



# **Video Doorbell**

## **Quick Start Guide**

V1.1.0



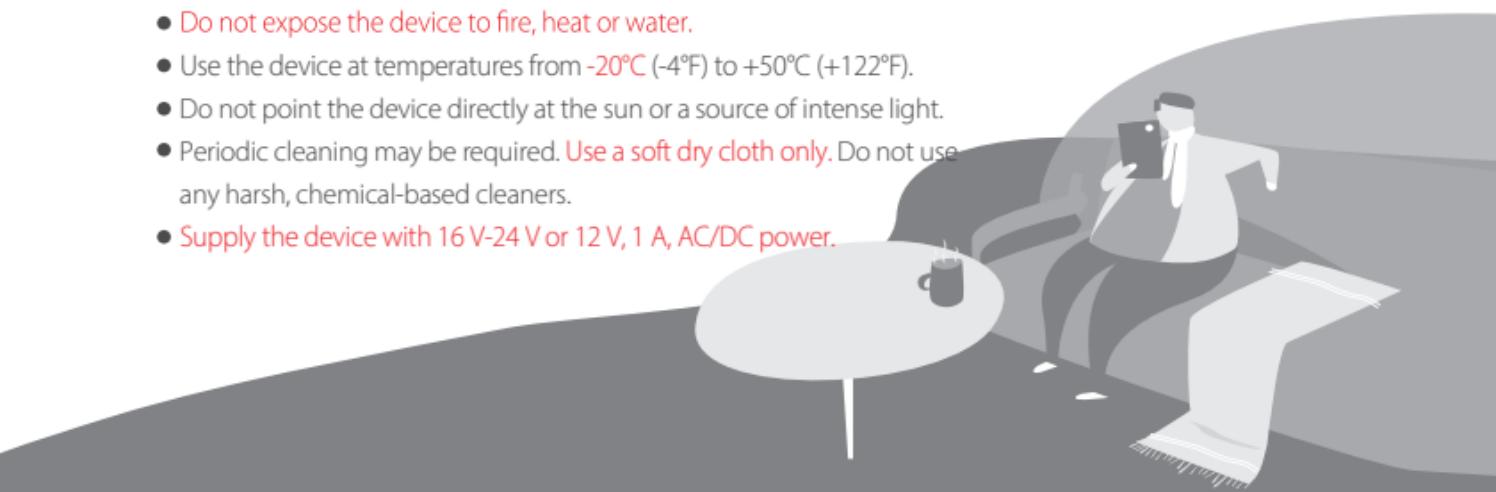
## Welcome

Thank you for choosing ToughDog Security.

We are devoted to providing you easy smart home products. If you have problems using the product, please contact our service team at [support@tdsecuritysystems.com](mailto:support@tdsecuritysystems.com).

## Device Safety Precautions

- Read this guide carefully and keep it for future reference.
- Follow all instructions for safe use and handling of the device.
- Do not disassemble the device.
- **Do not expose the device to fire, heat or water.**
- Use the device at temperatures from -20°C (-4°F) to +50°C (+122°F).
- Do not point the device directly at the sun or a source of intense light.
- Periodic cleaning may be required. **Use a soft dry cloth only.** Do not use any harsh, chemical-based cleaners.
- Supply the device with 16 V-24 V or 12 V, 1 A, AC/DC power.



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## Package Contents



Doorbell  
x1



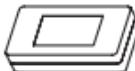
Mounting Bracket  
x1



Angled Bracket x1  
(15° horizontally)



Angled Bracket x1  
(5° vertically)



