

# **Video Doorbell User Manual**

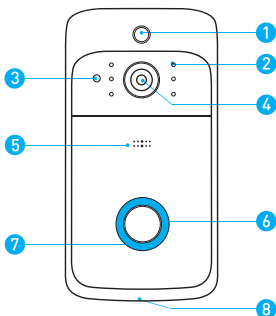
Wi-Fi · 720p HD · Two-way Audio

Model: Video Doorbell V5

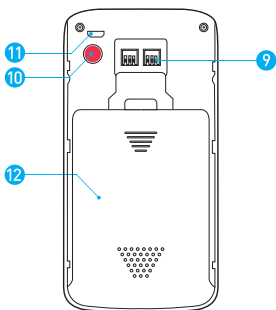
V1.0

# 1. The Basics

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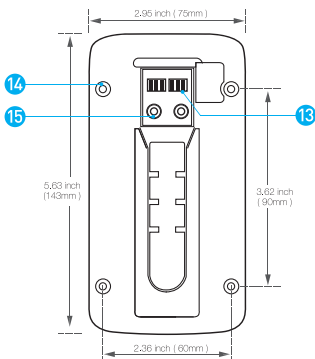


- |                      |                  |
|----------------------|------------------|
| 1. PIR Motion Sensor | 5. Microphone    |
| 2. Infrared LED x 6  | 6. Push Button   |
| 3. Light Sensor      | 7. LED Indicator |
| 4. 166° HD Camera    | 8. Speaker       |



- |                                       |
|---------------------------------------|
| 9. AC 8V~24V Power Interface          |
| 10. Reset Button                      |
| 11. Micro USB Port (Battery Charging) |
| 12. Battery door                      |

# Mounting Bracket



- 13. Power Contact Base
- 14. Mounting Screw Holes \*4
- 15. Wire Terminals

## In The Box



Video doorbell



Mounting Bracket



5 Mounting Screws



3 Hardware /  
Security Screws



5 Anchors



User Manual



3 Batteries (Optional)



8GB MicroSD  
Card (Optional)

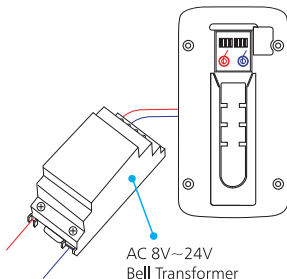


Chime (Optional)

## 2. Hardwiring

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Connect the wires coming out of your wall to the screws on the back of your doorbell. Please make sure the red wire can only connect to the left screw and the other wire can only connect to the right screw.



## Or Battery Power

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Charging Time: 14 hours using 1A USB charger (not included)  
(via the doorbell micro USB port)

Please fully charge the 18650 batteries before use. The batteries can last around 3 to 4 months between recharges with normal use (5-min events a day). This also depends on events captured.

Live View: Up to 30 hours

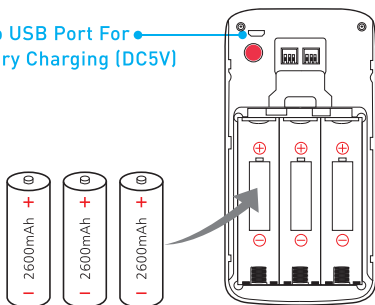
Lots of events:

If your device is capturing an excessive number of events every day, you might need to recharge your battery sooner. Plus, the battery is also drained each time you use the Live View to look or speak through your doorbell. To prevent excessive events, you can adjust your motion settings to a lower sensitivity.

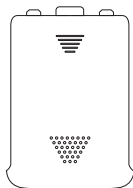
## WARNING

Be sure to put 18650 batteries in the correct direction. Inserting batteries incorrectly will cause permanent damage.

Micro USB Port For  
Battery Charging (DC5V)



Rechargeable 18650 Battery



Battery door

### 3. Set up your video doorbell in the Tosee APP

#### Step 1

Download the ToSee app. The ToSee app will walk you through setting up and remotely controlling your Doorbell. Search for "ToSee" on the Apple app store or Google Play .



