Video doorbell

Videotürklingel

Installation manual

Version 1.3

Installation manual

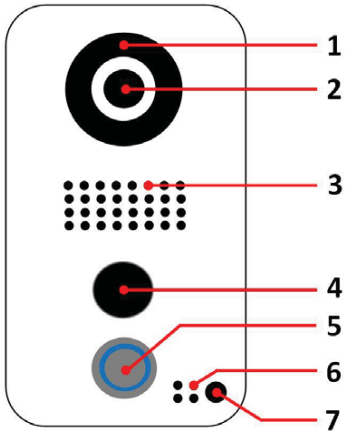
You can always find the most up-to-date version of the installation manual on www.doorbird.com/support

Components

Contents

1x DoorBird video doorbell
1x Power supply unit (mains adaptor) with three country-specific adaptors
1x Phillips screwdriver
3x Crimp connectors
2x Cable ties
4x Phillips countersunk head screws for the wall mounting panel, long
4x Phillips countersunk head screws for the wall mounting panel, short
4x Dowels
1x Safety screw
1x Screwing-tool for the safety screw
1x Wall mounting plate (installation on wall surface)
1x Installation manual
1x Quick start guide
1x Sponge rubber seal

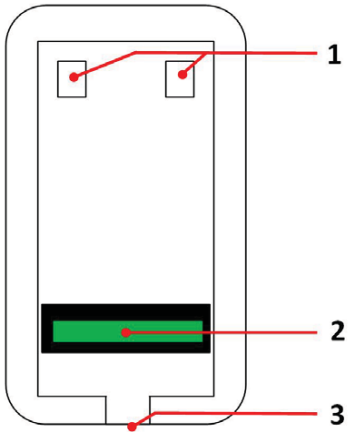
Video doorbell - front



1) **Night vision**
   Extra bright infra-red LEDs, effective during the hours of darkness (infra-red light invisible to the human eye, 850nm)
2) **HDTV video**
   Ultra wide-angle hemispheric lens, 180°
3) **Loudspeaker**
   Large-sized and speech enhanced broadband speaker
4) **Motion sensor**
   180° Infrared motion sensor for alarms

5) **Stainless-Steel Button**
   With illuminated LED ring (at night), also acts as Diagnostic-LED
6) **Microphone**
   With active noise cancellation
7) **Light sensor**
   For the night-vision mode.

Video doorbell - back



1) **Locking positions**
   For the mounting plate
2) **Connection terminal**
   For the power supply, door chime, etc.
3) **Screw opening**
   For the safety screw

Videos

Need help with the installation? Be sure to watch our installation videos which can be found on http://www.doorbird.com/support
Each individual step of the installation is clearly documented in the videos.

Installation

All the steps below should be carried out carefully by a competent adult, taking into consideration any applicable safety regulations. Should you have any questions, please contact us or a competent specialist directly. Please ensure that all wires used for the installation are undamaged along their entire length and approved for this type of use.

Network speed and network components
Please ensure that the upload speed of your Internet connection is at least 0.384 Mbps. You can also carry out a speed test at any time via the DoorBird app. The DoorBird user experience is only as good as your network speed, network stability and quality of your network components, such as your Internet router and Wi-Fi access points or Wi-Fi repeaters. Please also make sure that your network

components are no older than two years old, have been manufactured by a well-known manufacturer, and have the latest firmware installed.
Should these requirements not be fulfilled, it may happen, for example that the performance of audio and video is poor or push notifications are delayed or do not arrive on your smartphone or tablet at all.

High-speed Internet (via landline): DSL, cable or optical fibre
Network: 802.11b/g/n 2.4 GHz or Ethernet, with DHCP

Step 1: Switching off power

Switch off the power to all wires leading to the door, i.e. the door chime, electric door opener, power supply unit for the video doorbell etc..

Step 2: Dismantling the existing doorbell

Should there already be a doorbell on the exterior wall of the house, please dismantle it.