Chime Kit  
x1



Wire Nuts  
x2



Wire Harness  
x2



Extension Wires  
x2



Wall Anchors  
x2



Mounting Screws  
x2



Pin x1



15/64" Drill Bit x1

## Tools Required



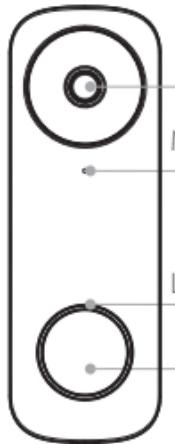
Philips-head  
Screwdriver



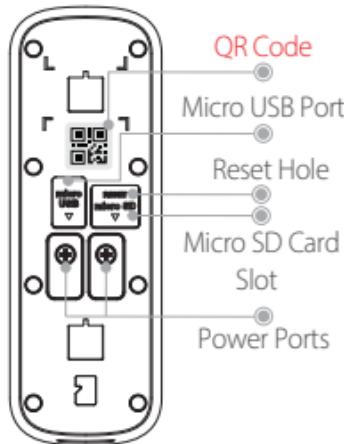
Drill

## Overview

Front View



Back View



Bottom View



LED Status	Device Status
Solid green	<ul style="list-style-type: none"> <li>Operating correctly</li> <li>Setup successful</li> </ul>
Flashing green	Ready to set up the device
Solid red	<ul style="list-style-type: none"> <li>Booting/Restarting</li> <li>Resetting to factory default</li> </ul>
Flashing red	Network disconnected
Solid blue	Talking
Flashing blue	Motion/Human detected
Spinning blue	Calling
Flashing green and red	Updating firmware



### Function of the QR code

Scan the QR code with ToughDog App to add the device to your account. Please keep it well for future use.

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## Install the Video Doorbell

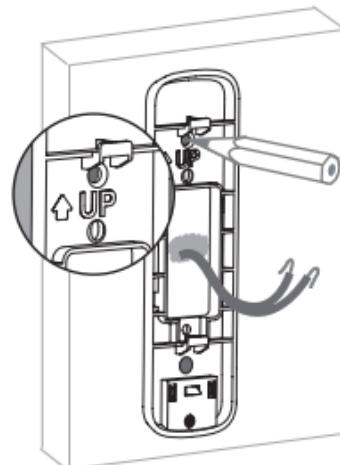
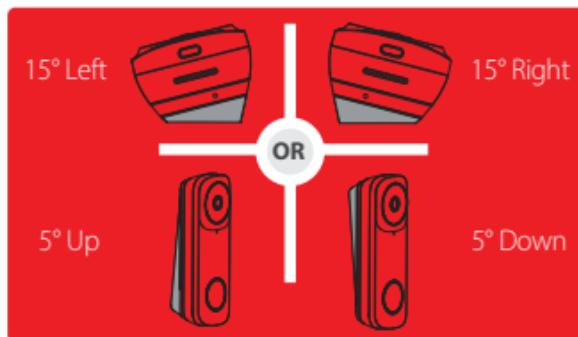
 Before getting started, turn off the power at the breaker, and make sure that no power is going to your doorbell system.

### Step 1 Mark Mounting Holes

Place the mounting bracket to fit your existing doorbell wiring and then use it to mark the screw holes. Be sure to follow the "UP" direction.

### Step 2 (Optional) Attach the Angled Bracket to the Mounting Bracket

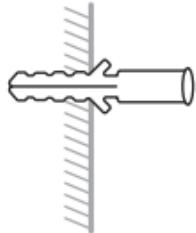
Attach one of the angled mounting wedges to the mounting bracket if you want to adjust the angle of your doorbell for a better view.



### Step 3 (Optional) Install Wall Anchors

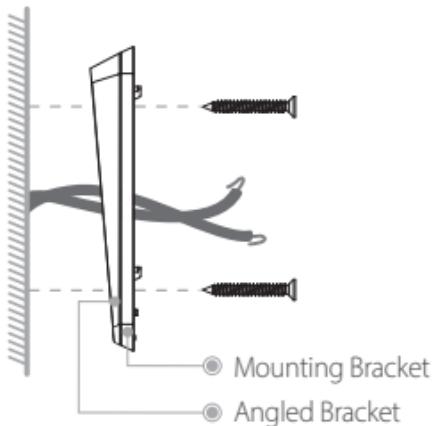
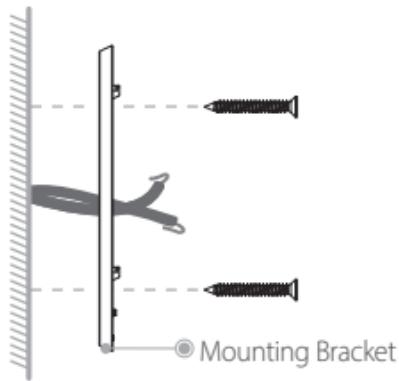
If installing on stucco, brick, or concrete, use the provided drill bit to drill holes where marked, and then insert the included wall anchors.

