

Frequently Asked Questions

The following FAQ answers many of the general questions about the 2K Wired Video Doorbell. Where applicable, the FAQ includes links to articles where you may find more information.

Does the video doorbell support 5GHz?

- Yes, the video doorbell can be connected to a 2.4 GHz or 5 GHz Wi-Fi network. Many routers broadcast Wi-Fi networks in both 2.4 GHz and 5 GHz bands.

Why is the video doorbell not turning on?

- Make sure the breaker is turned on. After turning the breaker back on, wait 5 minutes for the doorbell to fully power on and press the doorbell's button to ensure that the chime is operating correctly.
- Make sure the power source that supplies the video doorbell is **16-24V AC**. Check if the voltage is printed on your doorbell transformer and/or use a multi-meter to test the power.
- If using the supplied USB power cable to connect the video doorbell, make sure the USB cable is connected to a 5V 2A USB power adapter (not included) that is also connected to a power outlet. To verify if the power outlet is working properly, try connecting another device to the outlet and check if the device gets power. If the video doorbell successfully powers on using the USB power adapter, carefully go over the installation setup again.

Why is the video doorbell's chime not working?

- For your existing chime to ring, the chime setting in the DMSS app must be set to **Electronic Chime** or **Mechanical Chime**, depending on the type of doorbell chime you have. Mechanical chimes make a traditional ding-dong sound when rung while electronic chimes can play a melody or ding-dong when rung. You can modify the settings at any time in **Device Details> Chime Link**.
- Allow for the video doorbell to power on for 5 minutes before testing the chime.
- For the wireless chime DS11, you have to add DS11 to DMSS app first and then go **Device Details> Chime Link** to linkage the wireless chime.
- Allow for the video doorbell to power on for 5 minutes before testing the chime.

NOTE: If your video doorbell is NOT connected to any third-party chime, please **DO NOT** set **Mechanical Chime** or **Electronic Chime**, otherwise the video doorbell might not work properly.

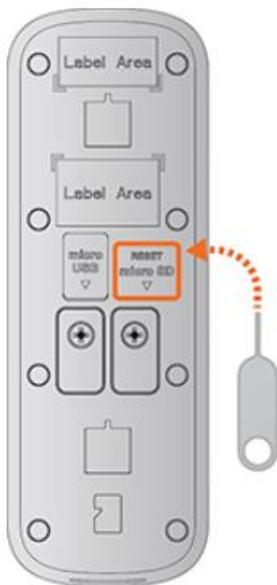
How do you remove the video doorbell from the mounting bracket?

- Insert the supplied pin into the hole at the bottom of the mounting bracket until the inner buckle is reached.
- Then slide the doorbell up and remove it.



How do you reset the video doorbell?

- Pull back the RESET/micro SD card slot cover located on the back of the video doorbell.
- Use the supplied pin and insert it into the tiny hole labelled RESET for 10 seconds. Wait until you hear the voice prompt: "Device is undergoing hard reset" to confirm the video doorbell is restarting.



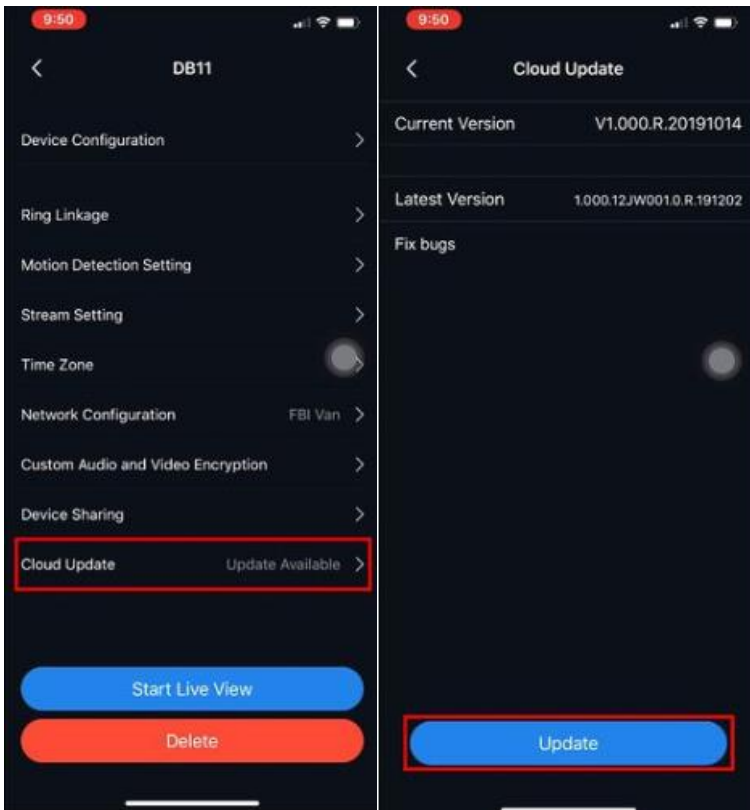
How do you insert or remove the micro SD card from the video doorbell?