Step 3: Determining the assembly location

The video doorbell uses an ultra wide-angle hemispheric lens so that even when the person is a minimum distance of 50 cm away from the video doorbell, a low installation height is sufficient. The lens is therefore not mechanically adjustable. For persons of up to 175 cm (5'9") in height, a minimum installation height (lower edge of the video doorbell) of at least 115 cm (3'9.3"), for taller persons a minimum installation height of at least 125 cm (4'1.2") is recommended. (You may check this prior to the final mounting.) Press the mounting plate against the wall at the desired installation site and mark the boreholes with a pencil. Remove the mounting plate again. Ensure that no cables are to be found in the wall behind the boreholes.

Step 4: Power supply

The video doorbell can be powered by two simple doorbell wires using the power-supply unit (mains adaptor) supplied with it or via PoE (Power over Ethernet) using a network cable. The video doorbell can alternatively also be supplied with a DIN-rail power supply unit that you can obtain from us directly.

The video doorbell does not use battery power. The use of a mains power supply permits the transmission and display of on-demand live video at any time and not only if a visitor has pressed the doorbell.

Power supply using the power-supply unit (mains adaptor)
Two insulated wires are required to power the video doorbell by plugging it into the mains. These wires are normally already there and are freely accessible once you have removed the previous doorbell. Only use the power supply unit provided along with the video doorbell, or a DIN-rail power supply unit that you can obtain from us separately, since this has been specially stabilized electrically and is equipped with an integrated audio interference reduction device. Other power supply units may destroy the video doorbell or cause poor transmission quality. The warranty automatically expires if you use a different power supply unit. The power supply unit is plugged into a wall socket inside your house, usually where the two wires from your previous doorbell come out of the wall in the interior of the house.
Do not plug the power supply unit into the wall socket yet. Connect the power supply unit inside the house with the crimp connector provided and the two wires that you would like to use to power the device.

Power supply via PoE

To power the video doorbell via a PoE switch (e.g. D-Link DGS-1008P) or PoE injector (e.g. TP-Link TL-PoE150S) in accordance with the PoE standard IEEE 802.3af Mode A, the four wires bearing the numbers 1, 2, 3 and 6 of a Cat.5 cable or better are to be used. A Cat.5 cable or better *must* be used as network signals can only be transmitted over completely insulated, shielded and twisted cables. If you use PoE as a source of power, the Wi-Fi interface of the video doorbell is automatically inactive, and the four wires for PoE then simultaneously form the data link. The video doorbell won't start if your PoE Switch or PoE injector does not support the PoE Standard IEEE 802.3af Mode A (see Diagnostic-LED and Diagnostic-Sounds).

1. Disconnect the PoE switch or PoE injector from the power grid.
2. Place the network cable in the installation site of the video doorbell.

Do not combine the power supply from the power supply unit (mains adaptor) with the power supply via PoE.

Step 5: Further connections

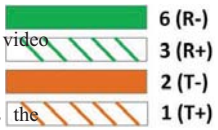
If desired, connect additional wires to the installation site of the video doorbell. The wires or connection options mentioned in this section are optional.

Connecting the unit to a network

You can connect the video doorbell to your existing network via Wi-Fi, or alternatively use a network cable (Ethernet). For reasons of network stability, we principally recommend using a network cable, as Wi-Fi is sensitive to interference (range, house walls acting as shields, reliability of performance, third party Wi-Fi networks, wireless transmitters causing interference in the area, etc.).

Be sure to use four insulated, shielded and twisted wires of a network cable in accordance with the Cat.5 standard or better.

The video doorbell can be powered by PoE or using the power supply unit provided.
If you use PoE as a source of power, the Wi-Fi interface of the video doorbell remains inactive.



Use only four wires (1, 2, 3 and 6) of a network cable that meets the Cat.5 standard or a better one. The other four wires of the network cable (4, 5, 7 and 8) are not required.

