Frequently Asked Questions

1 Can I share with family and friends?

Yes, you can share your cameras with family and friends who will have access to view the camera and control your bulbs, plugs, and other devices. In the app, press the Profile button and click on the "Home Management" button, and you will be able to give or revoke sharing permissions. In order to share, the other user should already have downloaded the app and registered a new account.

2 What's the Wireless Range?

The range of your home WiFi is heavily dependent on your home router and the conditions of the room. Check with your router specifications for exact range data.

3 The device appears offline or unreachable?

Make sure your WiFi router is online and in range.
Make sure you have the latest app functionality by clicking "Check for firmware update" in your device settings.
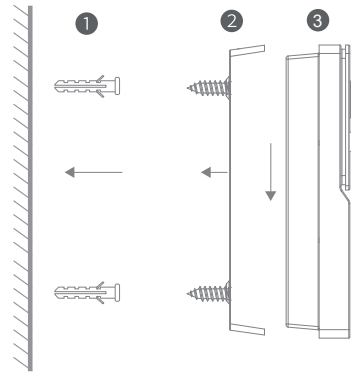
4 Cannot connect to your WiFi network.

Make sure you entered the correct WiFi password during the WiFi setup. Check whether there are any Internet connection problems. If the WiFi signal is too weak, reset your WiFi router and try again.

5 How many cameras can I control?

Starfish App can control an unlimited amount of devices in an unlimited amount of locations. Your router may have a limit of how many devices can be connected to one router.
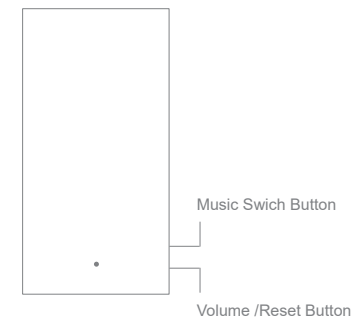

Description of assembly steps

1. If necessary, drill holes into the surface of the installation for the wall anchors. Push the wall anchors into the holes.
2. Screw the bracket into the surface or wall anchors to fix into place.
3. Insert the doorbell into the bracket to complete the installation. Put bottom in 1st then the top.

How to pair the doorbell with the chime？

Please plug in the Chime.
Press the Reset Button for several seconds until device starts to chime, the indicator light will flash slowly, it has entered the pairing state.
Press the doorbell button to pair， the chime starts to chime and the indicator light goes off, the device has paired successfully.

Music Swich Button

Volume /Reset Button

Technical Specifications

Doorbell

• Operating temperature -20℃～50℃，Operating humidity 10%~95% No condensation

Notice：
The maximum normal condition operating temperature is defined as +50°C except battery charging condition. The maximum battery charger temperature is defined as 44°C.

• Frequency Range：2.412~2.472GHz，RF Output Power： 17.5 dBm
• Power：General 5V Direct Current 1A，symbol ⎓ means direct current

Chime

• Operating Temperature -10℃ to 45℃；Operating Humidity ＜90% at 40℃
• Communication ： RF 433MHz
• Power :100-240V~50/60Hz；Symbol ～means alternating current
• Indoor use，bathroom excluded；Symbol means for indoor use only
• Symbol ▢ means Class II product-Double Insulated -No earth required

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warning

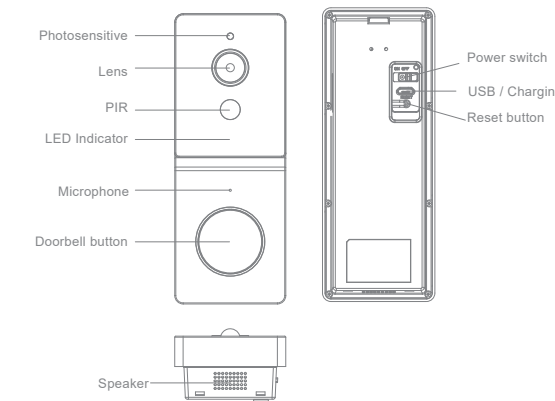Federal Communications Commission (FCC) Declaration of Conformity

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. 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 equipment 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 equipment 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 equipment 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.
Radiation Exposure Statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled rolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.
Important Note
This radio module must not installed to co-locate and operating simultaneously with other radios in host system except in accordance with FCC multi-transmitter product procedures. Additional testing and equipment authorization may be required to operating simultaneously with other radio.
The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destination. The firmware setting is not accessible by the end user.
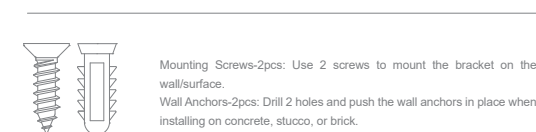
The host product manufacturer is responsible for compliance to any other FCC rules that apply to the host not covered by the modular transmitter grant of certification. The final host product still requires Part 15 Subpart B compliance testing with the modular transmitter installed.
The end user manual shall include all required regulatory information/warning as shown in this manual, including: This product must be installed and operated with a minimum distance of 20 cm between the radiator and user body.

The device could be used with a separation distance of 20cm to the human body.
- Never used the appliance and its battery in extreme conditions (high or low extreme temperatures, high altitude…) during use, storage or transportation.
- Warning: Batteries shall not be exposed to excessive heat such as sunshine, fire or the like.
- Never damage the appliance and its battery.
- Never short circuit the battery.
- For pluggable equipment , the socket-outlet shall be installed near the equipment and shall be easily accessible.

