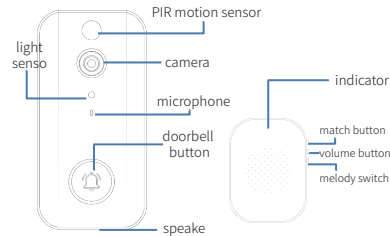


# SMART DOORBELL i9 User Manual



## Product Introduction



## Product Functions

**Visual call:** When someone rings the doorbell, the mobile phone with the doorbell bound will receive a push notification from the APP, you can answer it by video call with visitors.

**Real time picture:** the device is connected to WiFi for a long time with low power consumption, you can wake it up remotely at any time, anywhere, and views the real-time picture.

It is both a doorbell and also a monitor. This function is enabled by default.

**Power saving mode:** when the doorbell is in the power saving mode, if there is no operation within 30 seconds, the doorbell will automatically turned off to save power.

**Purpose:** To prolong the service time of the device. In this mode, real-time screen viewing is not available, and APP push will be delayed accordingly. When the battery power is lower than 10% (including 10%), the power saving mode will be forced on. Please Charge the device quickly. You can also actively turn off the real-time screen mode in the APP and switch to power saving mode.

**Night vision function:** when the light is insufficient, the doorbell can automatically conduct infrared light compensation imaging. infrared light compensation function is on by default. It can be turned on and off in APP settings.

## How to Use the Doorbell

**Motion sensing:** This product can detect the movement of human body within the detection range of infrared sensor, and automatically take pictures. The photos will be pushed to the bound mobile client. This function is turned off by default and can be turned on in APP settings

**Sensitivity level and push interval** can also be set in APP. **Device sharing:** share the doorbell to others in the APP, and the shared person needs to download the APP to verify login.

(Note: It can be shared with up to 9 friends, but only one person can answer at a time)

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



芯动智家(X Smart Home)

|                       |   |
|-----------------------|---|
| App Store (IOS)       | > |
| Google Play (Android) | > |
| 国内安卓                  | > |
| 国内安卓 (备用)             | > |

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

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

4. Binding device : this Doorbell doesnot support 5G Wi-Fi channel ! Be sure to select the 2.4G Wi-Fi channel and start binding device.

5G Wi-Fi of dual channel router usually has "-5g" mark after the name. Remember NOT to select this Wi-Fi for device binding.

For example:  
NAXCLOW\_2.4G  
NAXCLOW\_5G

Correct channel  
Wrong channel

## How to Use the Doorbell

**if you have modified the wifi channel name, make sure you choose the correct channel for binding. if you are not sure about the wifi channel, you can login your router backstage for more info. (sticker on the back of router housing)**



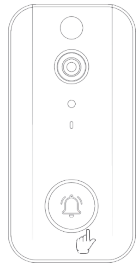
(type router IP address in webbrowser, open the link and input user name and password.)

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

### Warnings :

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

## Pairing Doorbell&DingDong



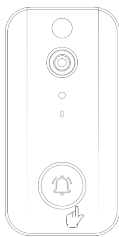
1. Plug Dingdong in power source.
2. Long press Dingdong match button for 2 seconds, indicator light on suggesting enters pairing mode.
3. Press doorbell button once, 2 devices will pair with each other, after pairing successfully, indicator lights off.

### Warnings:

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

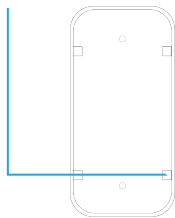
## Reset&Restore factory settings

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



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

### Reset butto



## Common problems and solutions

### 1. Cannot receive verification code when account registration

Check if your cell phone number or email account is entered correctly.

### 2. Device networking failure or networking timeout

- 1). This product does not support 5G Wi-Fi, only 2.4G Wi-Fi for networking (please do not choose 5G Wi-Fi name will be marked 5G).
- 2). Please check if the Wi-Fi password is entered correctly.
- 3). Please allow all permissions of the APP, including Bluetooth, Wi-Fi and location services, etc.
- 4). Please restart the router and cell phone to try again.

### 3. Device binding failed

If the APP binding failure screen shows the device ID and prompts: 'please unbind and try again', please take a screenshot and contact the merchant to deal with it.