Connect the network cable in the house to your Internet router or to your PoE switch or PoE injector that is connected to your Internet router.

Electric door openers

The video doorbell has a zero-potential relay contact for a standardised electric door, gate or garage opener (two wires). There is also the possibility of switching on all electric door openers that work at a maximum power of 1A in the voltage range of up to 24V (AC/DC). The video doorbell does not provide its own power supply for the electric door opener. This is provided through the separate power supply of the electric door opener. You can learn more about the installation of the power supply from the instruction manual or technical specifications of your door opener. Should you have any questions about this, please contact the manufacturer of your door opener. You can find compatible electric door opener and a sample wiring diagram at www.doorbird.com/support

Two insulated wires.

Conventional electric door chime

If someone rings your video doorbell, you will immediately receive a push notification with sound/vibration on your smartphone or tablet. In addition the video doorbell comes with a zero-potential relay contact for connecting a conventional electric door chime inside the building. The relay contact can be used to activate the separate operating voltage of the door chime or the door chime via its trigger input. If the operating voltage of the door chime is activated, it should not be greater than 24V (AC/DC). The power consumption should not exceed 1A. The video doorbell does not provide its own power supply for the door chime. This is provided through the separate power supply of your conventional door chime. Should you have any questions, please contact the manufacturer of your door chime. You can find compatible door chimes and a sample wiring diagram at www.doorbird.com/support

Two insulated wires.

Conventional door opener button

If an electric door opener is connected to the video doorbell, the door opener can be opened by App and also be directly controlled via a zero-potential button to be found in the interior of the building, i.e. a door opening button. In addition, the door opener button is to be connected to the connection terminal provided. You can find compatible door opener buttons and a sample wiring diagram on www.doorbird.com/support

Two insulated wires.

Step 6: Dowels

If the exterior wall of the house is not made of wood, you should drill four holes 5 mm in diameter in the wall and then place the dowels provided into the boreholes. If the exterior wall of the house is made of wood, you will usually not require any dowels. There are special dowels for assembling the video doorbell on an insulating wall, e.g. Fischer insulating dowels. Please check with your insulating material manufacturer regarding which dowels they recommend.

Step 7: Attach the mounting plate

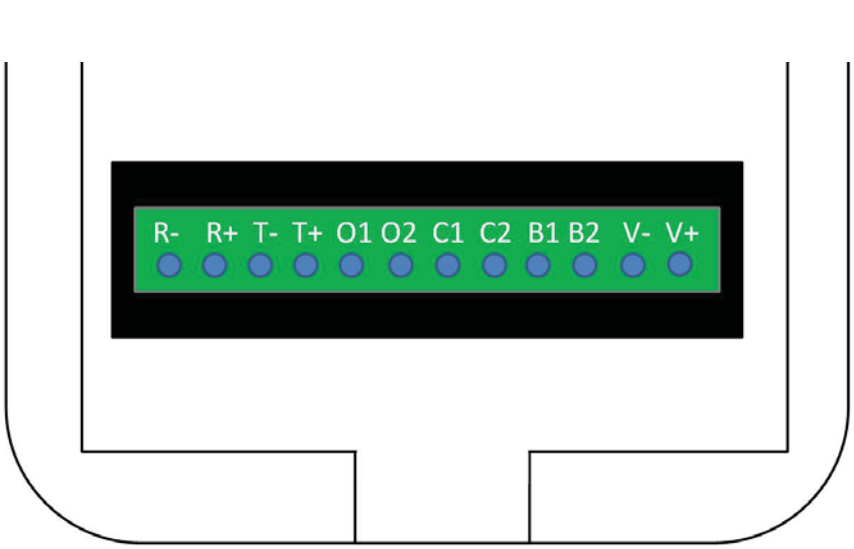
Put the wires that you would like to connect to the video doorbell through the opening in the mounting plate provided. Position the mounting plate against the exterior wall of the house and use the screws provided to position it in the dowels or on the wall.