- Pull back the RESET/micro SD card slot cover located on the back of the video doorbell.
- If inserting, slide the micro SD card into the slot (with the label side down) until it clicks into place.
- If removing, push down gently on the micro SD card. It will pop out and can then be removed.

How to upgrade the firmware?

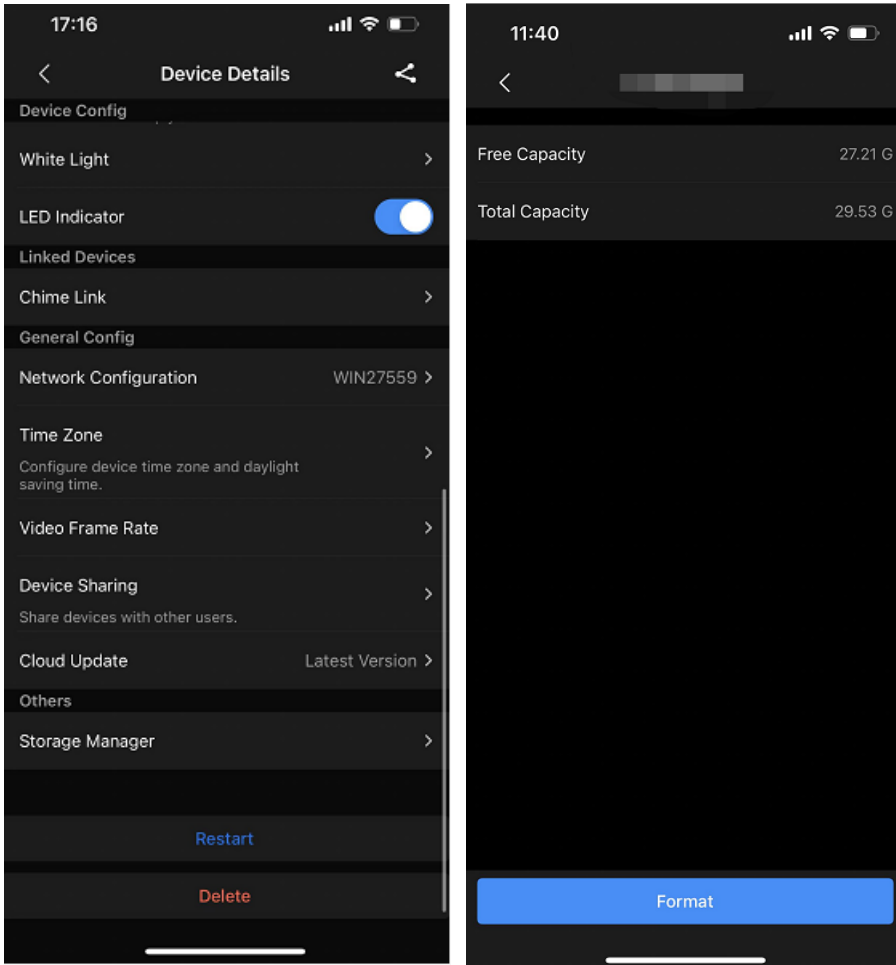
- To make sure all functions works properly, we strongly recommend you to update the firmware to the latest one if there's a new firmware available for you. You can go **Device Details** -> **Cloud Update**, if there's a new

firmware available on cloud, it will show **Update Available**, tap the **Update**. The upgrading process might take a few minutes and the LED light will flash blue (or green) and red during the upgrading.



Why the video doorbell is failed to recording on micro SD card?

- Make sure the firmware of the video doorbell is the latest version.
- In **Device Details** -> **Storage Manager**, check the SD card status and format it, if failed to get SD card status, pull out the SD card and insert again see if it works, try to insert the SD card to PC to check if the SD card is broken, if not, please contact Tech Support.



What size micro SD card does the video doorbell accept?

- Here video doorbell can accept a micro SD card of up to 256 GB of storage capacity.
- Here are sizes and brands of micro SD card's that are supported by the video doorbell:

Capacity	SanDisk	Kingston	Toshiba	Samsung	Sony	Dahua
16 GB	✓	✓	✓	✓	✓	✓
32 GB	✓	✓	✓	✓	✓	✓
64 GB	✓	✓	✓	✓	✓	✓
128 GB	✓	✓	✓	✓	✓	✓
256 GB	✓	✓	✓	✓		✓

What is the minimum recommended upload speed required for remote video streaming?

- A minimum upload speed of 3.5 Mbps is required for best performance.

What is the video doorbell's LED status indicator?

- The LED is on the outside of your doorbell button and indicates how the doorbell is operating. The following section describes how the LED works if you didn't change the default LED settings.

