



Quick Start Guide



If the QR Code
is missing from
this space,
please scan the
QR Code on the
actual product.

Scan the QR code with the Hik-Connect App to add the device to your account. Please keep it for further reference.

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About this Manual

The Manual includes instructions for using and managing the product. Pictures, charts, images, and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the Hikvision Website (<https://us.hikvision.com/en>).

Revision Record

New release – March 2022

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Regulatory Information

FCC Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this product does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Industry Canada ICES-003 Compliance

This device meets the CAN ICES-3 (B)/NMB-3(B) standards requirements.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may operate only using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

(i) the device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems;

(ii) the maximum antenna gain permitted for devices in the bands 5250–5350 MHz and 5470–5725 MHz shall comply with the e.i.r.p. limit; and

(iii) the maximum antenna gain permitted for devices in the band 5725–5825 MHz shall comply with the e.i.r.p. limits specified for point-to-point

and non point-to-point operation as appropriate.

Users should also be advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.



EU Conformity Statement: This product and, if applicable, the supplied accessories too are marked with “CE” and comply therefore with the applicable harmonized European standards listed under the Radio Equipment Directive 2014/53/EU, the EMC Directive 2014/30/EU, the RoHS Directive 2011/65/EU.



2012/19/EU (WEEE Directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.



2006/66/EC and its amendment 2013/56/EU (Battery Directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

The power supply must conform to LPS. The recommended adaptor models and manufacturers are shown on the right. Use the attached adapter, and do not change the adaptor randomly.	Model	Manufacturer
	MKAC-57-242500M,	MACABLE
	MKAC-57-242200M,	
MKAC-57-241500M		

Safety Instruction

CAUTIONS: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. BATTERY IS NOT USER REPLACEABLE.

Please read the manual before using the device.

Key Safety Tips for Transformer:

- Inspect your transformer thoroughly to prevent or minimize breakdowns. Before installation, monitor your transformer by checking for any burnt odor, damaged power cord or connectors, or any parts that are improperly installed.
- Keep the power off when working on the transformer. Make sure there is zero electrical leakage or continuity between the current source and the system.
- Learn the maximum voltage requirements of your transformer. Be careful of system overload from a single transformer, with the understanding that multiple transformers help balance the impedance of each load.
- Keep spare nuts, bolts, and other objects away from your work, so that they don't touch or fall into the transformer.
- Be certain that your transformer is grounded, which will prevent static electricity and protect the coils from contacting the enclosure or core.
- Always keep your transformer and all of its components dry and free from any kind of moisture or water. To protect unskilled onlookers, set up caution signs that warn people to keep away from danger.

Due to the product shape and dimensions, the name and address of the importer/manufacturer are printed on the package.

Customer Service: For more information, please visit <https://us.hikvision.com/en>.

Need help? Please visit “<https://us.hikvision.com/en>” for our local contact details.

SAVE THIS MANUAL FOR FUTURE REFERENCE

Quick Setup

Get the Hik-Connect App

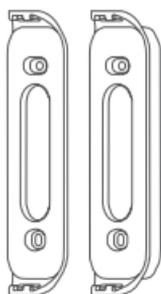
Power Kit Installation

Doorbell Installation

Doorbell Setup

Box Contents

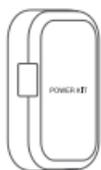
Doorbell (x1)



Mounting Plate (x2)
Pick the one for best surveillance angle.



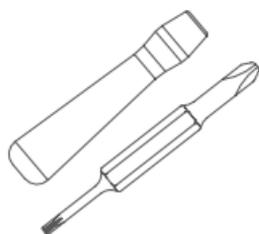
Plate Foam (x1)
Stabilize the mounting plate when installing it on the rough surface.