### 4. The first step of adding APP can not connect to Bluetooth

- 1). Please restart your phone Bluetooth or try after restarting your phone.
- 2). APP uninstall and reinstall.
- 3). The above methods are not possible, please contact the merchant.

### 5. APP is in the background or the message is not pushed

1). Check the push settings:  
**Apple phone:** In the phone system settings-notification-core mobile home, open all the allowed notifications inside, including screen unlock notification, notification center and banner.

**Huawei phone:** In the phone system settings-notification and status bar-core mobile home, open all the allowed notifications, including screen unlock notifications and banners.

**Samsung cell phone:** In the phone system settings-notifications-APP notifications-Core Mobile Home, open all the allowed notifications, including screen unlock notifications and banners

2). After pressing the doorbell, if the APP does not perform any operation, the doorbell will not push information to the phone within 30 seconds after pressing the doorbell to prevent someone from maliciously pressing the doorbell.

3). Check whether the doorbell is reset, if the bell prompts the network failure, the device may be reset, ask the administrator to re-bind (the first bound account is the administrator).

4). Check whether the push of APP device settings have opened "APP push"

5). If the above conditions are still not pushed, please restart the phone, if it still does not work after restart, please contact the merchant,

### 6. Severe delay in ringing and pushing

This is caused by unstable Wi-Fi network, you can try to restart the router or phone to test again.

### 7. Prompt networking failure after doorbell binding

1). Check whether the doorbell is too far from the router or installed on metal doors and load-bearing walls, the above may lead to weak and unstable Wi-Fi signal, you can take the doorbell to the router around to test whether it can work properly

2). Please check whether the doorbell has been reset, it is recommended that the administrator rebind once (the first binding account is the administrator).

### 8. Connect the video without displaying the image, showing network connection failure

Check the arrival record, if there are captured photos, try to restart the router or phone, the problem is caused by network instability.

### 9. Unable to connect to the video, showing that it was answered by another user or timeout

- 1). After ringing the bell, it takes 30 seconds to answer the video, otherwise it will time out.
- 2). Check whether the doorbell has been shared with family members and then answered by them.
- 3). Check whether the operation is too frequent, the system thinks someone malicious ringing, temporarily close the answer window, you can wait a while to try.

### 10. Video and image blurring

- 1). Check whether the lens is not torn off.
- 2). Check whether the camera is stained, you can use a cloth to wipe.

### 11. Video and captured pictures rendered in black and white

This product has an automatic night vision function, which will automatically turn on when the light is poor. When the night vision function is turned on, the screen is black and white.

### 12. No response or ringing tone when ringing the doorbell

- 1). Please check whether the doorbell is out of power, it is recommended to try after charging for a period of time.
- 2). Check the phone after pressing the bell, if there is a push, the speaker may be damaged. No response after charging,, please contact the merchant.

### 13. No sound on the phone during intercom

- 1). Please check if the phone volume is turned to maximum, or you can restart the phone to try again.
- 2). Try changing your phone and if there is still no sound, please contact the merchant.
- 3). Check if the mic hole above the camera is sealed by the lens film. You can tear off the lens film and retest it.

## Precautions for using Dingdong

1. The communication distance between the doorbell and the Dingdong machine is usually about 15-20 meters away from a wall (20cm thick). Exceeding this distance will cause the Dingdong machine to be unable to receive signals.

2. Try not to install the doorbell on a metal door or load-bearing wall, as the metal will block the signal. If the load-bearing wall is too thick, it will block the signal.

Try not to have large electrical appliances between the doorbell and the Dingdong machine, as all of the above may cause the Dingdong machine to not receive the signal.

## What to do if the Dingdong doesn't work

1. Place the doorbell and Dingdong machine within 1 meter for testing to see if the Dingdong machine will sound. If it does, it indicates that the equipment is normal.

Please check if the installation location of the doorbell exceeds the distance or is caused by metal doors and load-bearing walls.

2. Pair the doorbell with the Dingdong machine again, but it still doesn't sound after pairing. Please contact the merchant to return it.

3. There may be signal interference. You can try again in one or two hours. If it still doesn't work, please contact the merchant to return it.

4. If all the usage conditions are met and still do not work, please contact the merchant for a refund.

5. The Dingdong machine will automatically sound, and there may be interference from the same frequency signal in the accessories. You can pair and test again.

FCC Warning:

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.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this 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.

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 and your body.