

# Video Doorbell Deployment Guide

Manual Version: V1.00

## Revision Records

Version No.	Software Version	Revisions	Release Time	Author
V1.00	QPTS-B8101.1.3.241220	Initial release	2025.01.10	Chen

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### About This Manual

- This manual is intended for multiple product models, and the photos, illustrations, descriptions, etc, in this manual may be different from the actual appearances, functions, features, etc, of the product.
- This manual is intended for multiple software versions, and the illustrations and descriptions in this manual may be different from the actual GUI and functions of the software.
- Despite our best efforts, technical or typographical errors may exist in this manual. Our company cannot be held responsible for any such errors and reserves the right to change the manual without prior notice.
- Users are fully responsible for the damages and losses that arise due to improper operation.
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### Network Safety Instructions

Please take all necessary measures to enhance network security for your device.

**The following are necessary measures for the network security of your device:**

- **Change default password and set strong password:** You are strongly recommended to change the default password after your first login and set a strong password that includes at least 8 characters including uppercase letter, lowercase letter, digit and special character.

- **Keep firmware up to date:** It is recommended that your device is always upgraded to the latest version for the latest functions and better security. Visit our official website or contact your local dealer for the latest firmware.

**The following are recommendations for enhancing network security of your device:**

- **Change password regularly:** Change your device password on a regular basis and keep the password safe. Make sure only the authorized user can log in to the device.
- **Enable HTTPS/SSL:** Use SSL certificate to encrypt HTTP communications and ensure data security.
- **Enable IP address filtering:** Allow access only from the specified IP addresses.
- **Minimum port mapping:** Configure your router or firewall to open a minimum set of ports to the WAN and keep only the necessary port mappings. Never set the device as the DMZ or configure a full cone NAT.
- **Disable the automatic login and save password features:** If multiple users have access to your computer, it is recommended that you disable these features to prevent unauthorized access.
- **Choose username and password discretely:** Avoid using the username and password of your social media, bank, email account, etc, as the username and password of your device, in case your social media, bank and email account information is leaked.
- **Restrict user permissions:** If more than one user needs access to your system, make sure each user is granted only the necessary permissions.
- **Disable UPnP:** When UPnP is enabled, the router will automatically map internal ports, and the system will automatically forward port data, which results in the risks of data leakage. Therefore, it is recommended to disable UPnP if HTTP and TCP port mapping have been enabled manually on your router.
- **SNMP:** Disable SNMP if you do not use it. If you do use it, then SNMPv3 is recommended.
- **Multicast:** Multicast is intended to transmit video to multiple devices. If you do not use this function, it is recommended you disable multicast on your network.
- **Check logs:** Check your device logs regularly to detect unauthorized access or abnormal operations.
- **Physical protection:** Keep the device in a locked room or cabinet to prevent unauthorized physical access.
- **Isolate video surveillance network:** Isolating your video surveillance network with other service networks helps prevent unauthorized access to devices in your security system from other service networks.

**More Contents:** You may also obtain security information under Security Response Center at our official website.

### Safety Warnings

The device must be installed, serviced and maintained by a trained professional with necessary safety knowledge and skills. Before you start using the device, please read through this guide carefully and make sure all applicable requirements are met to avoid danger and loss of property.

#### Storage, transportation, and use requirements

- Store or use the device in a proper environment that meets environmental requirements, including and not limited to, temperature, humidity, dust, corrosive gases, electromagnetic radiation, etc.
- Make sure the device is securely installed or placed on a flat surface to prevent falling.
- Unless otherwise specified, do not stack devices.
- Ensure good ventilation in the operating environment. Do not cover the vents on the device. Allow adequate space for ventilation.
- Protect the device from liquid of any kind.
- Make sure the power supply provides a stable voltage that meets the power requirements of the device. Make sure the power supply's output power exceeds the total maximum power of all the connected devices.
- Verify that the device is properly installed before connecting it to power.
- Do not remove the seal from the device body without consulting our company first. Do not attempt to service the product yourself. Contact a trained professional for maintenance. Contact a trained professional for maintenance.
- Always disconnect the device from power before attempting to move the device.
- Take proper waterproof measures in accordance with requirements before using the device outdoors.

#### Power Requirements

- Installation and use of the device must be in strict accordance with your local electrical safety regulations.
- Use the battery properly. Improper use of the battery may cause risks of fire and explosion. Replace the battery with the same type as the original one.
- Use the recommended cordset (power cord) in accordance with the specified ratings.
- Use the power adapter supplied with your device.
- Use a mains socket outlet with a protective earthing (grounding) connection.
- Ground your device properly if the device is intended to be grounded.