Step 8: Preparing the wires

Remove about 5 mm of insulation material at the end of the wires that you would like to connect to the video doorbell.

Step 9: Connecting the wires

It is possible to connect the video doorbell conveniently and safely via a connection terminal with screws on the reverse of the video doorbell. You can use the small Phillips screwdriver provided with the video doorbell to loosen or tighten the screws. Please be careful when tightening the screws, the connection terminal is fragile because of its small form-factor. The individual contacts on the connection terminal are labelled on the reverse of the casing. Some connectors on the connection terminal may come provided by us with approximately 15 cm long wires. You can simply use pliers to connect these directly to your own wires via crimp connectors. Please remove any wires on the connection terminal that you do not need. You can also connect your wires directly to the connection panel using a small screwdriver (included).


R- R+ T- T+ O1 O2 C1 C2 B1 B2 V- V+

R-	Green network cable wire (Number 6, Receive Data -)
R+	White and green network cable wire (Number 3, Receive Data +)
T-	Orange network cable wire (Number 2, Transmit Data -)
T+	White and orange network cable wire (Number 1, Transmit Data +)
O1	Electric door opener (zero potential)
O2	Electric door opener (zero potential)
C1	Electric door chime (zero potential)
C2	Electric door chime (zero potential)
B1	Door-opening button (zero potential)
B2	Door-opening button (zero potential)
V-	Power supply, negative pole (-)
V+	Power supply, positive pole (+)

Please take care when connecting the wires. Connecting the wires the wrong way may destroy the video doorbell.

Once you have finished connecting the wires, please attach the self-adhesive sponge rubber seal to the connection terminal in order to prevent any moisture from getting into the device.

Step 10: Final assembly

Mount the video doorbell on the mounting plate. The video doorbell will click into the locking positions intended for the mounting plate. Use the accompanying safety screw to fix the video doorbell to the underside of the mounting plate.

Step 11: Activating the doorbell

Switch on the power to the wires leading to the door again. You can see whether you have connected the power supply properly from the Diagnostic LED (it lights up once the power has been connected correctly for up to five minutes and continuously in night-vision mode). The video doorbell is ready for operation (booting up process, any software updates, etc.) once it has emitted a short diagnosis sound from the integrated loudspeaker. This may last for up to 5 minutes. Should you not hear a beep, please check the power supply. Please also check whether you have used a wall-plug power-supply and not PoE and whether you have connected the positive pole and negative pole to the video doorbell correctly.

Step 12: Downloading and installing the app

Download the "DoorBird" app by Bird Home Automation onto your mobile device from the Apple app store or Google Play store.

If you use Wi-Fi for connecting the DoorBird to your Internet router, first go to "Settings > Wi-Fi Setup" and follow the instructions.

If you have finished the Wi-Fi set-up or have connected the video doorbell to your Internet router by means of a network cable, go to "Settings > Add device" and click on the QR code icon in the "User" field. Scan the user QR code found on the "Digital Passport" that accompanies the video doorbell.

Since Apple uses very high quality microphones, loudspeakers and digital audio components that are perfectly in tune with one another, the voice quality with an iPhone or iPad is usually noticeably better than with an Android smartphone or Android tablet.

Diagnostic-LED

The Stainless-Steel Button with illuminated LED ring (at night) also acts as Diagnostic-LED. This LED light is only lit up for five minutes after the video doorbell has been supplied with power (and continuously at night). It lights up as soon as the video doorbell is supplied with power.

Permanent illuminated: Device is powered

We may add more diagnostic information to the software- and hardware-controlled Diagnostic-LED (e.g. blinking for certain information) in the future.

Diagnostic-sounds

After around two to five minutes, the video doorbell emits brief diagnostic sounds after it has been connected to the power grid.

