

Video Doorbell

Quick Start Guide

V1.0.0

- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

Important Safeguards and Warnings

Electrical Safety

- All installation and operation shall conform to your local electrical safety codes.
- The power supply must conform to the requirements of ES1 in IEC 62368-1 standard and be no higher than PS2. Note that the power supply requirements are subject to the device label.
- Make sure that the power supply is correct before operating the device.
- A readily accessible disconnecting device shall be incorporated in the building installation wiring.
- Prevent the power cable from being trampled or pressed, especially the plug, power socket and the junction extruded from the device.

Environment

- Do not aim the device at strong light to focus, such as lamp light and sun light; otherwise it might cause over brightness or light marks, which are not the device malfunction, and affect the longevity of Complementary Metal-Oxide Semiconductor (CMOS).
- Do not place the device in a damp, dusty extremely hot or cold environment, or the locations with strong electromagnetic radiation or unstable lighting.
- Keep the device away from any liquid to avoid damage to the internal components.
- Keep the indoor device away from rain or damp to avoid fire or lightning.
- Keep sound ventilation to avoid heat accumulation.
- Transport, use and store the device within the range of allowed humidity and temperature.
- Heavy stress, violent vibration or water splash are not allowed during transportation, storage and installation.
- Pack the device with standard factory packaging or the equivalent material when transporting the device.
- Install the device in the location where only the professional staff with relevant knowledge of safety guards and warnings can access. The accidental injury might happen to the non-professionals who enter the installation area when the device is operating normally.

Operation and Daily Maintenance

- Do not touch the heat dissipation component of the device to avoid scald.
- Carefully follow the instructions in the manual when performing any disassembly operation about the device; otherwise, it might cause water leakage or poor image quality due to unprofessional disassembly. Please contact after-sale service for desiccant replacement if there is condensed fog on the lens after unpacking or when the desiccant turns green. (Not all models are included with the desiccant).
- It is recommended to use the device together with lightning arrester to improve lightning protection effect.
- It is recommended to ground the device to enhance reliability.
- Do not touch the image sensor (CMOS) directly. Dust and dirt could be removed with air blower, or you can wipe the lens gently with soft cloth that is moistened with alcohol.
- You can clean the device body with soft dry cloth, and for stubborn stains, use the cloth with mild detergent. To avoid possible damage on device body coating which could cause performance decrease, do not use volatile solvent such as alcohol, benzene, diluent and so on to clean the device body, nor can strong, abrasive detergent be used.
- Dome cover is an optical component. Do not touch or wipe the cover with your hands directly during installation or operation. For removing dust, grease or fingerprints, wipe gently with moistened oil-free cotton with diethyl or moisten soft cloth. You can also remove dust with an air blower.

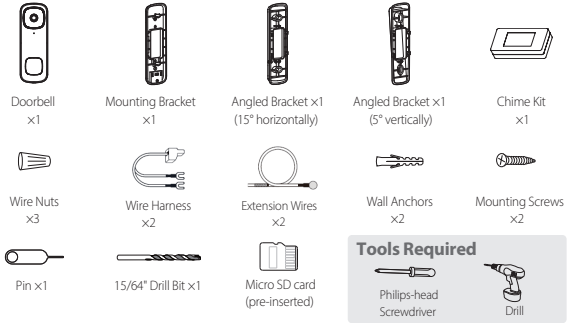


WARNING

- Strengthen the protection of network, device data and personal information by adopting measures which include but not limited to using strong password, modifying password regularly, upgrading firmware to the latest version, and isolating computer network. For some device with old firmware versions, the ONVIF password will not be modified automatically along with the modification of the system password, and you need to upgrade the firmware or manually update the ONVIF password.

- Use standard components or accessories provided by manufacturer and make sure that the device is installed and maintained by professional engineers.
- The surface of the image sensor should not be exposed to laser beam radiation in an environment where a laser beam device is used.
- Do not provide two or more power supply sources for the device unless otherwise specified. A failure to follow this instruction might cause damage to the device.