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# 1 Introduction

## 1.1 Product Overview

Video doorbell is a smart home device designed to enhance home security and convenience. It offers a range of functions such as video intercom, motion detection, package detection, live view, and alarm reporting.

## 1.2 Product Installation

For detailed installation instructions, please refer to the corresponding quick guide.

Device	Model	Quick Guide
Video Doorbell	GV-DBV1	
Wireless Chime	GV-CHIME-R1	

## 1.3 Product Networking

### 1.3.1 Networking Environment

Prepare the networking environment by referring to the diagram below:

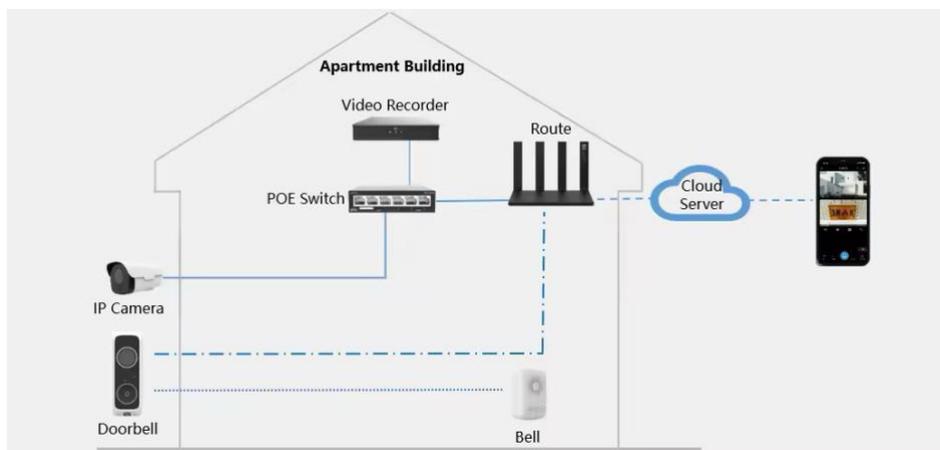


Figure 1-1 Networking Diagram



## NOTE!

- The supported power supply voltages for the video doorbell are AC12V-AC14V.

Guard live

# 2 Video Doorbell Configuration

The video doorbell can be paired with the Guard Live app via Bluetooth. Through the app, various functions such as video intercom, live view, device configuration, alarm reporting, motion detection, package detection, and connection with mechanical/wireless chimes are supported.

This chapter mainly introduces the related configurations for the video doorbell. To get started, please download the latest version of the Guard Live app in app stores.

## 2.1.1 Add Doorbell

After the doorbell is connected to power for the first time, you will then hear “Please connect the network with the app” and the doorbell call button will flash green, indicating the doorbell is ready for network configuration.

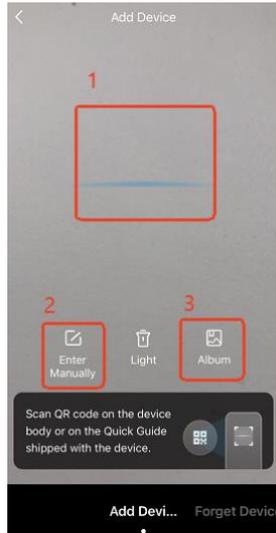
Choose a way to add the device to the app.

Figure 2-1 QR Code



1. Scan the QR code on the quick guide.
2. Enter the register code manually.
3. Select a local image containing QR code for scanning.

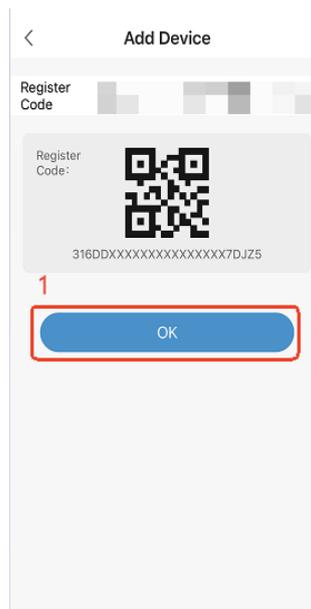
Figure 2-2 Add Device



Ensure your phone is connected to Wi-Fi network and has Bluetooth enabled.

1. Check the register code. Tap **OK**.

Figure 2-3 Check Register Code



2. Check whether the doorbell's indicator is flashing green. If so, tap **Ready to Connect** to proceed. Otherwise, tap **Abnormal device status?** for solutions.



**NOTE!**

- During network configuration, the doorbell's indicator should be flashing green. If it is off or flashing red, please restore the device.