Smart Video Doorbell

Model Numbers：65-935 / 65-936

Please read this User Manual carefully before use

Product description

Photosensitive
Lens
PIR
LED Indicator
Microphone
Doorbell button
Speaker

Power switch
USB / Charging
Reset button

Packing list

Set 1: Video doorbell + Chime
• Video doorbell×1
• Synopsis×1
• Positioning hole label ×1
• Chime machine×1
• Disassemble the needle×1
• Screw pack×1
• Power cord×1

Screws Bag

Mounting: Screws-2pcs: Use 2 screws to mount the bracket on the wall/surface.
Wall Anchors-2pcs: Drill 2 holes and push the wall anchors in place when installing on concrete, stucco, or brick.

Doorbell Status

Green Light
Solid —— Charging
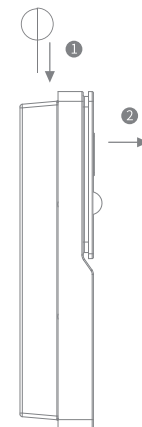OFF —— Charging Completed
Quickly Blinks —— Charging Abnormal

Red Light
Solid— Network connection failure
Slowly Blinks—Equipment failure
Red light and blue light quickly blinks— Device Upgrading

Blue Light
Solid—Network connection successful/Doorbell call
OFF—Normal standby
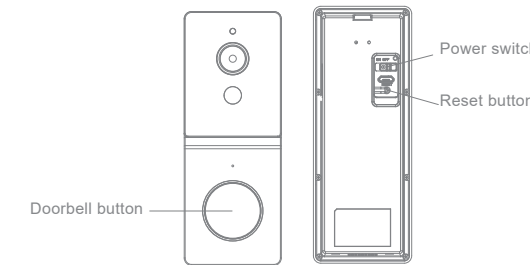Flashes 3 times—Doorbell wake up
Slowly Blinks—Waiting for Configuration

Disassembling the doorbell and charging instructions

1. Insert the disassembly needle into the hole and press down firmly; as shown ❶ ;
2. Pull out the doorbell forward; as shown ❷: begin to separate the doorbell from the bracket, remove the disassembly needle, continue to separate.
3. Plug in the USB cable to charge.

Power switch
Reset button
Doorbell button

Basic Operations

Power on ： Toggle the switch button to on
Power off ： Toggle the switch button to off
Reset : Long Press **"Reset"** for 5 seconds

Connect network mode switching：
1- Long press"Doorbell Button"for 5 seconds to put in pairing mode.
Connect network prompt tone：
1- Prompt tone 1：Please connect the router
2- Prompt tone 2：Please connect the base station(If you do not purchase a base station，can be ignored)
Leave the message prompt tone：
1- Please press the button to leave a message

Connect to your Network

• Have your WiFi Network and Password available.
• Make sure your mobile device is running iOS® 11 or higher or Android™ 6.0× or higher
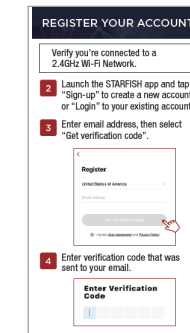• Make sure you're connecting to a 2.4GHz Wi-Fi network (Cannot connect to 5GHz networks)

1 Download the Starfish App from App Store or Google Play.
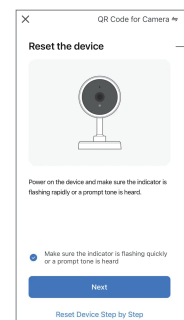
DOWNLOAD THE STARFISH APP

(App design is subject to change without notice.)

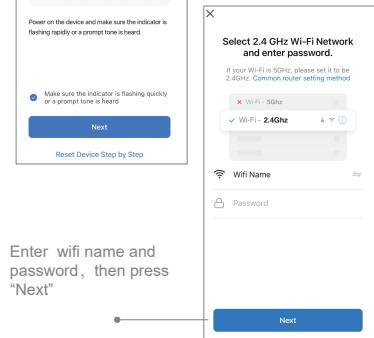
2 Register an account on your Starfish App

3 Add device

Open Starfish App, click "+" on the right corner of the page "HOME", then select "Doorbell Video Cameras ".
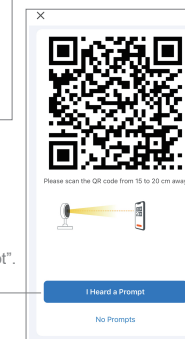

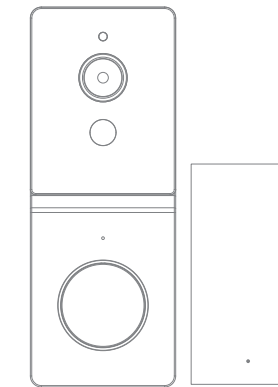Make sure the indicator is flashing or a prompt tone is heard， then press "Next"

Enter wifi name and password， then press "Next"

Scan the QR Code on your phone with camera.
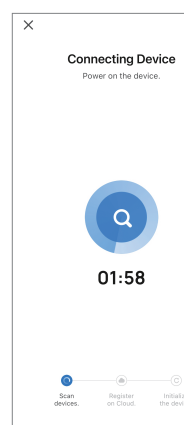Heard a prompt tone, then press "I Heard a Prompt".

Connecting Device

Power on the device

Wait for the network configuration completing

01:58

*Please refer to the specific APP interface if there are any difference.