Power Kit (x1)



Drill Bit (x1)



Screwdriver (x1)



Mounting Screw (x3)



Anchor (x3)



Wire Connector (x4)



Security Screw (x1)



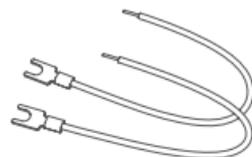
Fixing Screw (x2)



Wire Harness (x1)

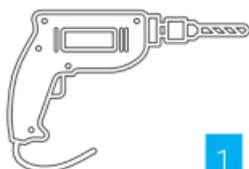


Fuse Wire (x1)



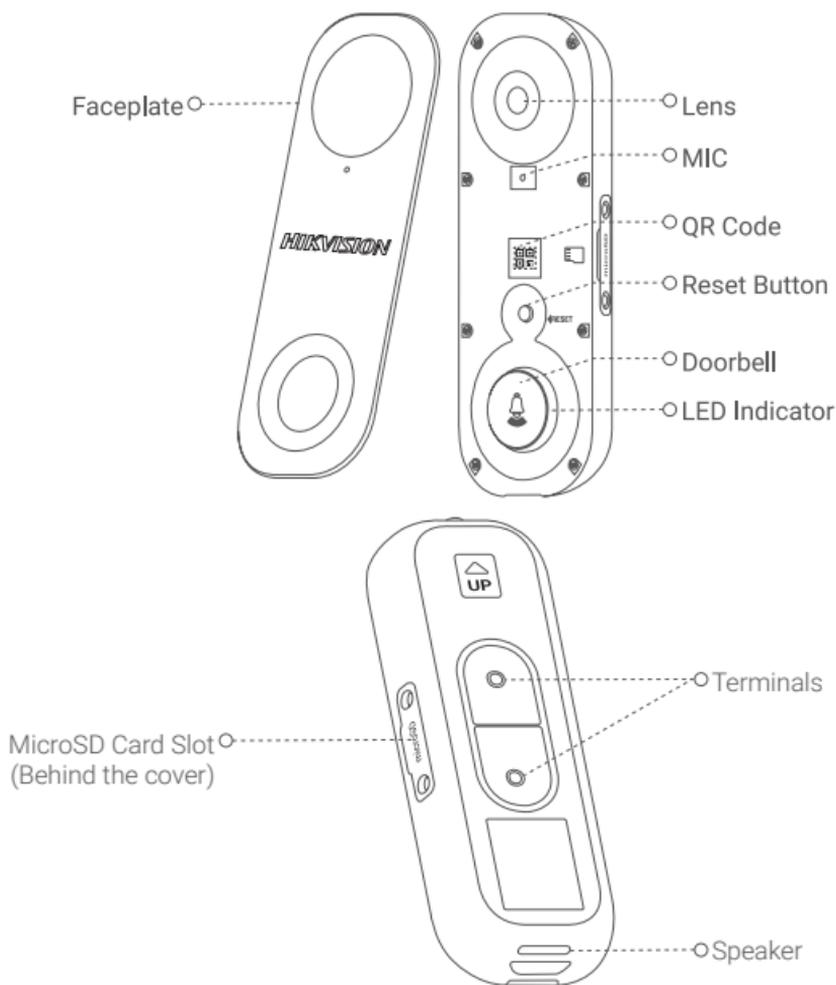
U-shaped Wire (x2)

Tools You May Need



Drill (x1)

Basics



Name	Description
LED Indicator	Red <ul style="list-style-type: none">• Solid Red: Doorbell is starting up.• Fast-flashing Red: Doorbell exception (e.g. MicroSD card error). Blue <ul style="list-style-type: none">• Solid Blue: Doorbell is functioning properly.• Fast-flashing Blue: Doorbell is ready for Wi-Fi connection.
MicroSD Card (sold separately)	Initialize the card in the Hik-Connect app before using it.
Reset Button	Hold for 5 secs to reset and enter Wi-Fi configuration mode.

Get the Hik-Connect App

Add to the Hik-Connect app:

1. Connect your mobile phone to Wi-Fi.
2. Download and install the Hik-Connect app by scanning the QR code to the right.
3. Open the Hik-Connect app and register a user account following the start-up wizard, and log in.