Figure 2-4 Check Device Status



3. Check the Wi-Fi name, enter the correct Wi-Fi password, and then tap **Connect**.

Figure 2-5 Connect Wi-Fi



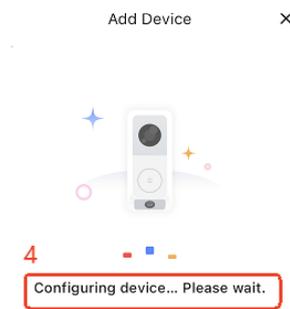
**NOTE!**

The video doorbell supports both 2.4GHz and 5GHz Wi-Fi. Ensure Bluetooth is enabled on your phone during network configuration.

4. After a beep sound, the doorbell will start connecting to Wi-Fi. Once the connection succeeded, you will hear "Wi-Fi connected". Wait for about 30 seconds for the doorbell to complete its configuration. Once completed, you will hear "Added successfully", and the app will automatically proceed.

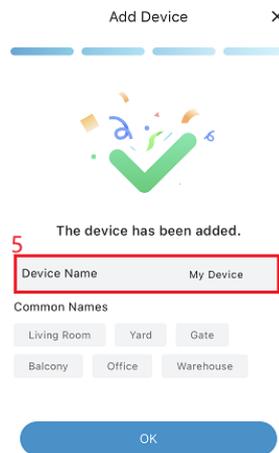
If the Wi-Fi connection failed, you will hear "Wi-Fi connection failed". Please check the Wi-Fi password, and Wi-Fi network status, and doorbell indicator status.

Figure 2-6 Configuring



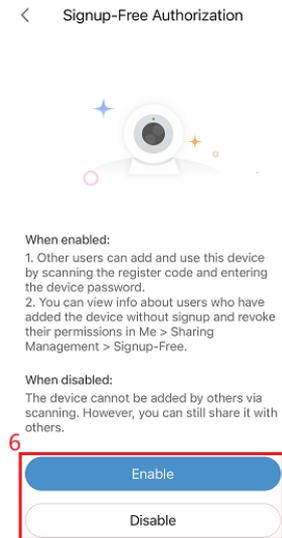
5. Set the device name as needed. Tap **OK**.

Figure 2-7 Change Device Name



6. Enable or disable signup-free authorization as needed. The network configuration completes.

Figure 2-8 Signup-Free Authorization



**NOTE!**

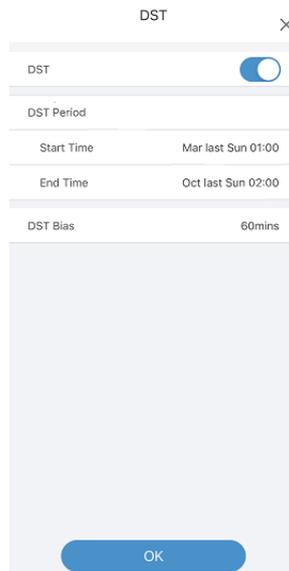
- Signup-free function is currently supported on iOS only.

Now, pressing the doorbell call button will initiate a call with the app.

7. DST settings.

- 1) DST is enabled by default. You can disable it as needed.
- 2) When enabled, you need to set the DST start and end time and the DST bias.

Figure 2-9 Configure DST



2.1.2 Add Chime

The doorbell supports 2 types of chimes: **Wireless Chime** and **Mechanical Chime**.

Please note that the wiring methods and adding steps for the wireless and mechanical chime are different.

Go to **...** > **Set** > **Chime Settings**.

## 1. Wireless Chime

1. Tap **Chime Settings**.

Figure 2-10 Chime Settings



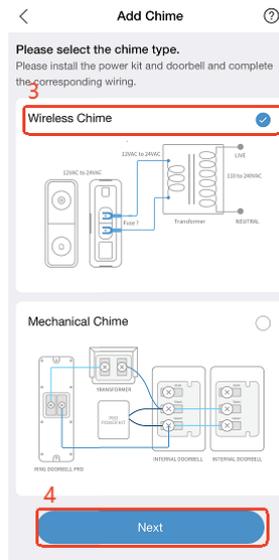
2. Tap **Add Chime**.

Figure 2-11 Add Chime



3. Select **Wireless Chime** as the type. Tap **Next**.

Figure 2-12 Select Wireless Chime



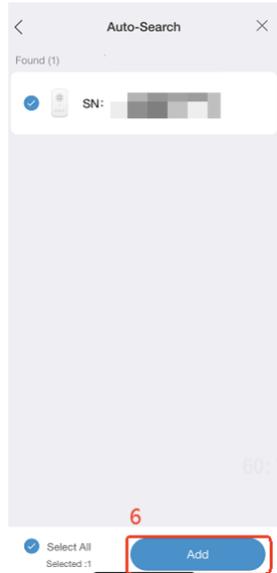
4. Press and hold the SYNC button on the chime until the indicator light flashes green, then release. Select **The indicator flashes green**, and then tap **Next**.