For wood, drywall or soft surface, skip this step.



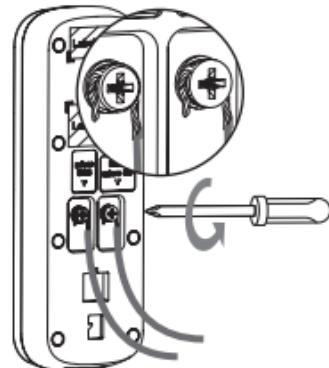
### Step 4 Secure the Mounting Bracket

Lead the doorbell wires through the hole on the mounting bracket, and then secure the bracket to the mounting surface with a Philips-head screwdriver and supplied mounting screws.



## Step 5 Connect Wires

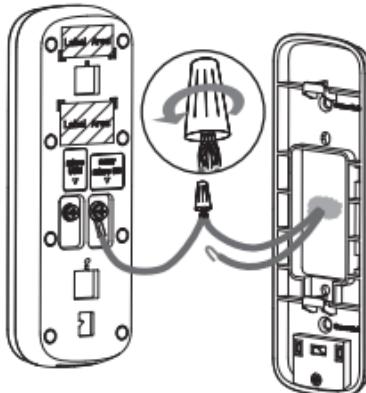
1. Loosen the power port screws of the doorbell.
2. Loop your existing wires underneath the screws. Either wire can connect to either screw.
3. Tighten the screws to secure the power wires.



## Step 6 (Optional) Apply Extension Wires

1. If your existing wires are too short, remove the power port screws completely, and then thread the screws through the provided extension wires.
2. Align the ends of your existing wire and the extension wire.
3. Place the wire nut over the exposed wires and twist the wire nut clockwise to tighten. Pull on the wires slightly to make sure that they are properly fastened inside the wire nut.

- i** Ensure there is enough space to fit the wires and wire nuts into the hole in your wall.

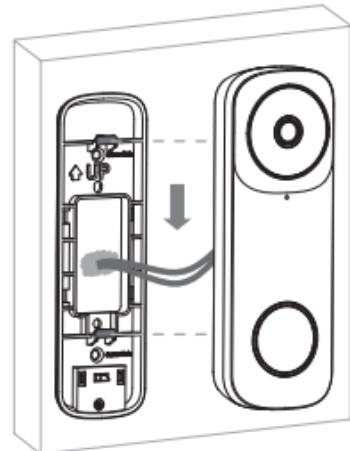


## Step 7 Mount the Doorbell

Push the wiring back into the wall, place the doorbell onto the two tabs of the mounting bracket, and then slide it down to secure it. A click sound will indicate that it is locked in.

### **i** How to detach the doorbell from the mounting bracket

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



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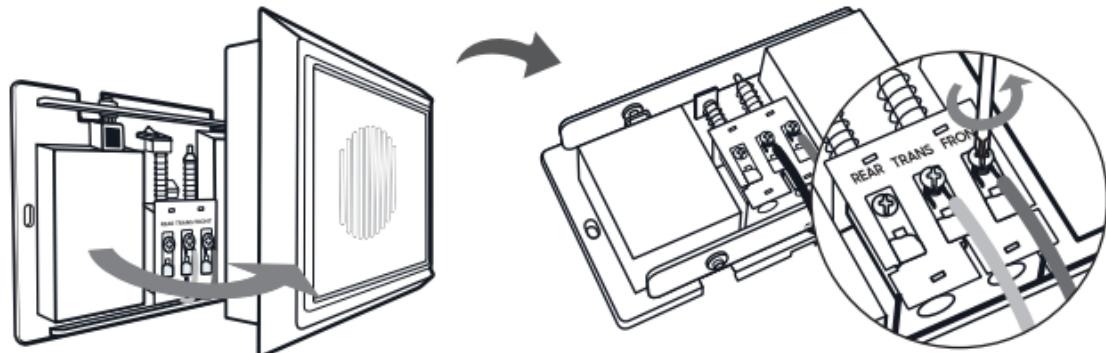
## Install the Chime Kit