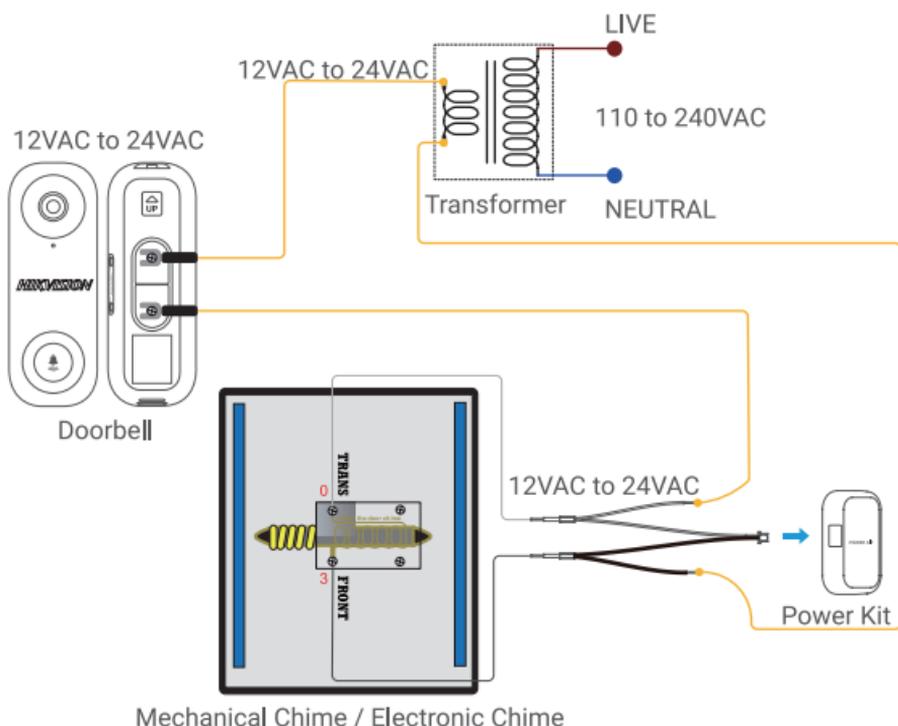


Hik-Connect
for users

Wiring Overview

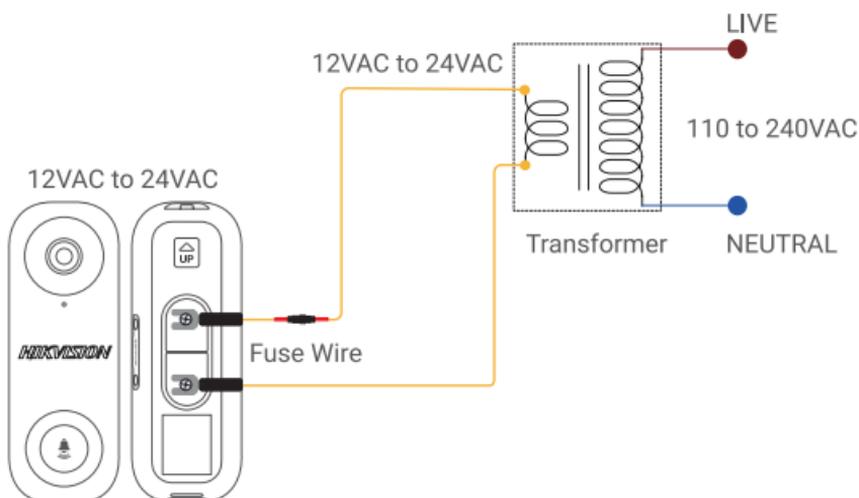
Hikvision doorbell with chime

- i** If you have a mechanical chime or electronic chime installed in your home, install the power kit and doorbell, and connect the wires as shown in the figure below.



Hikvision doorbell with no chime

- i** If no chime is installed, skip power kit installation, install the doorbell, and connect the wires as shown in the figure below.

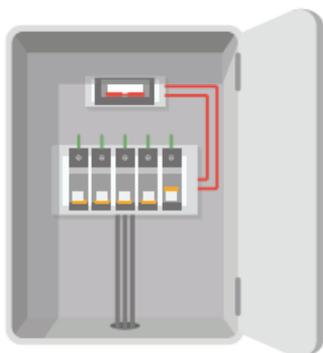


- i** We recommend installing a new transformer to bring the output 12 to 24 volts.
- Please refer to Quick Start Guide of your chime or transformer for the chime or transformer installing details.