Figure 2-13 Chime Startup



5. The device will automatically search for the available wireless chime. Select the wireless chime to bind and tap **Add**.

Figure 2-14 Search Result



6. Once added, the chime info will be displayed on the **Chime Settings** screen. Now, pressing the doorbell call button will trigger the chime to ring. To delete the chime, tap . Once deleted, the chime will no longer be triggered to ring.

Figure 2-15 Added Successfully



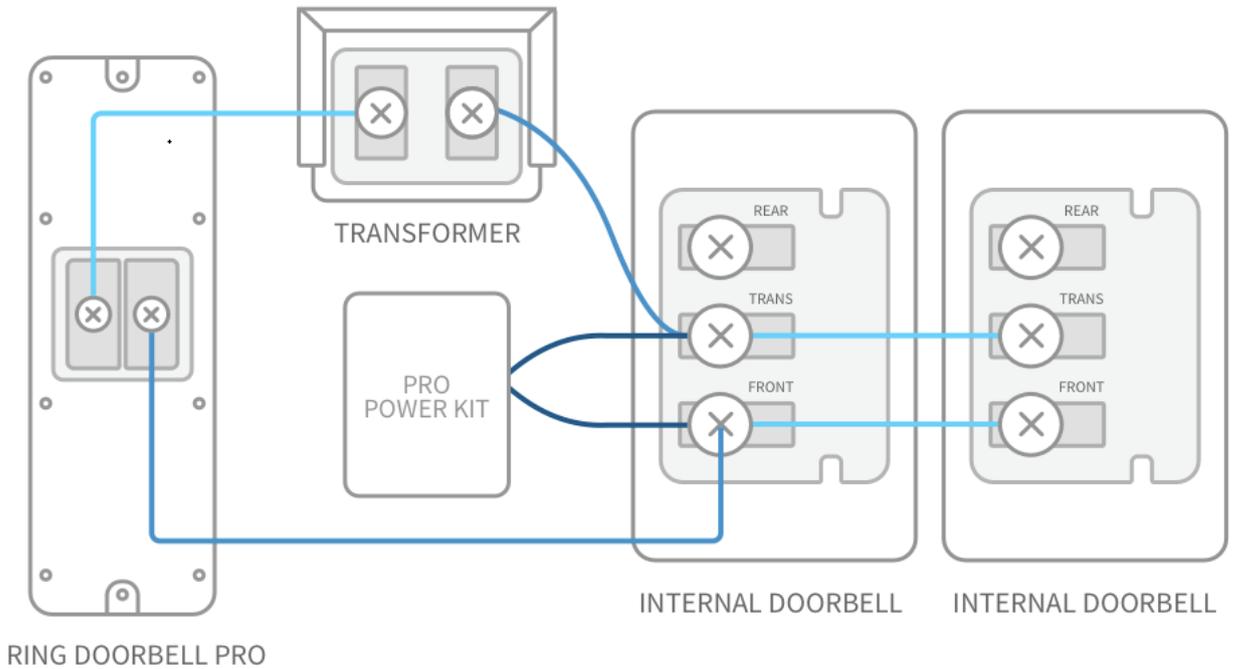
**NOTE!**

- During auto-search, only one chime can be discovered at a time. To add more, repeat the steps above. Up to 3 wireless chimes are allowed.

## 2. Mechanical Chime

**Before adding, ensure the mechanical chime is properly wired with the doorbell in a power-off state. Otherwise, the doorbell may be damaged. Do not add a mechanical chime when the doorbell is not connected to a mechanical chime.**

Figure 2-16 Mechanical Chime Wiring Diagram

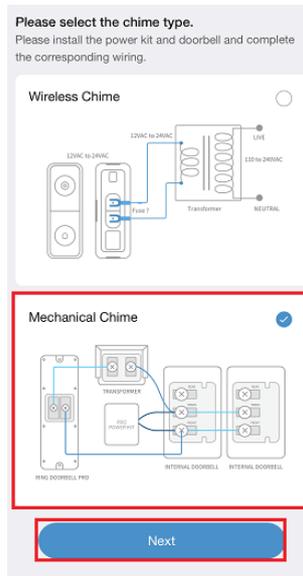


**CAUTION!**

Proper wiring is essential to prevent damage to the doorbell when triggering the chime.

Go to **Chime Settings > Add Chime**. Select **Mechanical Chime** as the type. Tap **Next**. The chime is added. Now, pressing the doorbell call button will trigger the mechanical chime to ring. A doorbell can pair with only one mechanical chime.

Figure 2-17 Select Mechanical Chime





## CAUTION!

If the mechanical chime is no longer needed, it cannot be manually deleted. You must switch the settings to the wireless chime mode.