**⚠** The chime kit is used to regulate power to your existing chime so that your doorbell will function properly.

Before getting started, turn off the power at the breaker, and make sure that no power is going to your doorbell system.

**Step 1** Remove the cover of your existing chime box, and then find terminals labeled as "FRONT" and "TRANS". The chime might look different depending on if you have a mechanical or electronic chime.

**Step 2** Loosen "FRONT" and "TRANS" terminal screws. If there are no markings, simply loosen the two terminals that wires are connected to. Be sure not to detach any connected wiring.

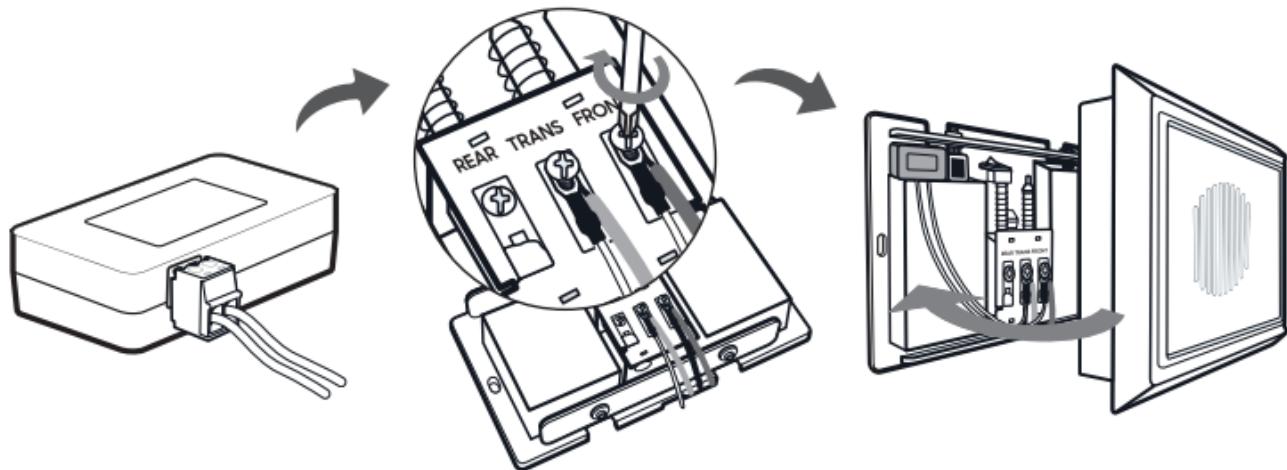


**Step 3** Connect the wire harness to the chime kit.

**Step 4** Connect either one of wires from the chime kit to the "FRONT" terminal and the other one to the "TRANS", and then tighten the screws. Be sure the existing wires are attached.

**Step 5** It is recommended that you attach the chime kit to the inside of your chime with the adhesive provided. Make sure that the kit and its connected wires will not interfere with the chime's operation.

**Step 6** Replace the chime cover.



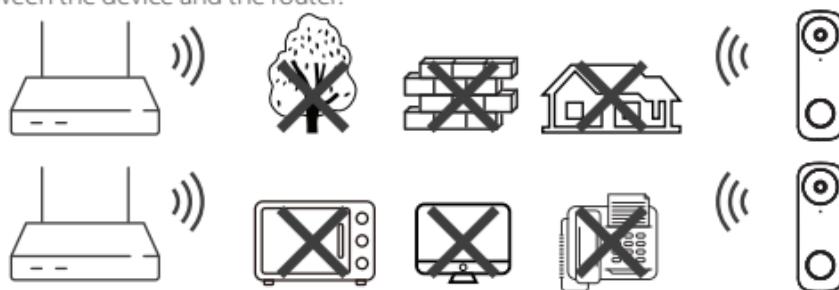
## Set Up the Device

Scan the QR code below, search for "ToughDog Viewer PRO" in the app store, or navigate to **Support > Download Center** in our official website to download and install the app.