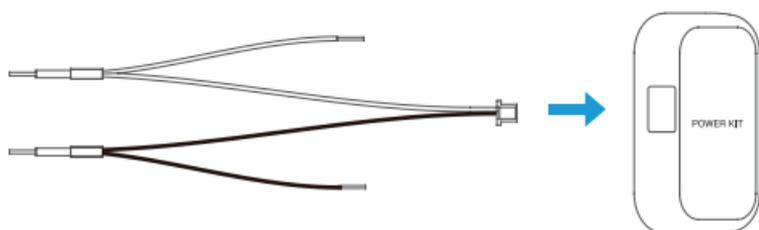
Power Kit Installation

i The power kit ensures that your doorbell gets the power it needs, so be sure to install it before you install your Doorbell.

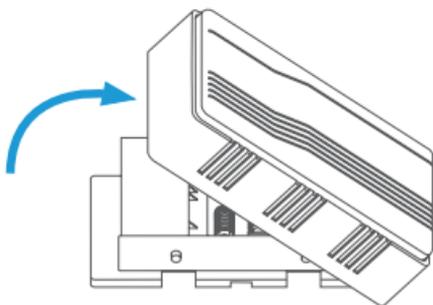
1 Shut off the electricity at the breaker that controls doorbell's circuit.



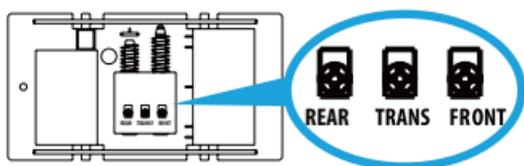
2 Insert one end of the wire harness into the power kit.



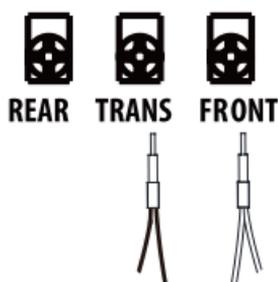
3 Remove the cover from your mechanical chime.



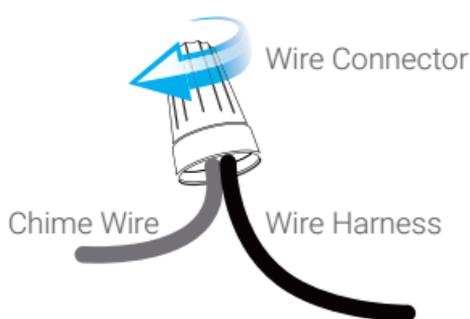
4 Remove the existing chime wires in the terminals named TRANS and FRONT.



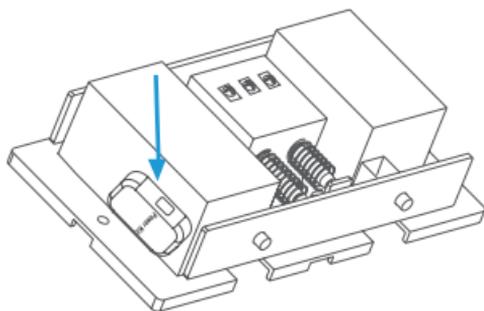
- 5 Connect the wire harness to the chime's terminals named TRANS and FRONT.



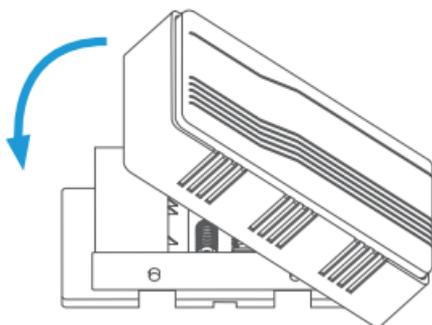
- 6 Insert the existing chime wire and the other end of the wire harness into the wire connector and twist it tightly. Repeat this step with the other chime wire.



- 7 Mount the power kit to the side of the chime.



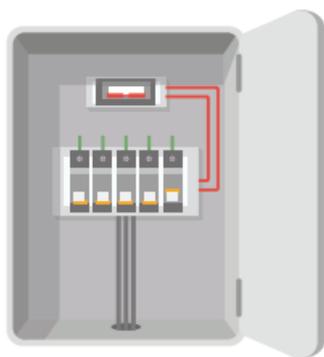
- 8 Replace the chime cover.