## 2.2 Video Doorbell Parameter Configuration

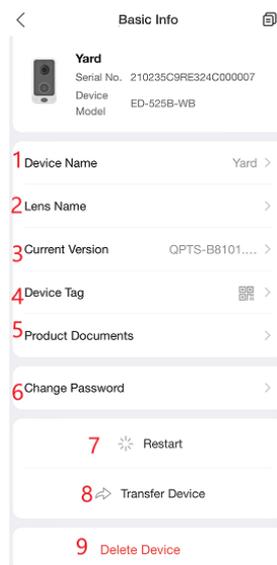
After adding the video doorbell to the app, it will be displayed in the device list on the main screen. Tap **\*\*\*** > **Set** for configuration.

### 2.2.1 Basic Information

On the **Settings** screen, tap the device name to access the **Basic Info** screen, where you can view and edit the device information.

1. **Device Name:** Set the device name.
2. **Lens Name:** Set the name for the main and sub cameras.
3. **Current Version:** Check the doorbell's version information. If a new version is available, you can tap **Upgrade** to install the new version.
4. **Device Tag:** View the device's serial number and a QR code that contains the device's register code. **It is advisable to save a digital copy to your local album as a safeguard against potential damage or loss of the physical QR code.**
5. **Product Documents:** View the installation guide for the device.
6. **Change Password:** Change the device's password.
7. **Restart:** Tap and confirm to restart the device.
8. **Transfer Device:** Transfer the ownership of the device to another user or team.
9. **Delete Device:** Tap and confirm to unbind the device from the app.

Figure 2-18 Basic Info



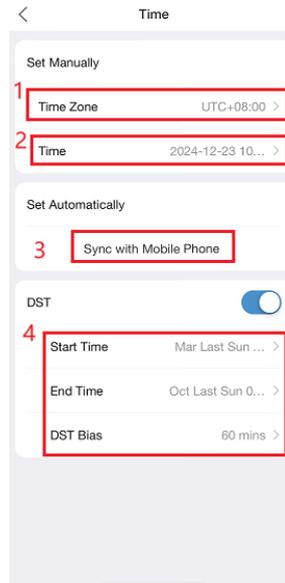
### 2.2.2 Time

Go to **\*\*\*** > **Set** > **Time**.

1. **Time Zone:** Select the device time zone manually.
2. **Time:** Set the device time manually.

3. **Sync with Mobile Phone:** Tap **Sync with Mobile Phone**. The time zone and time settings of the device will be synchronized with those of your mobile phone.
4. **DST:** Enable or disable DST as needed. When enabled, set the start time, end time, and DST bias. If the DST setup was completed during the initial network configuration of the doorbell, no further modification is required.

Figure 2-19 Time



### 2.2.3 Motion Detection

Go to **\*\*\* > Set > Alarm Detection > Motion Detection**.

#### **Motion Detection (Ultra Mode)**

The doorbell's default motion detection mode is **Ultra**.

**Detection Target:** Pedestrian.

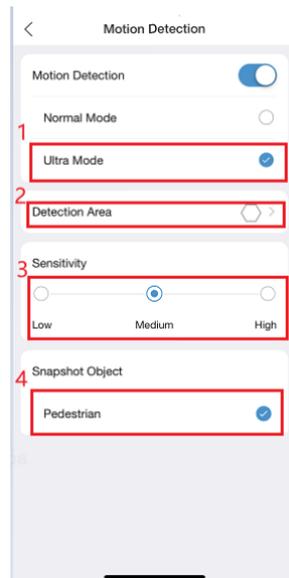
**Arming Schedule:** By default, the ultra-mode adopts the default arming schedule (All Day) of the normal mode. To customize the arming schedule, first switch to the Normal mode, adjust the schedule as needed, and then switch back to the Ultra mode.

**Detection Area:** Set the detection area as needed. The device will only detect targets within the area.

**Sensitivity:** Choose a desired sensitivity level (high, medium, low).

**Alarm Report:** By default, ultra motion detection takes a snapshot when an alarm is triggered. To report the snapshot with the alarm message, you need to enable **Report Snapshot** in **\*\*\* > Set > Notifications**.

Figure 2-20 Motion Detection (Ultra)



### Motion Detection (Normal Mode)

**Detection Target:** All moving objects.

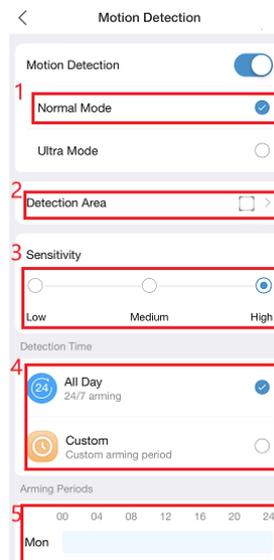
**Arming Schedule:** By default, the arming schedule is set to **All Day**. You can also switch to **Custom** to specify the detection time for each day. The device will only detect motions during the specified time periods.

