



Whiffle Video Doorbell

User Manual

www.annke.com

Hi, friend!

Thanks for choosing ANNKE.
If there's anything we can help,
please feel free to reach us! We'll reply in 24H.

 support@annke.com

 <http://help.annke.com>

Contents

What's in the Box	01
Get to know your doorbell	02
Doorbell front view	02
Functional views	03
Chime front view&Chime side view	04
Set up your doorbell	05
Downloading and installing the app	05
Doorbell binding	06
Possible problems with binding	07
Doorbell sharing	08
Power on/off&Network configuration	09
Power button	10
Connecting the chime	10
Charging your doorbell	14

Contents

Installation	15
Choose the right place to install	15
Wireless installation	19
Installing at an angle(optional)	22
Installation steps	23
Detach and alarm	25
LED indicator explanation	26
Firmware upgrade	27
FAQ and troubleshooting	28

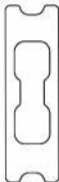
What's in the Box



Doorbell



Flat mounting
bracket



3M tape



Doorbell chime



Wall screw
(wall anchor)



Wedge screw



Removal pin



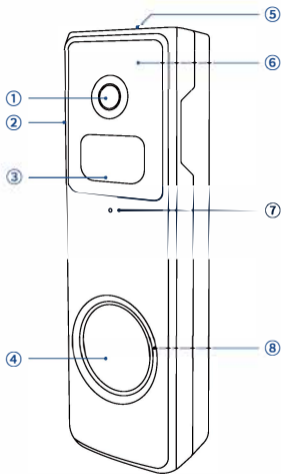
USB cable

Note: Micro SD card and power adapter are not included.

Get to know your doorbell

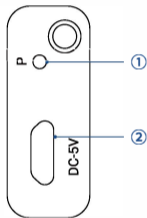
1. Doorbell front view

- ① Lens
- ② Speaker
- ③ Human body infrared sensor
- ④ Doorbell button
- ⑤ Removal hole
- ⑥ Infrared light
- ⑦ Microphone
- ⑧ Indicator light

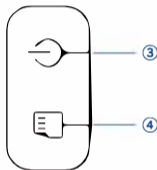


2. Functional views

Right side
Functional
views ▶

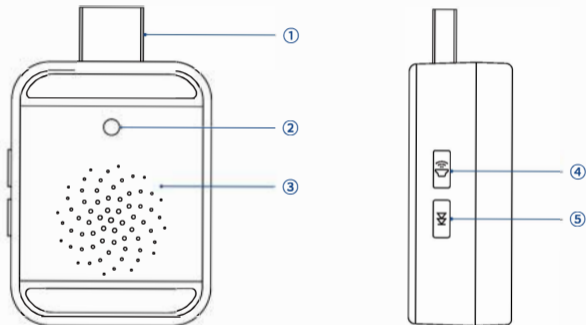


Bottom side
Functional
views ▶



- ① Reboot hole
- ② Micro-USB port
- ③ Power button
- ④ Micro-SD card slot

3. Chime front view&Chime side view



① USB port

② Indicator light

③ speaker

④ Volume control

⑤ Ringtone selection key / "SYNC" key

Set up your doorbell

1. Downloading and installing the app

Search for **VicoHome** in App Store or Google Play, download and install the latest version app and follow the prompts to complete user registration.

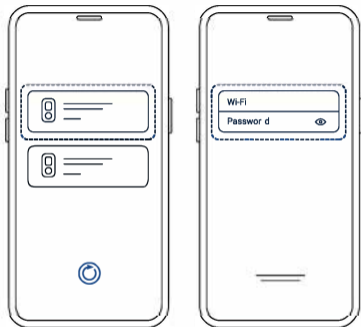


App Download

2. Doorbell binding

1) Click the **"Add Now"** button in the app, press and hold the doorbell switch button for 3 seconds to turn on the doorbell, and the app will automatically search for devices that are on and not bound. Select the device you want to bind in the search results for the next step.

2) Enter the name and password of the Wi-Fi network you want the doorbell to connect to. Click **"Next"** after completion, and the app will try to connect the doorbell to the Wi-Fi.



Note: To ensure a long-distance connection, the doorbell only supports a 2.4 GHz Wi-Fi network with stronger wall penetration capability and does not support WiFi with enterprise-level authentication. Please make sure that your Wi-Fi meets the requirements.

3) After a while, the doorbell will play a sound indicating that the connection is successful. At this point, please set a name for the doorbell on the app and select the location where you want to place the doorbell. Click Finish to complete the pairing.