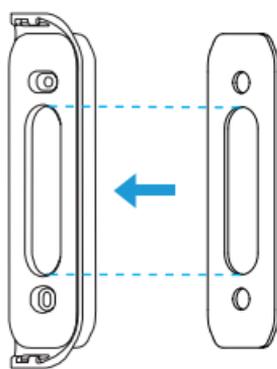
Doorbell Installation

i Recommended Installation Height: 1.2 m (4 ft) above the ground.

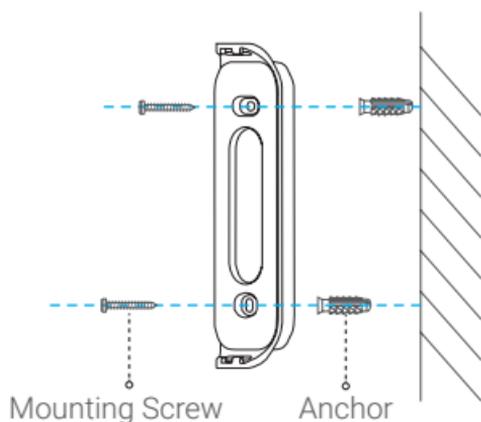
1 Shut off the electricity at the breaker that controls doorbell's circuit.



2 (Optional) If the wall is uneven, paste the plate foam to the mounting plate.



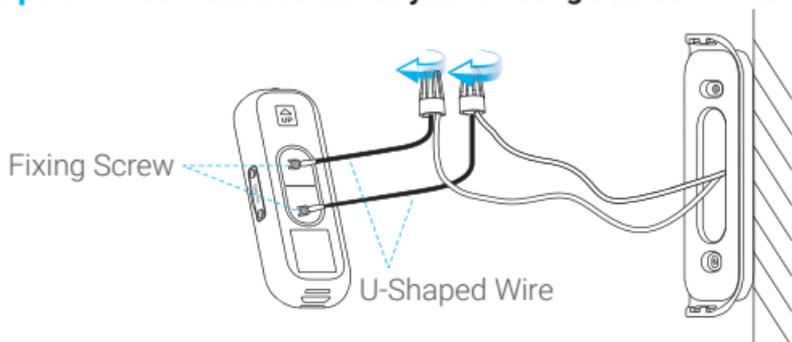
3 Using your mounting plate as a template, mark the location of the two mounting holes on your wall, and insert anchors, then fix the mounting plate to the wall.



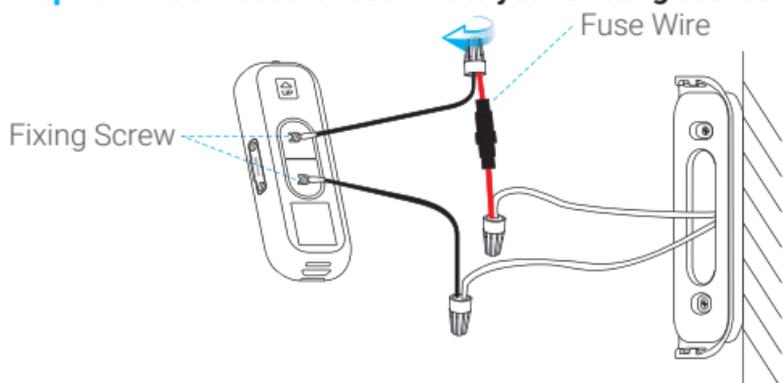
i Recommended Hole Depth: 25 mm to 30 mm (1 inch to 1.2 inch).

- 4 If you have a chime installed, follow **Option A**;
If not, follow **Option B**.

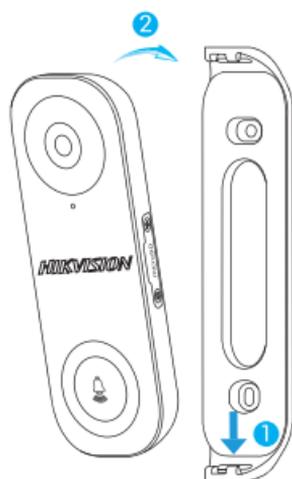
Option A Connect doorbell to your existing doorbell wires.