**Detection Area:** Set the detection area as needed. The device will only detect targets within the area.

**Sensitivity:** Choose a desired sensitivity level (high, medium, low).

**Alarm Report:** The motion detection alarm message does not include any snapshots.

Figure 2-22 Motion Detection (Normal)

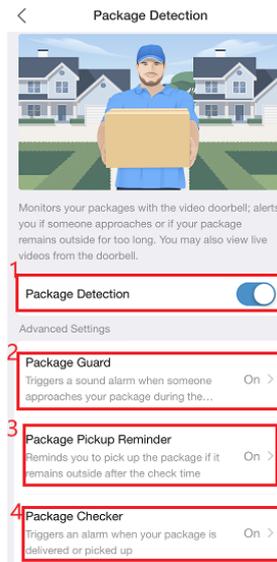


## 2.2.4 Package Detection

Go to **...** > **Set** > **Alarm Detection** > **Package Detection**.

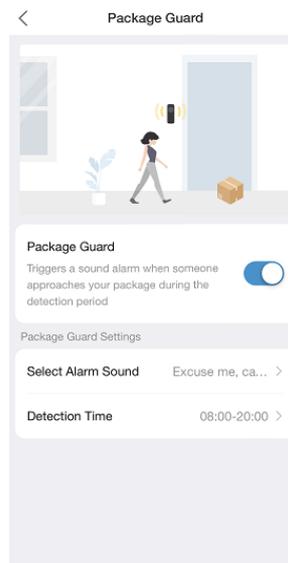
1. **Package Detection:** Enabled by default. When enabled, functions including package guard, package pickup reminder, and package checker are supported.

Figure 2-22 Package Detection



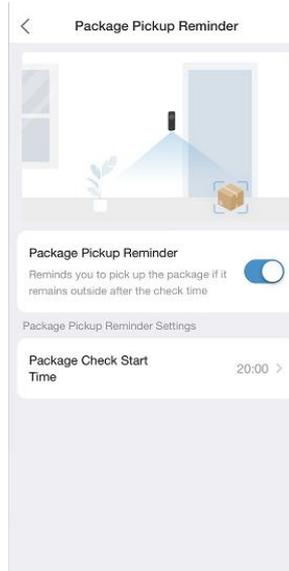
2. **Package Guard:** Enabled by default. Triggers a sound alarm when someone enters the monitoring image during the detection time. You can use the built-in alarm sounds in the app, or manually add custom sounds.

Figure 2-23 Package Guard



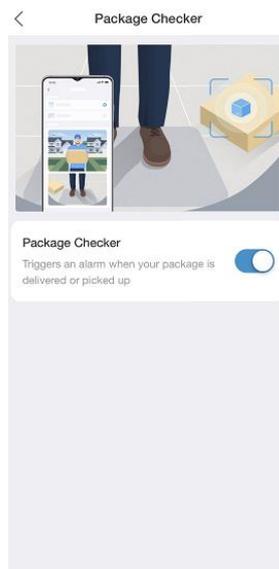
3. **Package Pickup Reminder (Package Overstay Reminder):** Enabled by default. If your package remains outside after the set time, a pop-up window will display to remind you to pick it up.

Figure 2-24 Package Pickup Reminder



4. **Package Checker:** Enabled by default. Triggers an alarm when your package is delivered or picked up.

Figure 2-25 Package Checker



## 2.2.5 Custom Alarm Sound

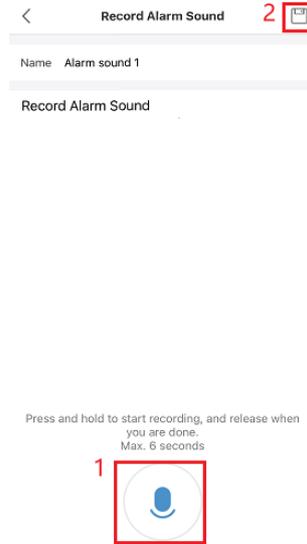
Go to **...** > **Set** > **Customize Alarm Sound**.



Tap **Add Alarm Sound**. Press and hold to record a clip, and release to stop recording.

Tap  to save it. The maximum length is 6 seconds. Up to 10 alarm sounds are allowed.

Figure 2-26 Custom Alarm Sound



**CAUTION!**

Ensure the alarm sound name is unique. Duplicate name may result in an error.

2.2.6 Wi-Fi

Go to **\*\*\* > Set > Wi-Fi Configuration.**

Select a Wi-Fi network for connection and enter the correct Wi-Fi password. Tap **Save** to connect the doorbell to the new Wi-Fi network.