1 Package Contents



2 Overview

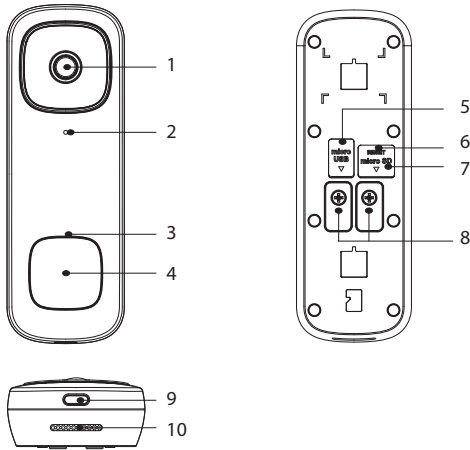


Table 2-1 Doorbell description

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

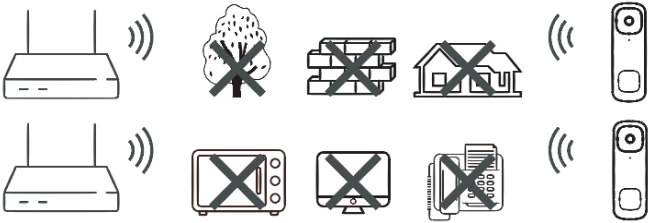
Table 2-2 Indicator light pattern

LED Status	Device Status
Solid red	Resetting to factory default
Solid blue	- 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



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

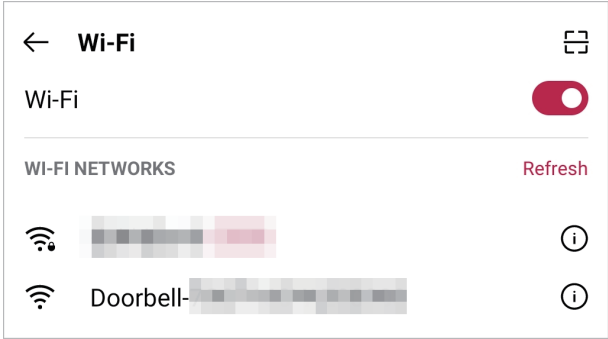


Step 1 Add the device.

- 1) Tap **+** button on the upper-right corner of the DMSS homepage 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.

Step 2 Configure the device.

- 1) Connect the device hotspot labelled Doorbell-xxxxxxx.



- 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**.



Chime Link

Skip

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 3 Connect to the platform.

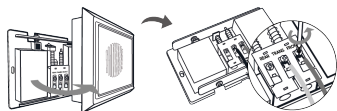
4 Install the Chime Kit



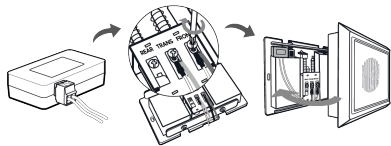
The chime kit is used to regulate power to your existing chime so that your doorbell will function properly. Before getting started, turn off the power at the breaker, and make sure that no power is going to your doorbell system.



- 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.

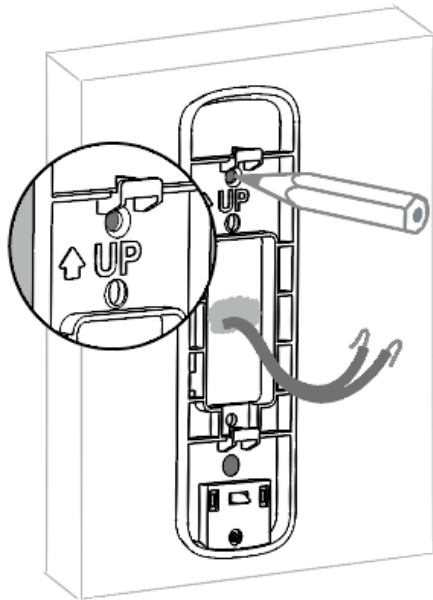


- Step 3** Connect the wire harness to the chime kit.
- Step 4** Connect either wire from the chime kit to the **FRONT** terminal, then connect the other wire to the **TRANS** terminal. Tighten the screws. Make sure the existing wires are attached.
- Step 5** It is recommended to attach the chime kit 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.



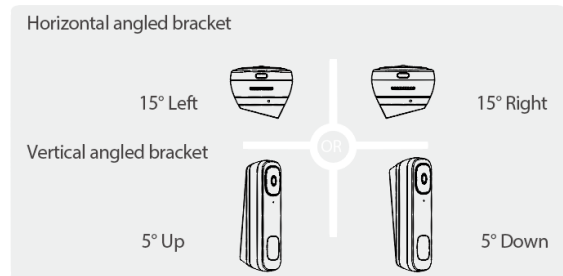
5 Install the Video Doorbell

- 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**.