Option B Connect the fuse wire to your existing doorbell wire.



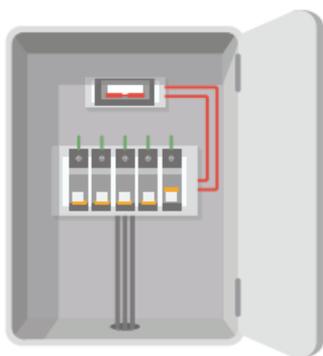
- 5 Install the doorbell to the mounting plate.



- 6 Insert the security screw into the top of the mounting plate to secure the doorbell.



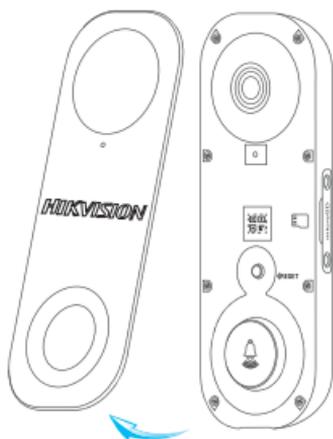
- 7 Restore the electricity at the breaker.



- i** Doorbell is powered on when its indicator flashes blue quickly. If not, make sure your electricity is off and check the wiring. If yes, proceed to doorbell setup.

Doorbell Setup

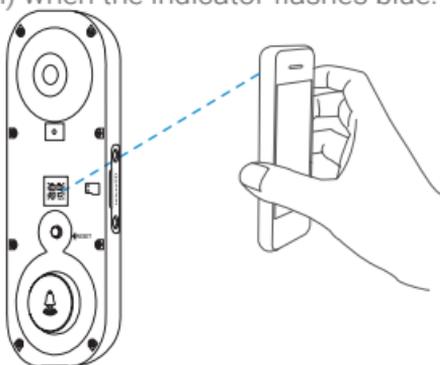
- 1 Add your doorbell to the Hik-Connect app.
1. Remove the faceplate of the doorbell.



2. Log in to your Hik-Connect account.
3. On the Home screen, tap “+” on the upper-right corner to go to the Scan QR Code interface.



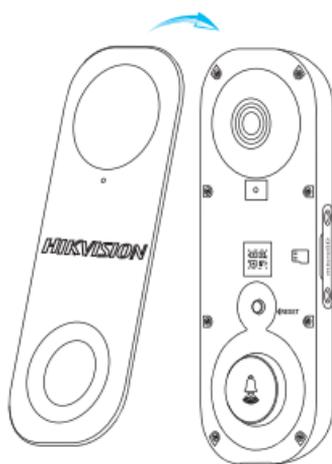
4. Scan the QR code on the device (or on the front cover of this manual) when the indicator flashes blue.



5. Follow the wizard to add the doorbell to the Hik-Connect app.

- i** If you want to change the Wi-Fi that your doorbell has connected to, press and hold the reset button for 5s and repeat this part.

6. Put the faceplate back.

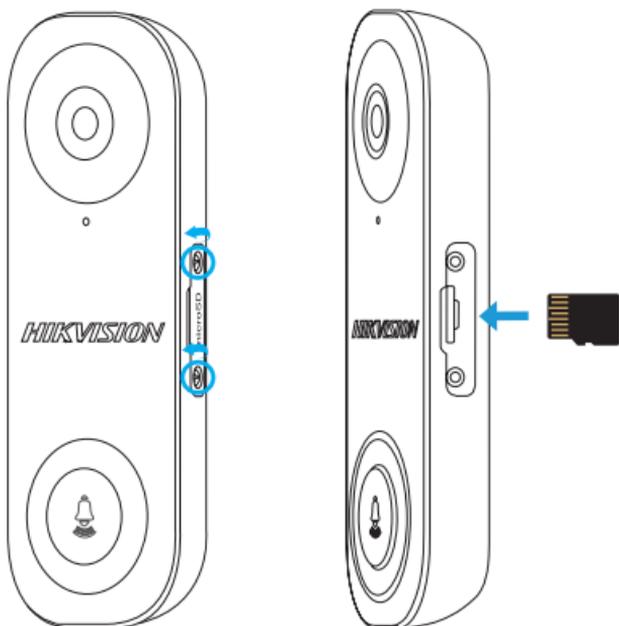


2 Choose the corresponding chime type.

1. In the Hik-Connect app, tap the **Chime Type** in the Device Settings interface to go to the Chime Type interface.
2. Choose the chime type that you have installed in your home.