Figure 2-27 Wi-Fi Configuration



**NOTE!**

If the password is incorrect or the connection fails, the doorbell will automatically revert to the previously connected Wi-Fi network.

## 2.2.7 Image

Go to **...** > **Set** > **Image**.

Set the following image parameters for both the main camera (IP Camera 01) and sub camera (IP Camera 02). Both cameras share the same configuration.

1. **WDR:** When enabled, WDR provides clearer images in environments with high contrast between light and dark areas.
2. **Smart Illumination:** Choose a desired illumination mode (White Light/Smart White Light).



### NOTE!

If you want to achieve an “event-triggered light on/off” effect in Smart White Light mode, you must enable and configure the ultra motion detection.

3. **Day/Night Mode:** Choose a desired mode (Auto/Day/Night).

**Auto:** The device automatically switches between day and night modes based on the ambient light conditions.

Figure 2-28 Image

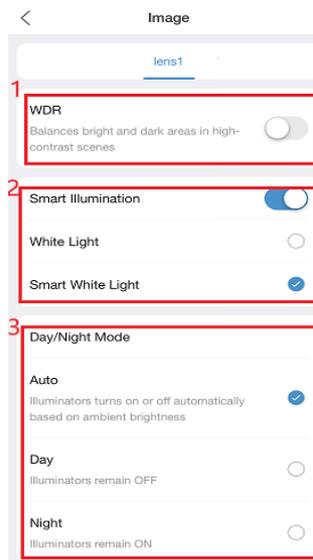


Table 2-1 Image Configuration

Day/Night Mode Illumination mode	Auto (Day)	Auto (Night)	Day	Night
Smart Illumination Off	IR: Off White Light: Off Live View: Colorful	IR: On White Light: Off Live View: Black & White	IR: Off White Light: Off Live View: Colorful	IR: On White Light: Off Live View: Black & White
White Light	IR: Off White Light: Off Live View: Colorful	IR: On White Light: On Live View: Black & White	IR: Off White Light: Off Live View: Colorful	IR: On White Light: On Live View: Black & White
Smart White Light	IR: Off White Light: Off Live View: Colorful	IR: On White Light: Turns on when a pedestrian movement is detected by the main camera; turns off after the pedestrian leaves	IR: Off White Light: Off Live View: Colorful	IR: On White Light: Turns on when a pedestrian movement is detected by the main camera; turns off after the pedestrian leaves

Live View: Black & White

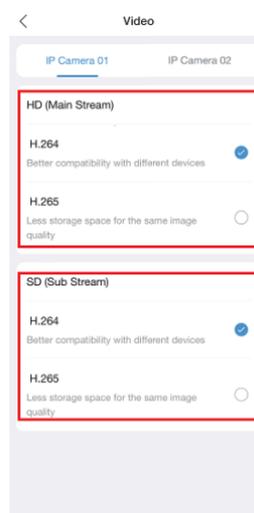
Live View: Black & White

## 2.2.8 Video

Go to **...** > **Set** > **Video**.

Select the desired compression format (H.264/H.265) for each resolution (HD/SD) for the main camera (IP Camera 01) and sub camera (IP Camera 02) separately.

Figure 2-29 Video



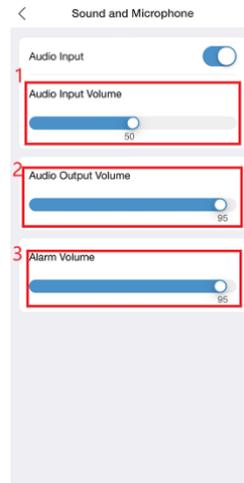
## 2.2.9 Sound & MIC

Go to **...** > **Set** > **Sound and Microphone**.

Adjust the volume settings for audio input/output and alarms.

1. **Audio Input:** Enable or disable the doorbell's audio input. When disabled, during a call, the sound from the doorbell will not be transmitted to the app. When enabled, the sound will be transmitted to the app. You can set the audio input volume as needed.
2. **Audio Output:** During a call, the sound from the app will be transmitted to the doorbell. You can set the audio output volume as needed.
3. **Alarm Volume** (for doorbell): Configure the volume for the following notifications: doorbell call button press; app hang-up after a doorbell-initiated call; doorbell-initiated call not answered after a timeout; package detection. You can set the alarm volume as needed.

Figure 2-30 Sound & MIC

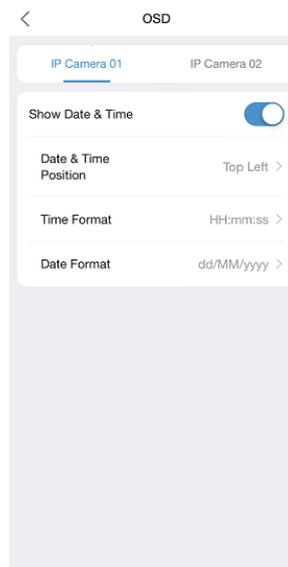


## 2.2.10 OSD

Go to **...** > **Set** > **OSD**.

