的路由器需要自己核验该Wi-Fi是处在哪个频段。
如果不确定自己的Wi-Fi频段，可以登录路由器后台查看。一般路由器后台登录地址与账号密码在产品底部有贴纸注明。
5、省电模式推送逻辑：完成绑定之后按下门铃，APP将会收到消息推送，选择"拒绝"或者接听后挂断，门铃将会进入关机状态，该状态可再次触发门铃发消息推送到手机。如果不对消息做任何处理，30秒内我们只会有一条消息推送到手机，避免他人恶意按门铃给你带来垃圾消息过多的干扰，直至30秒后设备关机，再次触发门铃才会给您新的消息推送。

注意事项：

- 请打开手机蓝牙、WI-FI、并允许 APP 所有权限才可以正常使用产品。
- 请在Wi-Fi信号良好的环境中使用本产品，尽量不要贴在金属门上。
- 本产品不支持 5G Wi-Fi。
- 门铃安装前请在将要安装的位置上进行正常的功能测试，确保本产品能够正常使用。完成安装后请撕下镜片保护膜。

叮咚机与门铃配对



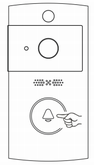
1、叮咚机接通电源（5V-2A）。
2、长按叮咚机配对按键 2 秒钟，指示灯长亮进入配对状态。
3、按一下门铃按键，门铃和叮咚机自动配对，配对完成后叮咚机指示灯熄灭。
4、请在门铃与叮咚机的有效通讯距离内使用。

注意事项：

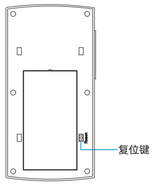
1、配对过程中门铃和叮咚机应尽量靠近。
2、确保门铃电量充足。
3、配对完成后指示灯会自动熄灭。
4、十秒内不按门铃，叮咚机指示灯会自动熄灭。
5、如果配对失败或需重新配对，请重复配对操作流程。

重置与恢复出厂设置

重置：长按门铃按键十秒钟，直到门铃发出"重置成功"提示音。



恢复出厂设置：如遇设备死机或有其他因素需复位，取下门铃，并用包装配送的小螺丝刀点按门铃复位脚孔里的黑色按键。



门铃背面

常见问题与解决方法

1. 注册账号无法收到验证码
检查手机号码或者邮箱账户是否输入正确
2. 设备联网失败/联网超时
1)本产品不支持5G Wi-Fi，只能用2.4G频段的Wi-Fi进行联网（一般5G频段Wi-Fi名字里都会带有5G字样，请不要选择）
2)请检查Wi-Fi密码是否输入正确
3)请允许APP的所有权限，包括但不限于蓝牙，Wi-Fi及定位服务等使用权限
4)请重启路由器及手机再次尝试
5.设备绑定失败
APP未收到重如果有显示设备ID，并提示请解绑后重试时，请截图联系商家处理
4.添加APP第一步无法连接蓝牙
1)请重启手机蓝牙或者重启手机后尝试
2)APP卸载重装
3)以上方式都不行，请联系商家
5.APP在后台或者关闭没有推送
1)检查推送设置：
苹果手机：在手机系统设置-通知，找到芯动智家，打开里面的所有允许通知，屏锁通知，通知中心，横幅
华为手机：在手机系统设置-通知和状态栏，找到芯动智家，打开里面所有的允许通知，锁屏通知，横幅通知
小米手机：在手机系统设置-通知与控制中心-通知管理，找到芯动智家，打开里面所有的允许通知，锁屏通知权限，悬浮通知权限
荣耀手机：在手机系统设置-通知，找到芯动智家，打开里面所有的允许通知，锁屏通知，横幅通知
OPPO手机：在手机系统设置-通知和状态栏-通知管理，找到芯动智家，打开里面所有的允许通知，在状态栏上显示，在锁屏上显示，在屏幕顶部显示
VIVO手机：在手机系统设置-通知和状态栏，应用通知管理，找到芯动智家，打开里面所有的允许通知，锁屏，横幅，关闭智能控制
三星手机：在手机系统设置-通知-APP通知-找到芯动智家，打开里面所有的允许通知，锁屏，横幅
2)按门铃后如果APP没有进行任何操作，在这以后的30秒内按铃，门铃不会推送信息给手机，防止有人恶意按铃

3)检查门铃是否被重置，如果按铃时提示联网失败，设备可能被重置，请管理员重新绑定（第一个绑定的账号为管理员）
4)检查APP 设备设置的推送是否有开启“APP推送”
5)如果满足以上条件还是不推送，请重启手机，重启后不行请联系商家
6.按铃推送延时严重
这是Wi-Fi网络不稳定导致的，可以尝试重启路由器或者手机再进行测试
7.门铃绑定后提示联网失败
1)检查门铃是否离路由器太远或者安装在金属门上和承重墙上，以上都可能导致Wi-Fi信号弱和不稳定，可以把门铃拿到路由器附近测试能否正常工作
2)请检查门铃是否被重置了，建议管理员重新绑定一次（第一个绑定的账号为管理员）
8.接通视频不出图，显示网络开小差
检查到访记录中是否抓拍到照片，有抓拍照片就尝试重启路由器或手机，该问题是网络不稳定导致
9.无法接通视频，显示被其他用户接听或超时
1)按铃后需要30秒内接听视频，否则会超时
2)是否分享了门铃给家人，然后已经被家人接听
3)是否操作太频繁，系统以为有人恶意按铃，暂时关闭接听窗口，可以稍等一会在进行尝试
10.视频和图片模糊
1)检查镜片是否没有撕掉
2)检查摄像头是否有污渍，可以用布擦一下
11.视频和抓拍的图片呈现黑白
本产品有自动开启夜视功能，在光线不好时会自动开启夜视功能，夜视功能开启时画面是黑白的
12.按门铃无响应，无铃声
1)请检查门铃是否没电，建议充电一段时间后尝试
2)按铃后看手机是否收到推送，如果有推送，可能喇叭损坏，充电后还是一样无响应，请联系商家
13.对讲时手机没有声音
1)请检查手机音量是否开到最大，也可以重启手机尝试
2)换一台手机尝试，如果还是没有声音，请联系商家
3)检查摄像头上方的mic孔是否被镜片膜封死，可以撕掉镜片膜重新测试

叮咚机使用注意事项

1、门铃与叮咚机一般是隔一个墙（20cm厚）15-20米左右的通讯距离，超出会导致叮咚机无法接收到信号
2、尽量不要把门铃安装在金属门及承重墙上，金属会屏蔽信号，承重墙太厚会阻挡信号，门铃与叮咚机之间尽量不要有大型电器阻挡，以上都可能导致叮咚机接收不到信号

叮咚机不响了怎么办？

1、将门铃和叮咚机靠近1米内测试看叮咚机是否会响，如果会响，说明设备正常，请检查门铃的安装地点是否超出距离或者是金属门和承重墙导致；
2、重新配对门铃与叮咚机，配对后还是不响，请联系商家退回。
3、可能存在信号干扰，可以过一两个小时再试试。如果还是不行，请联系商家退回
4、如果满足所有的使用条件还是不行，请联系商家退回。
5、叮咚机自动响，可能附件有同频信号干扰，可以重新配对测试

FCC Requirement

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the 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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolledenvironment. This equipment should be installed and operated with a minimum distance of 20cmbetween the radiat or & your body. This transmitter must not be co- located or operating inconjunction with any other ant enna or transmitter.