ToSee



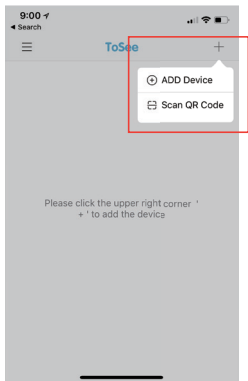
iOS



Android

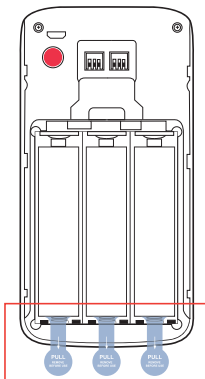
#### Step 2

Open the ToSee app on your cellphone. Tap "+", then tap "ADD Device".



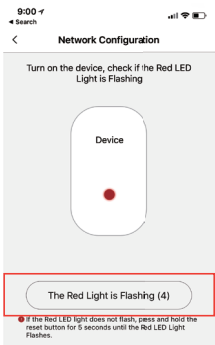
#### Step 3

Open the battery cover and pull out the insulation tabs.



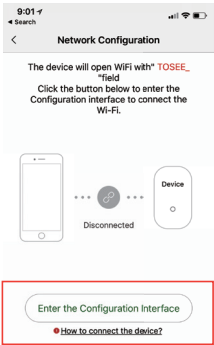
## Step 4

Tap "The Red Light is Flashing".



## Step 5

Tap "Enter the Configuration Interface".



## Step 6

Navigate to WiFi settings on your cellphone, then connect to "TOSEE\_XXXX".



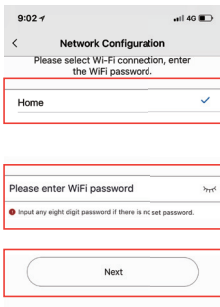
## Step 7

Go back to the Tosee app, then tap "Next".



## Step 8

Find the name of your WiFi network and tap on it. Enter your WiFi password, then tap "Next".



9:02 4G

< **Network Configuration**

Please select Wi-Fi connection, enter the WiFi password.

Home ✓

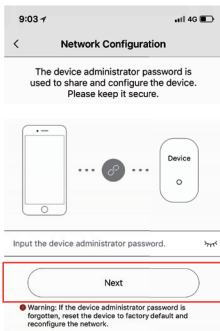
Please enter WiFi password

Input any eight digit password if there is no set password.

Next

## Step 9

Enter your device administrator password, then tap "Next".



9:03 4G

< **Network Configuration**

The device administrator password is used to share and configure the device. Please keep it secure.

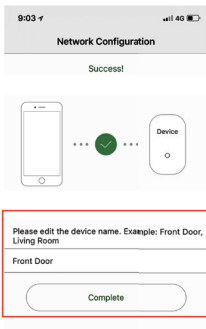
Input the device administrator password.

Next

Warning: If the device administrator password is forgotten, reset the device to factory default and reconfigure the network.

## Step 10

Enter your device name and tap "Complete".



9:03 4G

**Network Configuration**

Success!

Device

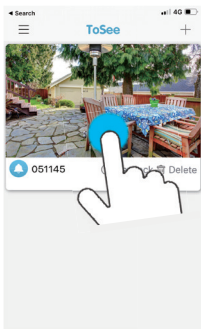
Please edit the device name. Example: Front Door, Living Room

Front Door

Complete

## Step 11

Tap the doorbell Live View. If you can see the Live View, you're all set!



Search ToSee +

051145

Live View

Delete



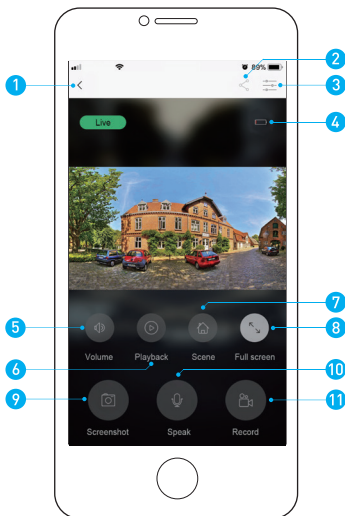
## NOTICE:

Be sure to turn on push notifications on your phone.

1. Navigate to Settings -> Notifications -> ON
2. A list of apps that support push notifications will appear.
3. Tap the ToSee and choose your options.