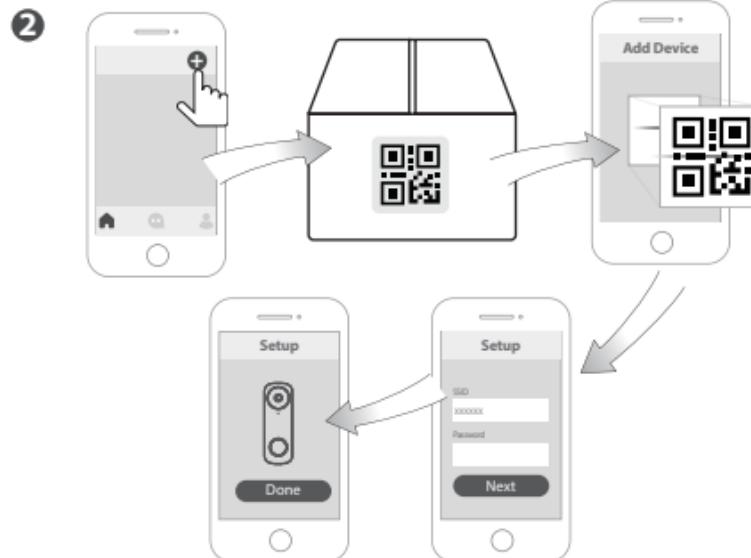


-  If you already use the app, make sure that you are using the latest version.

To ensure the best possible wireless performance, please make sure there are no obstacles and electromagnetic interference between the device and the router.



The app will guide you through the setup process.



- i** • Where is the device QR code: On label that was attached to the box or on the back of the device.  
• Reset the device: Press the reset hole located on the back of the device for 10 s with the included pin until the LED turns solid red.

## Troubleshooting

► **Q: The device cannot boot up or work as expected?**

- Your doorbell is compatible with 16 V-24 V AC or 12 VDC. Make sure the power source is proper.  
Make sure the breaker is turned back on after installation is completed.

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► **Q: The device is offline?**

If the LED is flashing red, check whether the router can connect to the Internet. If the network is connected, restart the device. If the device is still offline, reset it.

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► **Q: Failed to receive push notifications after an alarm is triggered?**

- Ensure **Notifications** are both enabled in the app and in your mobile device's settings.
  - Ensure activity zones are properly drawn for the areas that you want your doorbell to monitor.
  - Set **Motion Sensitivity** appropriately. It determines the amounts of motion required to trigger an alarm.
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► **Q: How to update the firmware?**

You can update the firmware through the "Imou Life" app in **Devices Settings > Firmware**. It shows a red dot when an update is available. The doorbell will restart automatically when it finishes update.

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► **Q: Failed to set up the device?**

- Ensure your smart phone and the device are within range of your Wi-Fi router (recommended to be no more than 5 m (16 ft). If the location where the video doorbell is installed has a weak signal, consider adding a Wi-Fi extender between your router and the doorbell.
  - Ensure the LED on the device is flashing green before setup.
  - Reset the device, and then set it up again.
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► **Q: How to connect wires between the chime and the doorbell?**

Connect the positive wire from the power source of the chime to the positive one of the doorbell, and then the negative wire to the negative. Reversing the polarity in a circuit may cause danger.

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► **Q: The doorbell's chime is not working?**

- Make sure the chime is correctly linked to the doorbell in the app.
  - Check if the chime kit is wired correctly.
  - Test the chime after the doorbell is powered on for 5 minutes.
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