1x diagnostic sound: The DoorBird is connected to the Internet.
2x diagnostic sounds: The DoorBird is able to communicate with the router, but cannot access the Internet.
3x diagnostic sounds: The DoorBird has no connection to the network

Troubleshooting / common problems

Diagnostic-LED does not illuminate for 5 minutes after connecting the video doorbell to the power supply and there is no Diagnostic-sound-> Please check if the power supply is appropriate and properly connected

Video doorbell is not connected to the Internet: Please check the WiFi signal strength or cable connection at the assembly location and www.doorbird.com/checkonline for detailed troubleshooting

You can contact us at any time via www.doorbird.com/support for support.

Legal notes

General remarks
1. DoorBird is a registered trademark of Bird Home Automation GmbH.

2. Apple, the Apple logo, Mac, Mac OS, Macintosh, iPad, Multi-Touch, iOS, iPhone and iPod touch are trademarks of Apple Inc.

3. Google, Android and Google Play are trademarks of Google, Inc.

4. All other company and product names may be trademarks of the respective companies with which they are associated.

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6. Reproducing or using texts, illustrations and photos from this instruction manual in any media – even if only in the form of excerpts – shall only be permitted with our express written consent.

7. The design of this manual is subject to copyright protection. We do not accept any liability for any errors or any erroneous content or printing errors (even in the case of technical specifications or within graphics and technical sketches).

Product Liability Act
1. All products covered by this instruction manual may only be used for the purpose specified. When in doubt, consult a qualified specialist or our support team.

2. Products that are supplied with voltage (in particular 110-240V mains voltage) need to be disconnected from the power supply prior to opening them or connecting cables.

3. Any losses or consequential damage caused by intervention or changes made to our products or improper handling are excluded from liability. The same applies to improper storage or external effects.

4. When dealing with 110-240V mains voltage or with mains-operated or battery-operated products, the applicable guidelines are to be observed, e.g. guidelines on adhering to the electromagnetic compatibility; or the low-voltage directive. The respective work should only be carried out by a qualified specialist.

5. Our products are in compliance with all technical guidelines and telecommunications regulations applicable in Germany, the EU and the USA.

Data privacy and data security
1. For maximum security, the video doorbell uses the same encryption technologies as are used in online banking. For your security, no port forwarding or DynDNS is usedeither.

2. The data centre for remote access over the Internet by means of an app is located in the EU and is operated in line with the most stringent security standards.

3. In many countries video and voice signal may only be transmitted once a visitor has rung the bell (this feature is available due to data privacy considerations, and is configurable in the app).

4. Please carry out the mounting in such a way that the detection range of the camera limits the video doorbell exclusively to the immediate entrance area.

5. The video doorbell comes with an integrated visitor history. You can activate/deactivate this function as required (this feature being available due to data privacy considerations). If this function is enabled, up to 20 visitors are archived right inside the electronics of the video doorbell, complete with a picture, date and time. Use this function in accordance with the relevant country-specific statutory regulations applicable at the installation site (notification obligation/archival).

6. If necessary, inform visitors that a video doorbell has been installed in a suitable place and in a suitable form.

7. If necessary, inform visitors that a motion sensor has been installed in a suitable place and in a suitable form. The motion sensor can, if necessary, be switched off via the app.

8. Please observe any relevant country-specific statutory regulations concerning the use of video doorbells applicable at the installation site.

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FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. 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.

FCC Radiation Exposure Statement

The antennas 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 for operating in conjunction with any other antenna or transmitter.

INDUSTRY CANADA NOTICES (IC):

This device complies with Industry Canada's license-exempt RSSs. 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

Avis d'Industrie Canada (IC):

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada. Son fonctionnement est soumisaux deux conditions suivantes: (1) cet appareil ne doit pas provoquer d'interférences et
(2) cet appareil doit accepter toute interférence, y compris celles pouvant causer un mauvais fonctionnement de l'appareil

The distance between user and products should be no less than 20cm

La distance entre l'utilisateur et de produits ne devrait pas être inférieure à 20cm

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