## 4. App Live View Interface

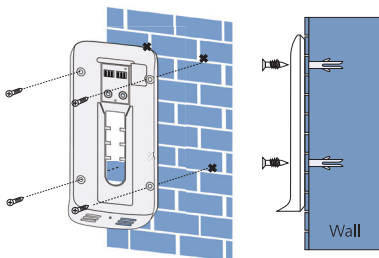
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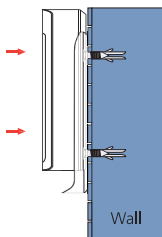
- |             |                      |
|-------------|----------------------|
| 1. Back     | 7. Video effects     |
| 2. Share    | 8. Full screen       |
| 3. Settings | 9. Screenshot        |
| 4. Battery  | 10. Talk to visitors |
| 5. Volume   | 11. Record           |
| 6. Playback |                      |

## 5. Install Your Video Doorbell On The Wall

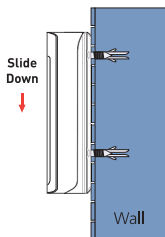
Mark 4 drill holes and use a bit to drill holes in your wall and insert the anchors. Secure your doorbell on the wall with 4 mounting screws and 1 security screw.



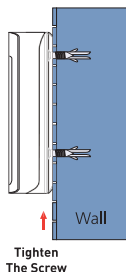
Step 1



Step 2



Step 3



## 6. Troubleshooting

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**Q:** How to RESET your doorbell?

**A:** Press and hold the RESET Button for 6 seconds.

**Q:** How to share you video doorbell with your family?

**A:** 1. Open the ToSee App:

- From the home page, tap the doorbell Live View.
- Tap the "Share icon" in the top right corner.
- Enter the device administrator password, the tap "Confirm".
- Tap "+".
- Enter the new user's Nickname, then tap "Confirm". You will see a QR code.

2. Open the ToSee App on the new user's cellphone.

- From the home page, tap "+" in the top right corner.
- Tap "Scan QR code", then scan the QR code generated before.
- You will see "Success", then tap "Confirm".
- Enter a Device Name. Tap "Confirm" and you're all set!

**Q:** How to adjust PIR motion detection sensitivity?

**A:** 1. From the device list page, tap the "Live view."

2. Tap "Settings" in the top right corner.

3. Tap "Motion Detection Sensitivity."

PIR Motion Detection Sensitivity

- PIR Motion Sensor Disabled
- 10-second delay trigger on PIR motion detection
- 5-second delay trigger on PIR motion detection
- No Delay on PIR motion detection

**Q:** How many users can view the video at the same time?

**A:** Up to 4 users may view the video feed, but only 1 user can use the direct intercom. Both iOS and Android are compatible.

**Q:** Is 5GHz WiFi supported?

**A:** No. Only 2.4GHz WiFi is supported.

**Q:** My signal is poor on my doorbell?

**A:** Your doorbell maybe too far away from your wireless router or you may have some obstructions in between that reduce signal strength. You might try repositioning your router or getting a signal extender/repeater for your wireless router.

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## Wireless Chime (Optional)

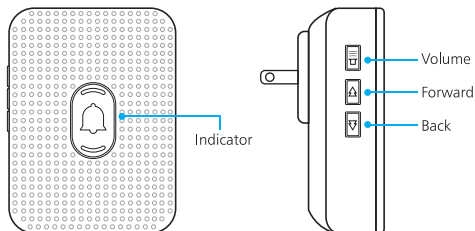
Connect the video doorbell to the doorbell chime, and get instant alert in your home when someone rings the doorbell. Hear the doorbell chime when you are home, without checking your video doorbell app! The chime plugs into any wall outlet, you can place it anywhere in the home.

### NOTICE:

The video doorbell is only compatible with our wireless chime, and not compatible with traditional doorbell chimes. The wireless chime is optional. If it is not installed, doorbell notifications will still go directly to the ToSee app.