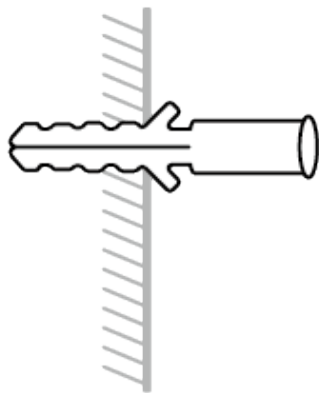


- Step 2** (Optional) Attach the angled bracket to the mounting bracket.

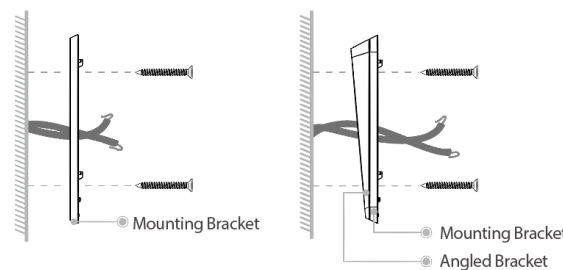
Attach one of the angled mounting wedges to the mounting bracket if you want to adjust the angle of your doorbell for a better view.



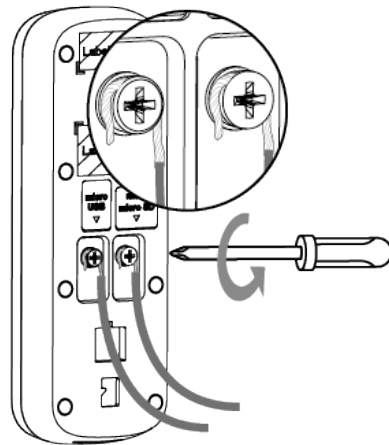
- Step 3** (Optional) Install wall anchors.
- If installing on stucco, brick, or concrete, use the provided drill bit to drill the marked holes, and then insert the included wall anchors. For wood, drywall or a soft surface, skip this step.



- 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.



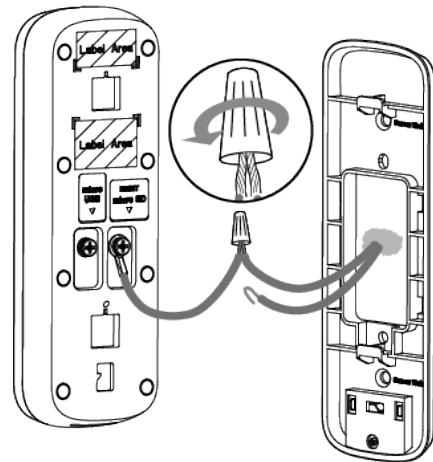
- Step 5** Connect wires.
1. Loosen the power port screws of the doorbell.
 2. Loop the existing wires underneath the screws. Either wire can connect to either screw.
 3. Tighten the screws to secure the power wires.



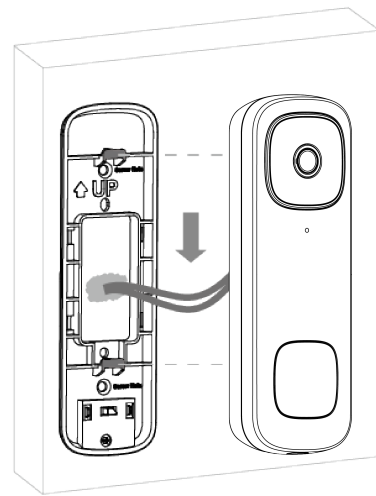
- Step 6** (Optional) Apply extension wires.
1. For existing wires that are too short, remove the power port screws completely, and then attach the wire nut to the extension wires, and turn to tighten the nut.
 2. Align the ends of the existing wire and the extension wire.
 3. Place the wire nut over 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.