Install the MicroSD Card (Optional)

1. Remove the cover on the side of the doorbell with the screwdriver.
2. Insert a microSD card (sold separately) into the slot until there is a click.
3. Place the cover back on, and tighten the screws with the screwdriver.



- i** After installing the microSD card, you should initialize the card in the Hik-Connect app before using it.

Initialize MicroSD Card

1. In the Hik-Connect app, tap the **Storage Status** in the Device Settings interface to check the microSD card status.

Wi-Fi Configure	TEST-WiFi  >
Storage Status	>
Device Version	Vx.x.x build xxxxxx No new version.

2. If the card status displays as **Uninitialized**, tap to initialize it.
3. The status will then change to **Normal** and it can store videos.

Troubleshooting

1 I have installed my doorbell, but the chime in my home doesn't function.

Please confirm the following details.

1. Make sure the right input voltage range (12V to 24V) has been used. Your doorbell is designed to work with at least 12 volts of AC power, which is in line with a majority of standard doorbell systems. Doorbell running at a lower voltage (or running on DC rather than AC) may cause chime malfunction.
2. Select the right chime type (same as the product label) in the Hik-Connect app.
3. Make sure the chime model used in your home is compatible with the doorbell. Please check the compatibility list on <https://us.hikvision.com/en>.
4. Power on the doorbell and wait for 10 minutes to 3 hours, and then try again.

2 I have failed to connect my doorbell to Wi-Fi.

1. Make sure your doorbell is not blocked by firewall or any limitation in your network.
2. Do not connect too many devices to the router.
3. Make sure the static IP setting is disabled and the router can distribute IP address to your device (DHCP is on).

3 My doorbell is offline frequently.

1. Make sure the doorbell has a strong and stable Wi-Fi signal.
2. Make sure your router and the Internet is functional.
3. The doorbell requires at least 2 Mbps uploading speed, please make sure the bandwidth of the network is sufficient, and do not have too many devices connected to the router.
4. If all the troubleshooting techniques listed above do not resolve the problem, please delete the device from your Hik-Connect account, reset, and re-add.

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Your Hikvision product is warranted for a period of one (1) year from the date of purchase against defects in materials and workmanship, or such longer period as may be required by law in the country or state where this product is sold, when used normally in accordance with user manual. You can request warranty service by contacting our Customer Service.

For any defective Hikvision products under warranty, Hikvision will, at its option, (i) repair or replace your product free of charge; (ii) exchange your product with a functional equivalent product; or (iii) refund the original purchase price, provided you provide the original purchase receipt or copy, a brief explanation of the defect, and return the product in its original packaging. At Hikvision's sole discretion, repair or replacement may be made with a new or refurbished product or components. This warranty does not cover the shipping cost, insurance, or any other incidental charges incurred by you in returning the product.

Except where prohibited by applicable law, this is your sole and exclusive remedy for breach of this warranty. Any product that has either been repaired or replaced under this warranty will be covered by the terms of this warranty for the longer of ninety (90) days from the date of delivery or the remaining original warranty period.

This warranty does not apply and is void:

- If the warranty claim is made outside the warranty period or if the proof of purchase is not provided;
- For any malfunction, defect, or failure caused by or resulting from the evidence of impact; mishandling; tampering; use contrary to the applicable instruction manual; incorrect power line voltage; accident; loss; theft; fire; flood; or other Acts of God; shipping damage; or damage resulting from repairs performed by unauthorized personnel;
- For any consumable parts, such as batteries, where the malfunction is due to the normal aging of the product;
- Cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- Any software, even if packaged or sold with Hikvision hardware;
- For any other damages free from defects in material or workmanship;
- Routine cleaning, normal cosmetic, and mechanical wear and tear.

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