### 1. The Basics

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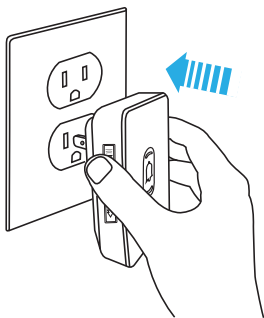
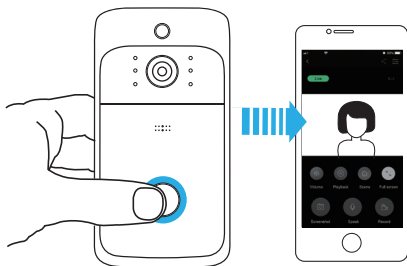
## 2. Getting Started

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### Set up your chime with the video doorbell

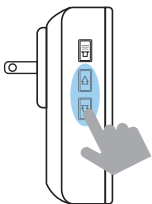
#### Step 1

Before the setup process, be sure your video doorbell has connected to your phone and plug in your chime.



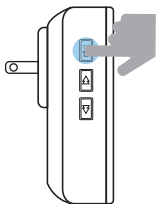
## Step 2

Press the forward or back button to cycle through 55 different tunes and select a tune.



## Step 3

Press and hold the volume button for 5 seconds until the chime emits a Ding sound and the blue indicator flashes.



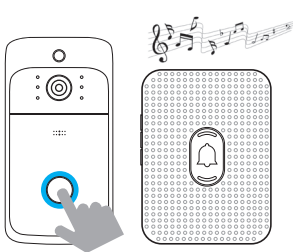
## Step 4

Press the doorbell button, the chime emits a Ding sound.



## Step 5

Press the doorbell button again, the chime will automatically play the tune you selected.



#### Declaration of conformity

Herby,EKEN GROUP LIMITED declares that this Video doorbell is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Use the Video doorbell in the environment with the temperature between  $-10^{\circ}\text{C}$  and  $50^{\circ}\text{C}$ ,

Use careful with the earphone maybe possible excessive sound pressure from earphones and headphones can cause hearing loss.

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

Operation Frequency: 2412MHz~2472MHz  
(802.11b/802.11g/802.11n(HT20))

Max output power: 0.0435W

Manufacturer: EKEN GROUP LIMITED

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Qianjin Two Road, XiXiang, Baoan District, ShenZhen,  
Guangdong, China

Tel: +86-755-85261055

Fax: +86-755-85261055-802

E-mail: Amanda@eken.com

## FCC 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

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.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body



# DECLARATION OF CONFORMITY

I hereby declare that the product

Product Name: Video Doorbell

Model: Video Doorbell, Video Doorbell Pro, Video Doorbell Plus, Video Doorbell 2, Video Doorbell 3, Video Doorbell 4, Video Doorbell 5, Video Doorbell 6, Video Doorbell 7, Video Doorbell 8, Video Doorbell 9

Brand Name: N/A

(Name of product, type or model, batch or serial number)

satisfies all the technical regulations applicable to the product within the scope of Council Directives 2014/53/EU, 2014/35/EU and 2014/30/EU; and declare that the same application has not been lodged with any other notified body.

EN 60950-1: 2006+A11: 2009+A1: 2010+A12: 2011+A2: 2013

Draft ETSI EN 300 328 V2.2.0 (2017-11)

Draft ETSI EN 301 489-17 V3.2.0 (2017-03)

Draft ETSI EN 301 489-1 V2.2.0 (2017-03)

EN 62311:2008

(Title(s) of regulations, standards, etc.)

All essential radio test suites have been carried out.

**NOTIFIED BODY:** MiCOM Labs Inc

– Address:

575 Boulder Court,

Pleasanton, California 94566

USA

Identification Number: 2280

**MANUFACTURER or AUTHORISED REPRESENTATIVE:**

– Address:

EKEN GROUP LIMITED

Room 2511-2512, Meilan Business Center, Qianjin Two Road, XiXiXiang, Baoan District, Shenzhen, Guangdong, China

This declaration is issued under the sole responsibility of the manufacturer and, if applicable, his authorised representative.

**Point of contact:**

Amanda Liang, +86-755-85261055/+86-755-85261055-802

(Name, telephone and fax number)

2018-10-24

(Place, date of issue)



(Signature)

Amanda Liang, Sales manager

(Name and title in block letters)