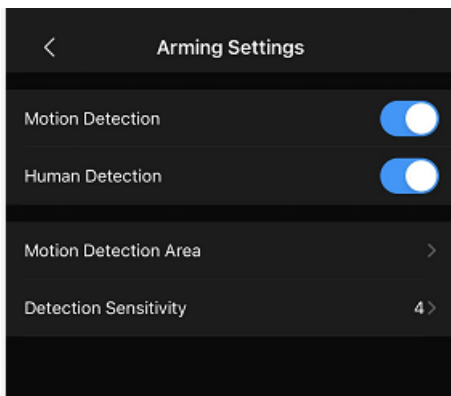
LED Status	Device Status
Solid red	Resetting to factory default or device malfunction
Solid blue	<ul style="list-style-type: none">Device starting/restartingDevice online and operating correctly.
Flashing blue slowly	Hotspot is enabled and ready to setup to DMSS app
Flashing blue quickly	Configuring network
Flashing red and blue	A firmware update is in progress
Flashing red slowly	Network connection failed
Spinning blue	Call in progress for the doorbell

NOTE: the video doorbell you get might show a green light instead of blue light that's because the sales channel is different.

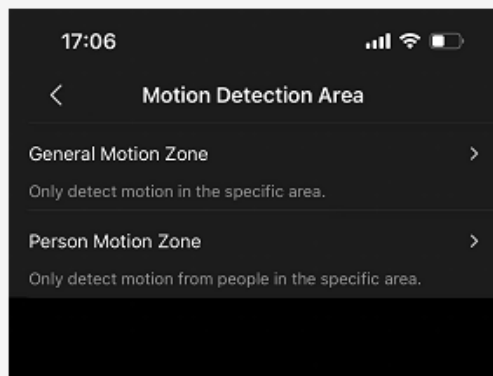
How come I am receiving so many notifications?

- You can adjust the Motion Detection Settings. Tap on the three dots **•••** icon on the top right of the video doorbell, then go **Device Details > Arm Settings**. In here you can enable/disable **Motion Detection** and **Human Detection**, as well as customizing Motion Detection Area and Sensitivity.

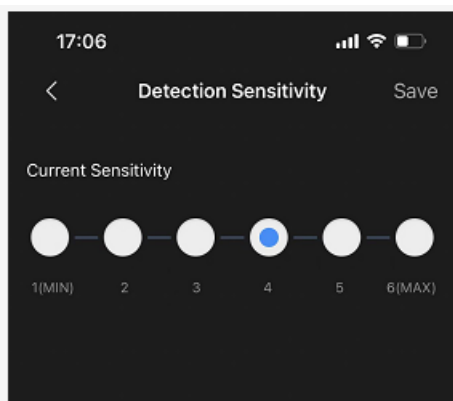
NOTE: if motion detection and human detection are enabled at same time, only human detection event will be received on DMSS, but motion detection and human event will both be recorded. If motion is disabled, human detection can't be enabled



- Go **Motion Detection Area** to customize the area for motion detection and person human detection

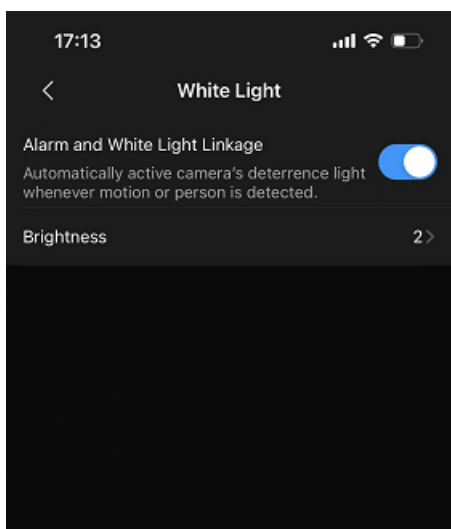


Go **Detection Sensitivity** to set sensitivity for motion and human alerts.



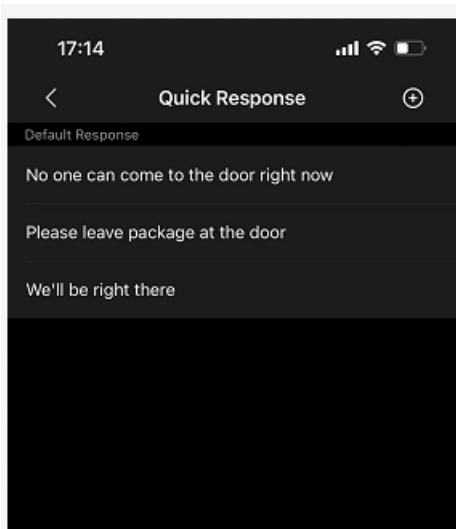
How do I activate the White light when motion is detected?

- In **Device Details > White Light**, you can enable/disable the white light and set the brightness for the build-in white light. Please note only human detection can trigger the white light if motion detection and human detection are both enable in **Arm Settings**.



How do I record a custom quick response for the video doorbell?

- In **Device Details > Quick Response**, tap the + on the top right and record your custom quick response. Tap **Next** to name and save the recorded message.



How do I remove the video doorbell from my account?

- Open DMSS app.
- Tap on the three dots **⋮** icon on the top right of the video doorbell.
- Scroll down and tap **Delete**.