Configure the overlay format of date & time on the live video image for the main camera (IP Camera 01) and sub camera (IP Camera 02) separately. Enable **Show Date & Time**. Set the position to overlay on the live video image and select the desired time and date format.

Figure 2-31 OSD



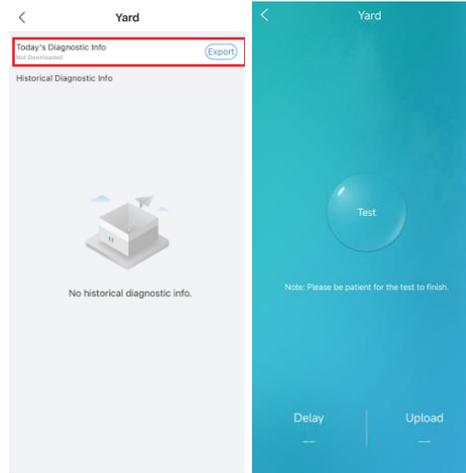
## 2.2.11 More Configurations

Go to **...** > **Set** > **More**.

You can export the diagnostic information and test network speed here.

1. **Export Diagnostic Info:** Tap  to export the device's diagnostic information, which can be used for troubleshooting. Please keep the exported file, as the app does not retain the exported diagnostic information.
2. **Test Network Speed:** Tap **Speed Test**. Tap **Test** to test the delay and upload speed of the doorbell.

## 2-32 More Configurations



# 3 Video Doorbell Operations

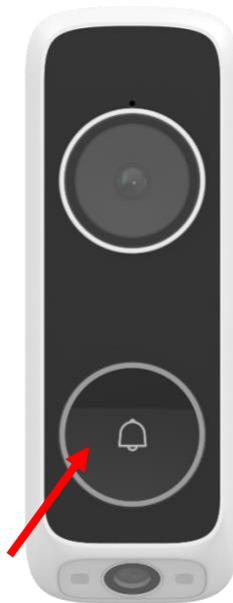
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## 3.1 Call App

After completing the video intercom configuration in the app, pressing the doorbell call button (shown below) will initiate a call to the app and trigger the bound chime to ring.

- 1) If the call is hung up manually by the app, pressing the call button again within 1 minute will not call the app, but the doorbell/chime will ring normally.
- 2) If the call button is pressed multiple times during an answered call, the app will not receive additional calls, the ongoing call will not be interrupted, but the chime will ring normally.
- 3) If the call button is pressed multiple times before the app answers, the call will not disconnect. If the call is not answered after 60 seconds, it will be hung up automatically. Pressing the button again will initiate a new call to the app, and the doorbell/chime will ring normally.
- 4) If the app doesn't answer the call, it will automatically hang up after 60 seconds. If the call is answered, it will remain active without a time limitation.

Figure 3-1 Doorbell Call Button



### NOTE!

1. When the doorbell is in a call with the app, the indicator around the doorbell button will be breathing green, signaling an active call.
  2. The indicator is off when there are no ongoing calls.
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## 3.2 Wireless Chime Settings

1. Switch volume: Press  to cycle through 4 volume levels.

2. Reset: Press  to restore the chime to factory defaults. Press and hold the button for 5 seconds to get the chime ready for adding.

3. Switch ringtone: Press  to cycle through 3 ringtones.

Figure 3-2 Wireless Chime



### 3.3 View Live Video

After adding the doorbell to Guard Live (refer to [2.1.1 Add Doorbell](#) for instructions), you can view live videos from the doorbell on the app. On the main screen, tap the doorbell in the device list to access dual-channel live video streams.

1. Tap  to take a snapshot from both channels. The snapshots will be saved to the app's photo album.

2. Tap  to record a video from both channels. The recordings will be saved to the app's video folder.

3. Tap  to start two-way audio between the app and the doorbell.

Figure 3-3 App Live View



### 3.4 View Alarm

On the **Message** screen, you can view alarm information triggered by the doorbell.

**Call Alarm:** Includes 2 snapshots (one from the main camera and one from the sub camera).

**Ultra Motion Detection Alarm:** Includes 1 snapshot (from the main camera).

**Motion Detection Alarm:** No snapshot; only the alarm message.

Figure 3-4 Alarm Message



### 3.5 Reset Doorbell

If the doorbell status is abnormal, press and hold the RESET button on the back of the doorbell for 5 seconds to restore it to factory defaults.

Figure 3-5 RESET Button

