

## **EL00226 HD Video Doorbell MKII – FAQ**

*How many users can you share one doorbell with?*  
8 users.

*How many doorbells can you add per app?*  
Unlimited

*What is the IP rating?*  
IP65

*How long does a full charge take?*  
Approximately 4-5 hours (from 0%).

*How long can the doorbell work on one full charge?*  
6 months (based on avg of 10 activations per day).

*What is the PIR detection distance?*  
5m maximum, on 'High'.

*What is the encryption of the playback signal?*  
AES256 TuyaP2P

*Who provides the app and cloud interface?*  
All app and associated add-on features are provided and secured by Tuya.

*Who are Tuya?*  
Tuya is a globally recognised company within the AI + IoT market. They provide leading app and server services for Smart products to millions of customers around the world.

*What WiFi connections are supported?*  
2.4GHz only

*What is the operating temperature?*  
Min -10°C / Max 50°C

*What is the power consumption?*  
Standby <200uA / Working <170mA

*My app playback is slow and/or distorted, is this normal?*  
Yes, this can happen if you have the audio volume turned 'on' during playback of motion recorded clips. Turning the volume off will result in a smoother clip playback. If you need to hear the audio, turn the volume on and follow the instructions to record the clip to your library. The playback may be slow, but the saved file will play as normal with complete audio. NB. This does not affect audio or stream quality during Live conversations i.e. when someone rings the bell.

*Can I use the doorbell without WiFi connection?*  
As long as the doorbell is setup on a WiFi connection and motion detection is switched on, you can place the doorbell in a non-WiFi area and the inbuilt PIR will record footage direct to the SD card.

*Does the SD card automatically overwrite when full?*

Yes.

*Do I require a cloud subscription to access my footage or save files?*

No, you can access and save files within the app free of charge. Cloud services provide additional memory and backup options, but is not required. Users who wish to use cloud services can do so via the app; all cloud services are ran and supported by a third party (Tuya).

*Can I hardwire the doorbell?*

Yes, but PROFESSIONAL ELECTRICIAN ONLY.

Utilise the 2 x connection wires provided, fix these around 2 screws inside the rear wiring ports and run the connection to your existing 8-24V mains wire. A transformer may be required.

No technical or electrical support is available for this installation method. Consult and use a professional electrician.

*Why is my signal strength low and/or keep dropping out?*

The signal strength can be impacted by the presence of metal or other high power electrical devices.

Ensure your doorbell is not installed on a wall that contains metal, or is within close contact with other devices that use a large amount of wireless power.

*Why isn't the QR code scanning during setup?*

Ensure your phone screen brightness is turned up and/or go to a location with good natural light and try again.

*After installation the bell is immediately going offline/resetting?*

Check any screws used on the mounting bracket are fully flush and not protruding into the rear of the doorbell unit, where the on/off and reset buttons are located, as these may be getting accidentally pressed.