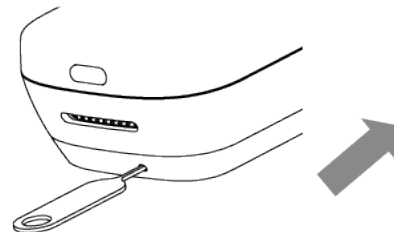


- Step 7** Mount the doorbell.
- Push the wiring back into the wall, place the doorbell onto the two tabs of the mounting bracket, and then slide it down to secure the device. A click sound indicates that it is locked. Your doorbell is now ready to be used. Turn on the power at the breaker.



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.



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 labelled **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 setup.
- 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 times 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.

Legal and Regulatory Information

Legal Considerations

Video surveillance can be regulated by laws that vary from country to country. Check the laws in your local region before using this product for surveillance purposes.

Disclaimer

Every care has been taken in the preparation of this document. Please inform your nearest Dahua office of any inaccuracies or omissions. Dahua Technology shall not be held responsible for any technical or typographical errors and reserves the right to make changes to the product and manuals without prior notice. Dahua Technology makes no warranty of any kind with regard to the material contained within this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Dahua Technology shall not be liable or responsible for incidental or consequential damages in connection with the furnishing, performance or use of this material. This product is only to be used for its intended purpose.

Intellectual Property Rights

Dahua Technology retains all intellectual property rights relating to technology embodied in the product described in this document.

Equipment Modifications

This equipment must be installed and used in strict accordance with the instructions given in the user documentation. This equipment contains no user-serviceable components. Unauthorized equipment changes or modifications will invalidate all applicable regulatory certifications and approvals.

Trademark Acknowledgments

 are registered trademarks or trademark applications of Dahua Technology in various jurisdictions. All other company names and products are trademarks or registered trademarks of their respective companies.

Regulatory Information

European Directives Compliance

 This product complies with the applicable CE marking directives and standards:

- Low Voltage (LVD) Directive 2014/35/EU.
- Electromagnetic Compatibility (EMC) Directive 2014/30/EU.
- Restrictions of Hazardous Substances (RoHS) Directive 2011/65/EU and its amending Directive (EU) 2015/863.

A copy of the original declaration of conformity may be obtained from Dahua Technology.

The most up to date copy of the signed EU Declaration of Conformity (DoC) can be downloaded from: www.dahuasecurity.com/support/notice/

CE-Electromagnetic Compatibility (EMC)

This digital equipment is compliant with Class B according to EN 55032.

CE-Safety

This product complies with IEC/EN/UL 60950-1 or IEC/EN/UL 62368-1, Safety of Information Technology Equipment.

Declaration of Conformity CE

(Only for the product has RF function)

Hereby, Dahua Technology declares that the radio equipment is compliant with Radio Equipment Directive (RED) 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: www.dahuasecurity.com/support/notice/

USA Regulatory Compliance

FCC

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This product 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 product 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

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Support

Should you require any technical assistance, please contact your Dahua distributor. If your questions cannot be answered immediately, your distributor will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the Internet, you can:

- Download user documentation and software updates.
- Search by product, category, or phrase.
- Report problems to Dahua support staff by logging in to your private support area.
- Chat with Dahua support staff.
- Visit Dahua Support at www.dahuasecurity.com/support.

Contact Information

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Website: www.dahuasecurity.com

English

Important Safeguards and Warnings

This Chapter describes the contents covering proper handling of the device, hazard prevention, and prevention of property damage. Read these contents carefully before using the device, comply with them when using, and keep it well for future reference.

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

particular installation. If this product 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.

FCC SDOC Statement can be downloaded from: <https://us.dahuasecurity.com/support/notices/>

RF exposure warning

(Only for the product has RF communication function)

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Canada Regulatory Compliance

ICES-003

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

RF exposure warning

Signal Words	Meaning
	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
	Provides methods to help you solve a problem or save you time.
	Provides additional information as the emphasis and supplement to the text.

Safety Requirement

- Abide by local electrical safety standards to ensure that the voltage is stable and complies with the power supply requirement of the device.
- Transport, use, and store the device under the allowed humidity and temperature conditions. Refer to the corresponding technical specifications of device for specific working temperature and humidity.
- Do not place the device in a location exposed to dampness, dust, extreme hot or cold, strong electronic radiation, or unstable lighting conditions.
- Do not install the device in a place near the heat source, such as radiator, heater, furnace, or other heat generating device to avoid fire.
- Prevent liquid from flowing into the device to avoid damage to internal components.
- Install the device horizontally or install on the stable place to prevent it from falling.
- Install the device in a well-ventilated place, and do not block the ventilation of the device.
- Do not disassemble the device arbitrarily.
- Avoid heavy stress, violent vibration, and soaking during transportation, storage, and installation. Complete package is necessary during the transportation.
- Use the factory package or the equivalent for transportation.

