

VUE VIDEO DOORBELL QUICK START GUIDE



Full Installation Guide

To view the full VUE Video Doorbell Installation Guide, scan or select the QR code.

Step 1: Choose How to Power the Doorbell

Power the doorbell using one of the following options:

- ▶ Existing 8-24 VAC mechanical doorbell wiring
- ▶ 8-24 VAC wired transformer
- ▶ Power over Ethernet (PoE)



Note: You can also power the doorbell using PoE and an 8-24 VAC power supply. Refer to the full installation guide for more information.

Step 2: Connect the Doorbell to Power

1. Shut off the doorbell's power at the breaker, then remove the existing doorbell.
2. Mount the doorbell backplate to the wall.
3. If you are using the existing doorbell's wiring, connect the wiring to the AC terminals on the back of the doorbell. If you are using PoE, connect an Ethernet cable to the Ethernet port, then connect the other end of the Ethernet cable to a PoE switch or injector.



Note: If you are using AC power, the doorbell does not automatically enter Wi-Fi pairing mode when it powers on. Press the **RST** (reset) button for five seconds to put the doorbell in Wi-Fi pairing mode.

4. Restore power to the breaker. The doorbell flashes blue when it's powered on.

Step 3: Activate Doorbell On Dealer Admin

Enable Doorbell Features

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** you want the doorbell to be associated with.
3. At the top of the screen, select **Edit**.
4. Scroll down to **Virtual Keypad (App & Website)** and ensure the **Standard** or **Virtual Keypad Access** plan is selected.
5. Scroll down to **Video**. At **VUE Video Doorbell**, select the checkbox to enable video doorbell features.
6. In the **Number of Doorbells** drop-down menu, select how many doorbells you want to add to the system. You can add up to 8 doorbells per system.
7. Select **Save** at the top or bottom of the screen.

Option 1: Connect Doorbell to Wi-Fi (AC Power)

1. Locate the **RST** button on the back of the doorbell, then use the straight end of the SIM ejector tool and press the **RST** button for five seconds. Refer to *Figure 3*. When the doorbell is ready to connect, the LED flashes red quickly and the doorbell plays the following message: "Please scan the Wi-Fi QR Code with the doorbell camera."



Note: Pressing the **RST** button for 15 seconds resets the doorbell to its factory default settings. Ensure you only press the **RST** button for five seconds to reset the network settings.

2. Log in to Dealer Admin (dealer.securecomwireless.com).
3. Go to **Customers** and select the **System Name** the doorbell is associated with.
4. At **Video**, go to **Video Doorbells** and select **+ Doorbell**.
5. Select **Wi-Fi**, then enter the Wi-Fi network's **SSID** and **Passphrase**. The following characters cannot be used in the Wi-Fi SSID or passphrase: @!<>%&\"/;/;|=|+ *
6. Select **Next**. A QR code displays. Hold the QR code 6-12 inches away from the front of the camera lens until the Wi-Fi is connected.
7. Enter the camera **MAC Address** or **UUID Number**, then select **Submit**.




Note: The **Mac Address** and **UUID Number** are printed on the box and on the back of the doorbell. The **MAC Address** can be scanned with a barcode scanner on a mobile device.

8. Wait for the doorbell to be added to the system in Dealer Admin. This may take several minutes. Once added, the doorbell displays in the doorbell settings page.


9. To configure doorbell settings and create detection regions, refer to the following documentation:
 - ▶ [Dealer Admin Help: Setup VUE Video Doorbell](#)
 - ▶ [Virtual Keypad App Help: Use the VUE Video Doorbell](#)
 - ▶ [VirtualKeypad.com Help: Use VUE Video Doorbell.](#)

Option 2: Connect Doorbell to Network (PoE)

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** the doorbell is associated with.
3. At **Video**, go to **Video Doorbells** and select **+ Doorbell**.
4. Select **Hardwired** if you are using an Ethernet cord for network connection.
5. Enter the **Mac Address** or **UUID Number**, then select **Submit**.


 **Note:** The **Mac Address** and **UUID Number** are printed on the box and on the back of the doorbell. The **MAC Address** can be scanned with a barcode scanner on a mobile device.

6. Wait for the doorbell to be added to the system in Dealer Admin. This may take several minutes. Once the doorbell is added, it displays in the doorbell settings page.

 **Note:** If a firmware update is available, the doorbell automatically updates to the newest firmware during the activation process. This may take up to 15 minutes.


7. To configure doorbell settings and create detection regions, refer to the following documentation:
 - ▶ [Dealer Admin Help: Setup VUE Video Doorbell](#)
 - ▶ [Virtual Keypad App Help: Use the VUE Video Doorbell](#)
 - ▶ [VirtualKeypad.com Help: Use VUE Video Doorbell.](#)

Step 4: Determine If You Need To Install Chime Power Kit

 **IMPORTANT:** If you are using PoE alone, you cannot use an existing mechanical chime or the 1108 for keypad annunciation. Notifications are only available on Virtual Keypad. An additional power supply is required to use a chime. Refer to the full installation guide for more information.

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** you want the doorbell to be associated with.
3. At **Video**, select the doorbell.
4. Go to **Options**. In **Chime Setup**, select **Mechanical**.
5. Select **Save** at the top of the screen, then press the doorbell button and listen.
6. If the mechanical chime works correctly (single ding/dong when the doorbell button is pressed, then silence), the chime power kit is **not** required. Skip to *Step 6: Mount the Doorbell*. If the mechanical chime produces a constant hum, buzz, or tone, turn the breaker off, then complete the steps below to install the chime power kit.

Step 5: Install Chime Power Kit (If Needed)

 **Note:** Only install one chime per doorbell.

1. Ensure the breaker supplying power to the mechanical chime is turned off, then remove the chime cover.
2. Loosen the **TRANS** terminal, then connect the existing chime wire to one chime power kit wire using the included wire nut.
3. Loosen the **FRONT** terminal, then connect the existing chime wire to the other chime power kit wire using the included wire nut.
4. Attach the chime power kit's wire harnesses to the **TRANS** and **FRONT** terminals, then insert the white wire connector into the chime power kit.
5. Mount the chime power kit inside the chime housing using the adhesive backing, then replace the cover.
6. Turn the breaker back on. The doorbell flashes blue when it's powered on.

Step 6: Mount the Doorbell

Ensure the back tab is secured on the doorbell. Align the doorbell with the mounted backplate, then press down to secure the doorbell onto the backplate.



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