3. Possible problems with binding

- When you hear "**Password error**", check if the Wi-Fi password you entered in the app is correct;
- When you hear "**Authentication method error**", please make sure that your Wi-Fi network is not in an enterprise-level network connection mode, as the doorbell only supports networks with a security level below WPA-2;
- When you hear "**AP does not exist**", please check if you have selected or entered the correct Wi-Fi name. Please place the doorbell near the Wi-Fi router and make sure the router is powered on. Also, please note that 5 GHz Wi-Fi cannot be searched by the doorbell either;
- When you hear "**IP acquisition timeout**", it means that you have too many devices connected to the router and to connect more devices, please delete some infrequently used devices or reboot the router to clear the unconnected doorbell whose lease has expired, and you may need to contact the router administrator;
- When you hear "**Server connection failed**", please check if your router is properly connected to the external network. This is usually the case when your home network is disconnected or the router you choose is a server on the LAN. Please make sure the network connection is normal, and try to connect again by temporarily turning off the firewall.

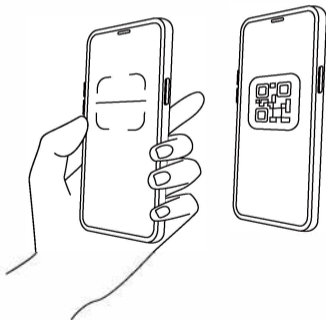
4. Doorbell sharing

You can use this feature when you need to use the doorbell with other family members or friends. Only the admin user who has bound the doorbell for the first time can share and set up the doorbell, while other members can only view the live video or video playback feature of the doorbell.

1) For admin user of the doorbell, find the doorbell you wish to share on the app homepage or doorbell settings screen, then click the share button and enter the Share page. Click **"Device Sharing"** to generate a shared QR code.

2) For users who need to be shared with, click **"+"** on the homepage and select **"Add Friend's Device"** to enter the scan code page.

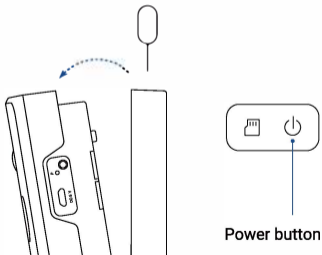
3) After the shared user successfully scans the QR code on the admin user's mobile phone, the admin user will receive a confirmation notification, then click **"Accept"** to complete the doorbell sharing.



5. Power on/off&Network configuration

The power button can control the doorbell on/off function or enter the network configuration mode. You need to first remove the doorbell from the bracket before the button can be pressed.

- Insert and press the detaching pin into the hole on the top of the doorbell and then lift to take the top of the doorbell off.
- Press and hold the power button for 3 seconds to switch the device on and off.
- Double-click the power button on the doorbell that has been powered on and a prompt tone will sound indicating to enter the network configuration mode.



Power button

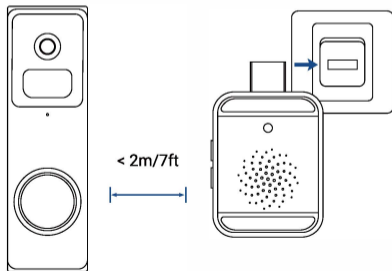
Connecting the chime

1) Connecting the doorbell chime with a charger

Connect the doorbell chime to the power supply of 5V/1A~5V/2A, and the doorbell chime will ring once.

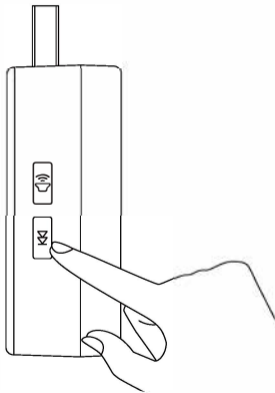
2) Bringing your doorbell close to the chime

Move the doorbell within 2 meters of the doorbell Chime, so that the doorbell and the doorbell chime can be paired stably.



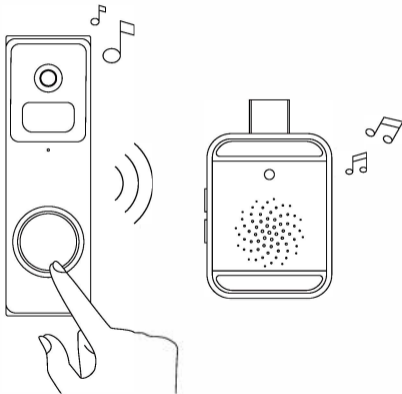
3) Putting the doorbell chime into sync state

Press and hold the pairing button on the front of the indoor Ding Dong until you hear a beep.



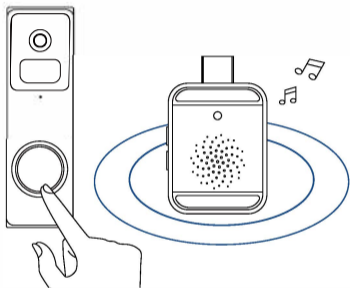
4) Synchronizing the doorbell with the chime

Press and hold the doorbell button for 6 seconds, the doorbell will ring twice, send a connection signal, and the doorbell chime will ring.



5) Connection Successful

Press the doorbell button for testing. When a chime rings, it indicates that the connection is successful.

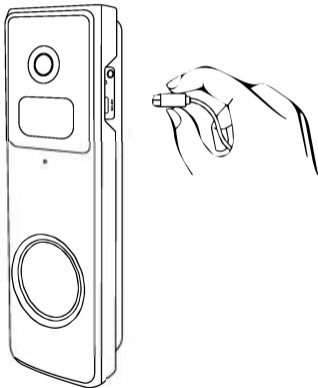


Note:

- Your doorbell communicates with the chime via Radio Frequency, but not Wi-Fi.
- You can assign different chimes as needed.
- If you want to cancel the pairing relationship, you can long press the indoor Dingdong synchronization button for 8s.

1. Charging your doorbell

Before the doorbell installation, please charge your doorbell. During the charging process, the yellow indicator light of the doorbell is always on, and then it will become solid green when the charging is completed. It may take about 10 hours to fully charge the doorbell.



Note:

- Compatible charger (not included)
- USB compatible mobile phone charger (DC 5V 1A~2A)

Installation

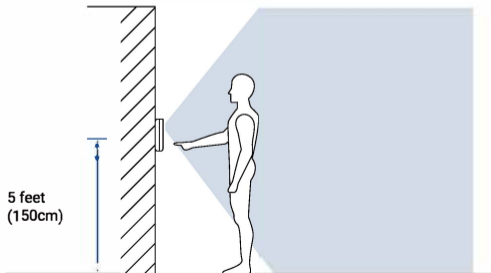
1. Choose the right place to install

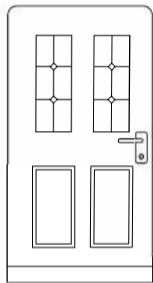
You need:

- The items in the Smart Video Doorbell box
- Phillips screwdriver
- (Optional) power drill

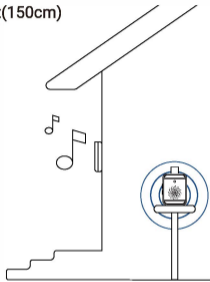
1) Select a location for your video doorbell.

Determine the mounting position of the doorbell. Check if you can reuse the existing holes on the wall, if you don't want to drill new holes to mount your video doorbell. It is suggested to mount the doorbell at least 5 feet (150 cm) above the ground for the optimal angle of view and best motion detection performance.





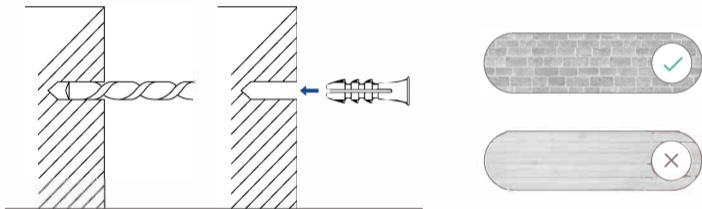
5 feet(150cm)



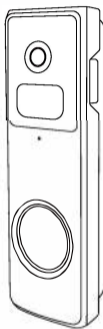
Note:

- The doorbell, indoor unit, and router need to be as close as possible (to avoid networking failure due to distance).
- The doorbell should be installed on non-metallic porches and walls (to avoid signal shielding) or affixed to the wall on the door side.

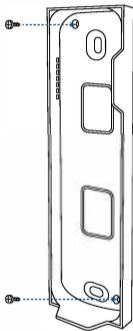
2) If installing on stucco, brick, or concrete, mark 2 drill holes using the doorbell bracket as a template. Then, use a 1/4" masonry drill bit to drill holes in your wall, and insert the included anchors. (If you're installing on a wood surface, skip this step.)



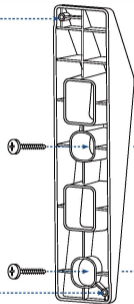
mounting order



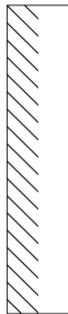
Smart Video
Doorbell



doorbell bracket

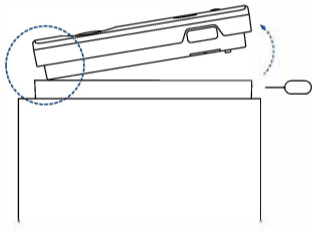


Angled mounting
wedge (optional)

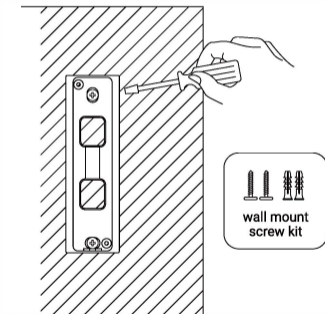


2. Wireless installation

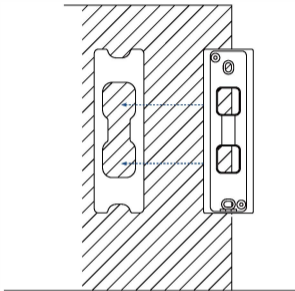
1) Release the bracket from the doorbell with the provided tool.



2) Mark the screw holes and mount the bracket on your wall with screws.



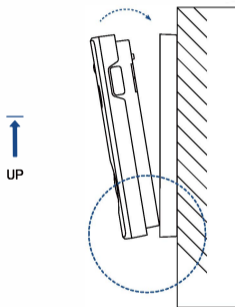
3) Adhesive tape is provided to mount the bracket on flat surfaces.(Optional)



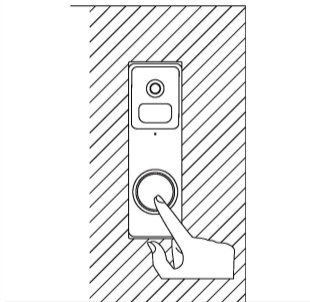
Note:

When mounting the doorbell with 3M adhesive pad, in order to improve the adhesive pad's adhesive effect, please wipe the mounting location to ensure that there is no dirt and dust. when the 3M adhesive pad is attached to the wall, you need to press evenly up and down to ensure that the adhesive pad is fully activated.

4) Attach the doorbell to the fixed mounting bracket.



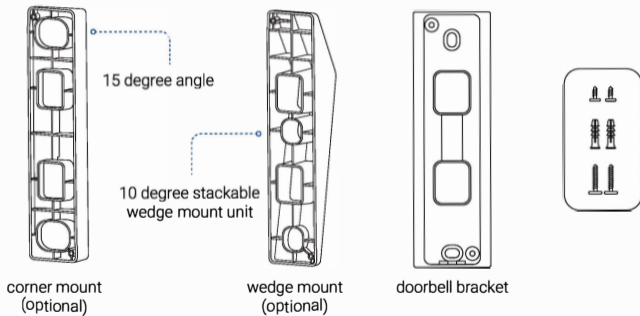
5) All set! Press the doorbell button to run a test.



3. Install at an angle (optional)

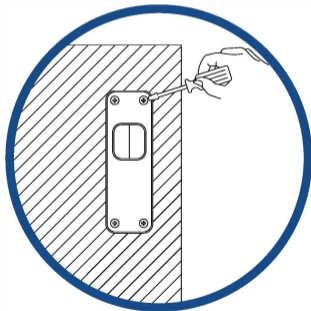
You can purchase the following angled brackets to point your doorbell to a specific view angle.

Doorbell Bracket Rear View

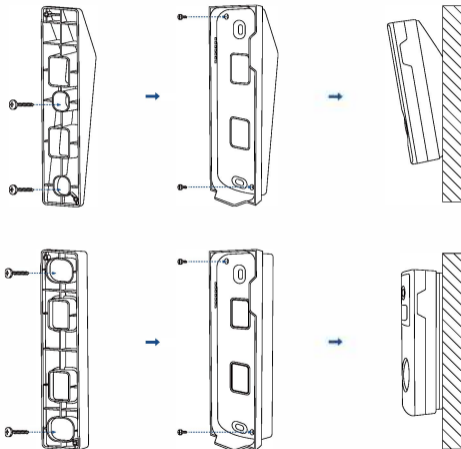


4. Installation steps

- 1) If you have an existing doorbell, please remove it.
- 2) Mark the screw holes and mount the angle bracket on your wall with screws.
- 3) Mark the screw holes and mount the plane bracket on the angle bracket with screws.
- 4) After fixing the screws, the installation is completed.



schematic diagram



5. Detach and alarm

1) Anti-theft Tamper Alarm

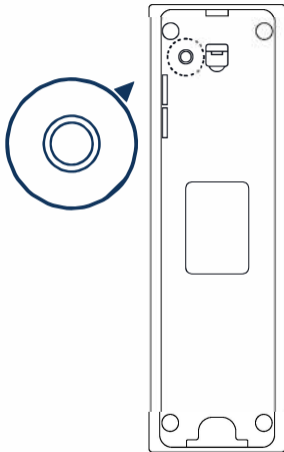
You can also enable the anti-theft alarm in doorbell settings.

2) Tamper Alarm On

With the tamper alarm on, your doorbell detects dismounting activities with the button on its back, and then a 30-second siren alarm will be triggered. Meanwhile, video recording will start, and an alarm notification will be pushed to the owner's app account.

3) Tamper Alarm Off

You can disable the tamper alarm in doorbell settings, and detach the doorbell without triggering any alarm for battery recharge or regular maintenance.



I LED indicator explanation

Mode	Status
Working mode	Solid blue light
Sleep mode	Off
Charging mode	Solid yellow light
Charging completed	Solid green light
Network setting up mode	Flashing blue light

Firmware upgrade

When you connect your doorbell via the app, it will automatically detect if there is a firmware available and prompt for an upgrade. You can also manually detect the firmware upgrade in the app's doorbell settings.

Note:

Please make sure your doorbell is fully charged or connected to the power adapter before the firmware upgrade, and do not turn off your doorbell during the upgrade process.

FAQ and troubleshooting

Q: Does the doorbell glow red when using its night vision?

A: It has built-in infrared light beads. Only a faint red light can be seen under the night vision mode, and the camera is still clear in a dark environment.

Q: What are the requirements for Wi-Fi?

A: Please use a 2.4 GHz wireless network. The doorbell does not support the 5 GHz wireless network. Meanwhile, please set the Wi-Fi authentication method to a security method below wpa2-psk, which requires a password.

Q: How far away from the router should the doorbell be placed?

A: It has been tested that the Wi-Fi connection distance is up to 150 meters in an open environment. The actual situation depends on the Wi-Fi signal strength and the surrounding environment (too thick walls, electromagnetic wave doorbells, and large metal objects can interfere with the Wi-Fi signal). If the doorbell connection signal is weak or unstable, please place the doorbell as close to the router as possible.

Q: How can I review videos in a quick and categorized way?

A: Click the icon on the top left corner of the "Library" screen to set filtering conditions, check the conditions and save them to quickly review the video playback by category.

Q: What should I do when the doorbell acts abnormally?

A: After taking the doorbell off the bracket, press and hold the power button for 3 seconds to reboot it. If it doesn't respond, you can reset the doorbell by poking the reset hole with a pin.

About This Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website.

Please use this user manual under the guidance of professionals.

Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES. IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Information

FCC compliance:

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 uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Conditions

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.

EU Conformity Statement



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info





2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into "Warnings" and "Cautions"

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

	
<p>Warnings: Follow these safeguards to prevent serious injury or death.</p>	<p>Cautions: Follow these precautions to prevent potential injury or material damage.</p>



Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100~240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.



Cautions

- Do not drop the camera or subject it to physical shock.
- Devices are designed for indoor use only. Keep them away from liquids and humid environments.
- While in delivery, the camera shall be packed in its original packing, or packing of the same texture.
- A few parts (e . g . electrolytic capacitor) of the devices shall be replaced regularly according to their average enduring time. Please check their conditions regularly and replace them in time.
- Use only attachments / accessories specified by the manufacturer.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose the waste batteries according to the instructions provided by the battery manufacturer.
- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the camera yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)

Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Make sure the power supply voltage is correct before using the camera.
- Install the system in a well - ventilated, dust - free environment.
- Do not place the camera in extremely hot, cold (the operation temperature shall be 0 C ~ 4 0 C, storage temperature shall be - 2 0 C ~ 6 0 C), dusty or damp locations, and do not expose it to high electromagnetic radiation.
- Place the devices on stable and leveled surfaces, avoiding falling down or dropping.
- Use the device in conjunction with an uninterrupted power supply if possible.
- Only clean the devices with a dry cloth; never use chemical cleaners. Before any cleaning, you must disconnect the adapters.
- Power down the device before connecting and disconnecting accessories and peripherals.
- Unplug this device when unused for long periods of time.



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