Battery

Low battery power affects the operation of the RTC, causing it to reset at every power-up. When the battery needs replacing, a log message will appear in the product's server report. For more information about the server report, see the product's setup pages or contact Dahua support.



- Risk of explosion if the battery is incorrectly replaced.
- Replace only with an identical battery or a battery which is recommended by Dahua.
- Dispose of used batteries according to local regulations or the battery

(Only for the product has RF communication function)

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

Japan Regulatory Compliance

VCCI

These products comply with the requirements of VCCI Class B Information Technology Equipment.

Batteries

Correct disposal of batteries in this product



This marking on the battery indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in Directive 2006/66/EC and its amending Directive 2013/56/EU. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.



Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

Safety

The product complies with IEC/EN/UL 60950-1, Information Technology Equipment – Safety – Part 1: General Requirements; or complies with IEC/EN/UL 62368-1, Audio/Video, information and communication technology equipment – Part 1: Safety requirements.

manufacturer's instructions.

Français

Précautions et avertissements importants

Le contenu de ce chapitre aborde la bonne manipulation de l'appareil, la prévention des risques et la prévention des dommages matériels. Lisez ce contenu soigneusement avant d'utiliser l'appareil, respectez-le lorsque vous l'utilisez, et conservez-le pour vous y référer ultérieurement.

Précautions d'emploi

Les mentions d'avertissement catégorisées suivantes ayant un sens défini sont susceptibles d'apparaître dans le manuel.

Mentions d'avertissement	Signification
 DANGER	Indique un danger à risque élevé qui entraînera la mort ou des blessures graves si les instructions données ne sont pas respectées.
 AVERTISSEMENT	Indique une situation moyennement ou faiblement dangereuse qui entraînera des blessures faibles ou modérées si les instructions données ne sont pas respectées.
 AVERTISSEMENT	Indique une situation potentiellement dangereuse qui pourra entraîner des dommages de la propriété, des pertes de données, une performance moindre ou des résultats imprévisibles, si les instructions données ne sont pas respectées.
 ASTUCES	Fournit des instructions qui vous permettront de résoudre un problème ou de vous faire gagner du temps.
 REMARQUE	Fournit des informations supplémentaires pour mettre en évidence et compléter le texte.

Exigences de sécurité

- Respectez les normes de sécurité électrique locales pour vous assurer que la tension est stable et conforme aux exigences d'alimentation de l'appareil.
- Transportez, utilisez et stockez l'appareil dans les conditions d'humidité et de température autorisées. Consultez les spécifications techniques correspondantes de l'appareil pour connaître la température et l'humidité de fonctionnement spécifiques.
- Ne placez pas l'appareil dans un lieu exposé à l'humidité, à la poussière, à une chaleur ou un froid extrême, à de forts rayonnements électroniques, ou à des conditions d'éclairage instables.

If the power supply to the product is from external power adaptor without connecting to AC Mains, and the product is not shipped with power adaptor, customers are required to use the external power adaptor that must fulfill the requirements for Safety Extra Low Voltage (SELV) and Limited Power Source (LPS).

Waste Electrical and Electronic Equipment (WEEE) statements

Disposal and Recycling

When this product has reached the end of its useful life, dispose of it according to local laws and regulations. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. In accordance with local legislation, penalties may be applicable for incorrect disposal of this waste.



This symbol means that the product shall not be disposed of together with household or commercial waste. Directive 2012/19/EU on waste electrical and electronic equipment (WEEE) is applicable in the European Union member states. To prevent potential harm to human health and the environment, the product must be disposed of in an approved and environmentally safe recycling process. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. Businesses should contact the product supplier for information about how to dispose of this product correctly.

Privacy Protection Notice

As the device user or data controller, you might collect personal data of others such as face, fingerprints, car plate number, Email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures, including but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related jurisdictions. For detailed information, refer to the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute,