

ChowBELL PRO



User Manual for video doorbell



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Introduction of the ChowBELL Pro

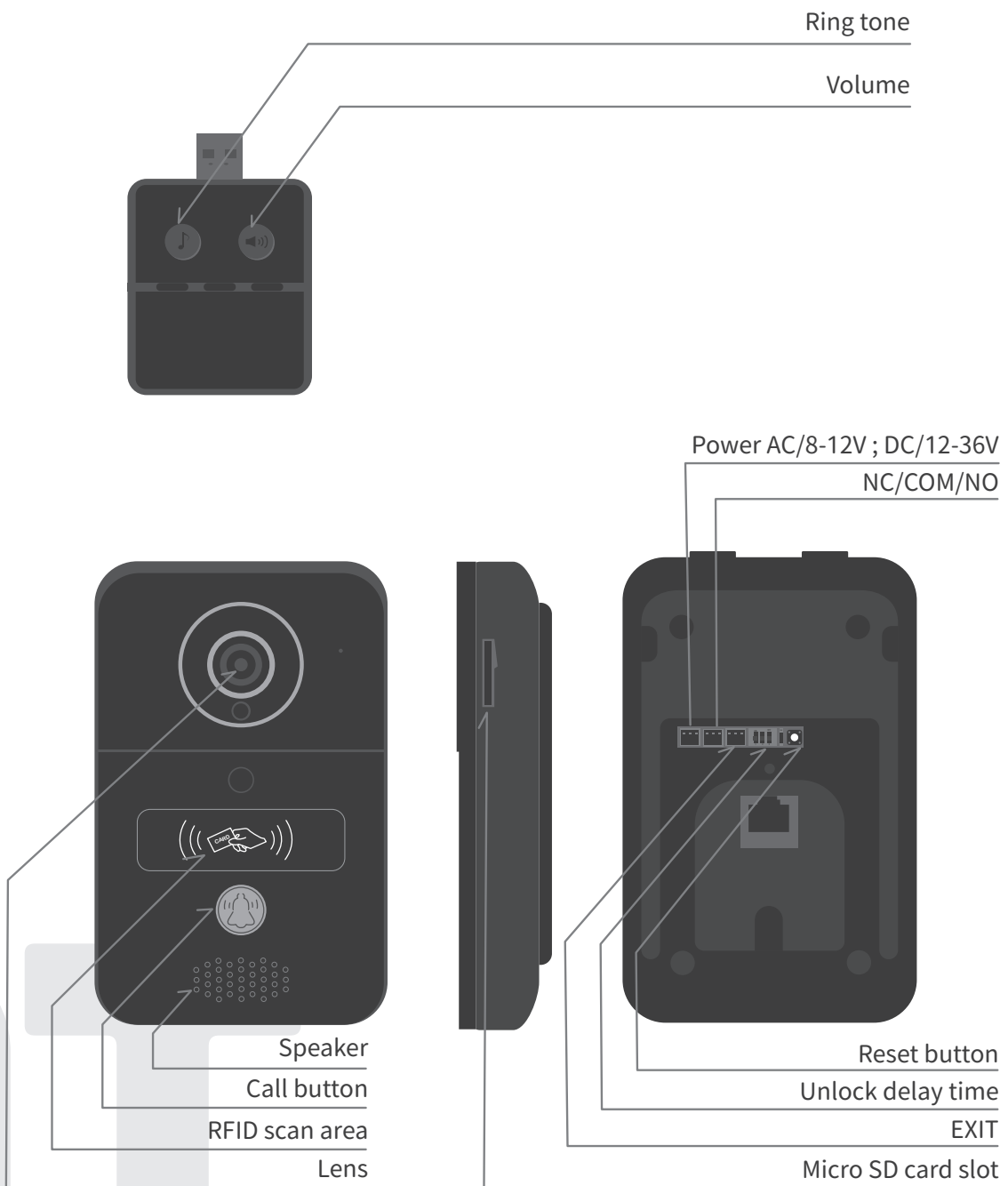
This user manual is designed to provide indications of the ChowBELL Pro and its features and functions.

ChowBELL Pro is a device which can connect to App! and provide two-way audio communication.

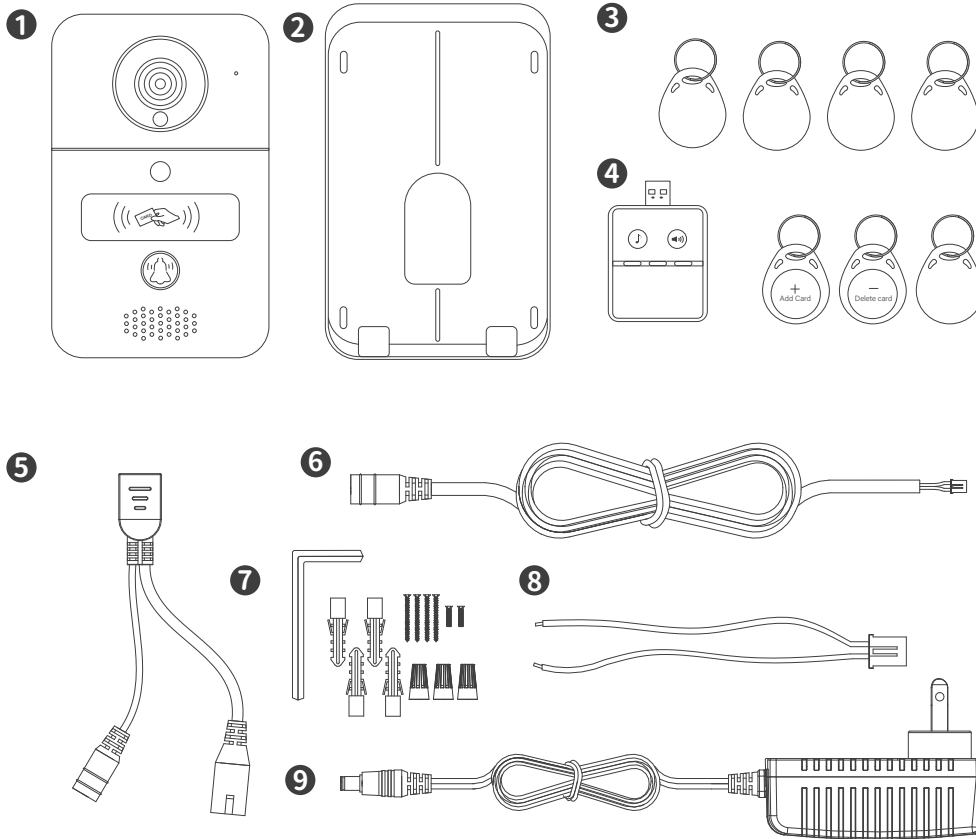
ChowBELL Pro can be intergrated with other Wi-Fi gate openers on the Chow! App.

Product Overview

Video Doorbell



Kit contents



- 1 ChowBELL Pro 2 Wall mount bracket 3 RFID cards 4 Indoor chime 5 POE cable
- 6 DC cable 7 Parts package 8 Power wire 9 12V Power

Specifications

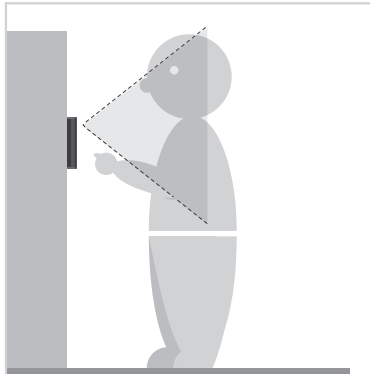
Image Sensor	Display Resolution	1920 x 1080
	Viewing Angle	150°
Video	Image Compression	H.264
	Image Frame Rate	25 fps
	Record Mode	Motion detection
Audio	Audio	Two-way Audio
Communication	Wireless Standard	IEEE 802.11b/g/n
	Wire	10/100Mbps
	Infrared Light	Built-in IR LED, Night visibility up to 5 meters
	SD Card	256GB MAX
	Motion Detection	Support
Power	Power Supply	DC 12 ~ 36V, AC 8 ~ 24V
Security	Alarm	Push notification, Tamper alarm

Hardware installation -connect to Wi-fi

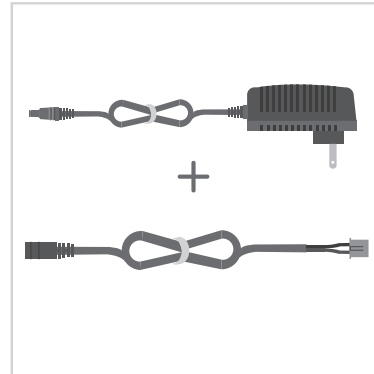
Connect to your home Wi-Fi

1. Connect the ChowBELL Pro via 2.4GHz Wi-Fi. Please make sure your Wi-Fi signal is strong and stable.

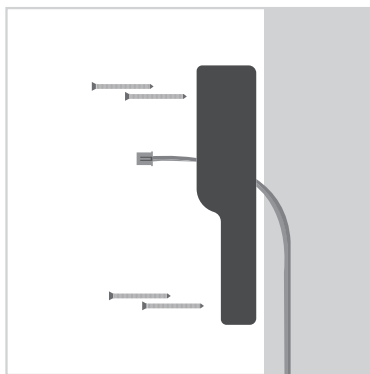
Hardware installation



- 1 Choose a proper location for the Chow BELL Pro, be sure to consider the average height of visitors.



- 2 Connect the 12V power plug to the DC cable.



- 3 Align the DC cable and wall mount bracket with the hole on wall; fasten the wall mount bracket.



- 4 Connect the DC cable to the ChowBELL Pro 12V terminal



- 5 Fasten the ChowBELL Pro on the wall mount bracket with an allen key and a screw from parts pack-



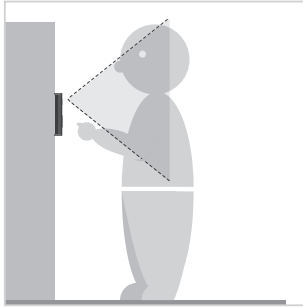
- 6 Refer to page 10 connect ChowBELL Pro to Eyeopen App to finish the Wi-Fi connection.

Hardware installation - connect to LAN cable

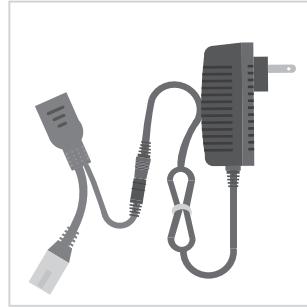
Connect to LAN cable

1. Please connect your ChowBELL Pro to the Wi-Fi network before connect to the LAN cable.
2. ChowBELL Pro has a RJ45 port which is used for connecting to the router with a LAN cable.

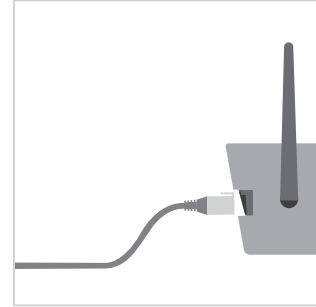
Hardware installation



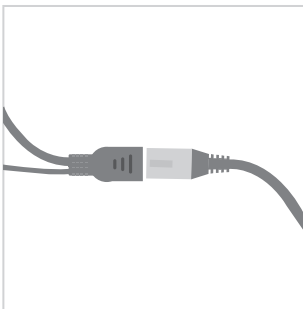
- 1 Choose a proper location for the ChowBELL Pro, be sure to consider the average height of visitors.



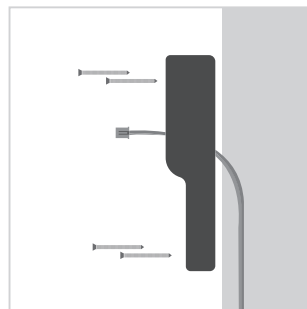
- 2 Connect the 12V power plug to the POE wire.



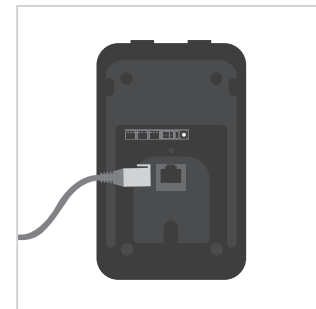
- 3 Connect the POE wire to your router.



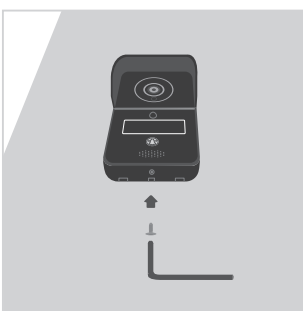
- 4 Connect a LAN cable (cable not provided) to the POE wire.



- 5 Align the LAN cable and wall mount bracket with the hole on wall; fasten the wall mount bracket.



- 6 Connect the LAN cable (cable not supported) to the back of the ChowBELL Pro.



- 7 Fasten the ChowBELL Pro on the wall mount bracket with an allen key and a screw from parts package.




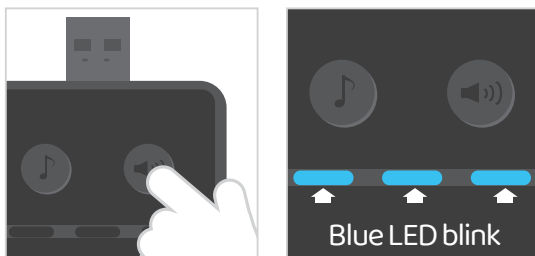
- 8 Refer to page 7 Connect ChowBELL Pro to Eyeopen App to finish the Wi-Fi connection.

★ *****Please make sure the Wi-Fi _____ you connected and the LAN cable are going to connect is shared the same SSID*****

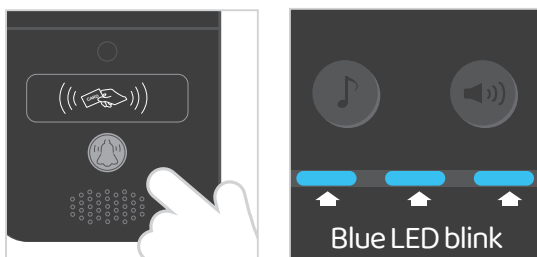
Pairing indoor chime with ChowBELL Pro


Connect the indoor chime to the power via the USB port / USB adaptor, please also ensure ChowBELL Pro is powered.

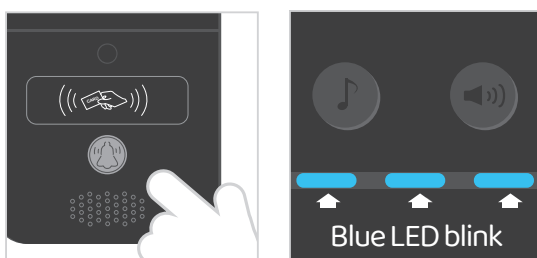
Step1 Press and hold the  indoor chime rings twice and LED blinks once.




Step2 Press the  indoor LED blinks once and chime rings once.

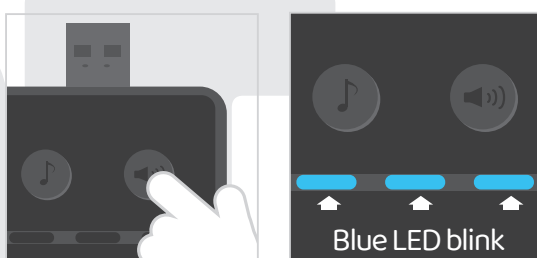


Step3 Press the  indoor LED blinks 5 times and the pairing is done



NOTE

Operation - Press the  and the indoor chime rings and LED blinks at the same time.



Apply for a new Chow account

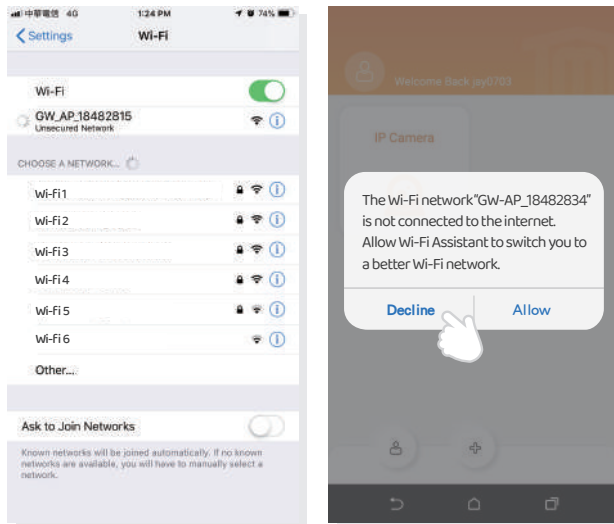
1. Please scan the QR code and download the Chow! App
2. Press Sign Up icon and press the agree icon to continue
3. Please type the following information for registration :
 - a. Account (a-z, A-Z, 0-9 only)
 - b. Email (enter twice for verification)
 - c. Password (enter twice for verification)
 - d. The password should have at least 1 English character and at least 8 characters in total
4. The system will send a link to your email when the registration succeeds
5. Please go to your email, and click the link to activate your Chow account
6. Log in to your personal TMT Chow account by key in the Account name and Password when Sing Up



Connect ChowBELL Pro to Chow! App

Step 1 Connect to ChowBELL's AP (1st User - Owner)

Make sure the ChowBELL is perfectly installed and powered.
Switch to your smartphone's Wi-Fi setting page to connect to "GW_AP_XXXXXXXX" (XXXXXXXX is the UID of the device)



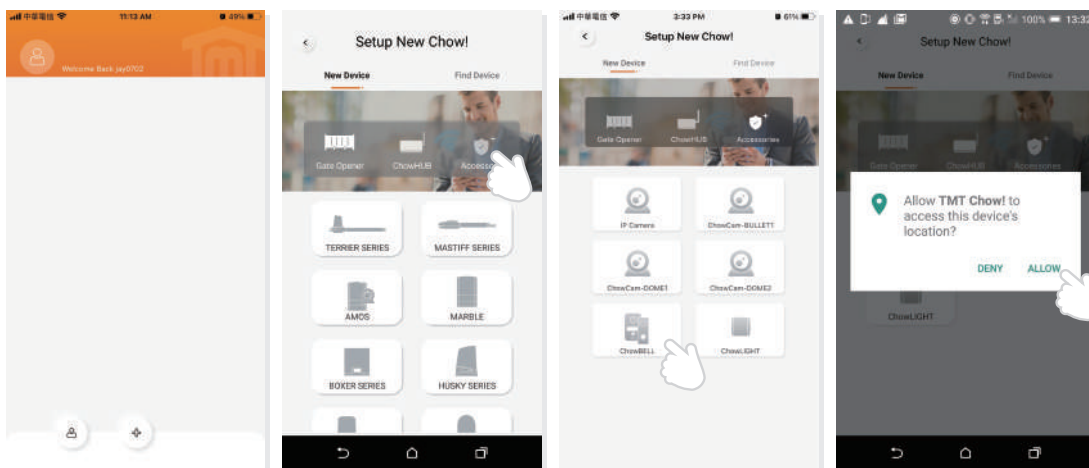
Please refer to the FAQ if GW_AP of the ChowBELL Pro cannot be found

Please wait for 20 seconds after connecting the GW_AP device internet

➔ ***Please press the decline button when the connection hint shows up***

Step 2 Add a new ChowBELL Pro

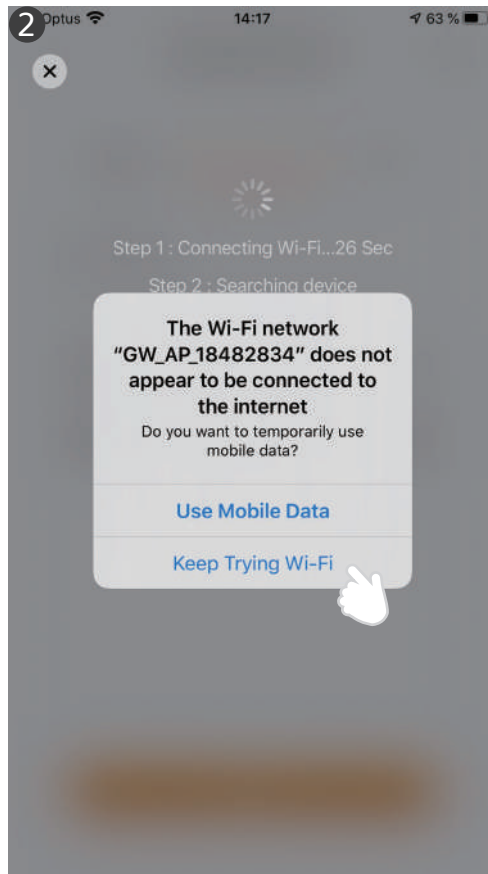
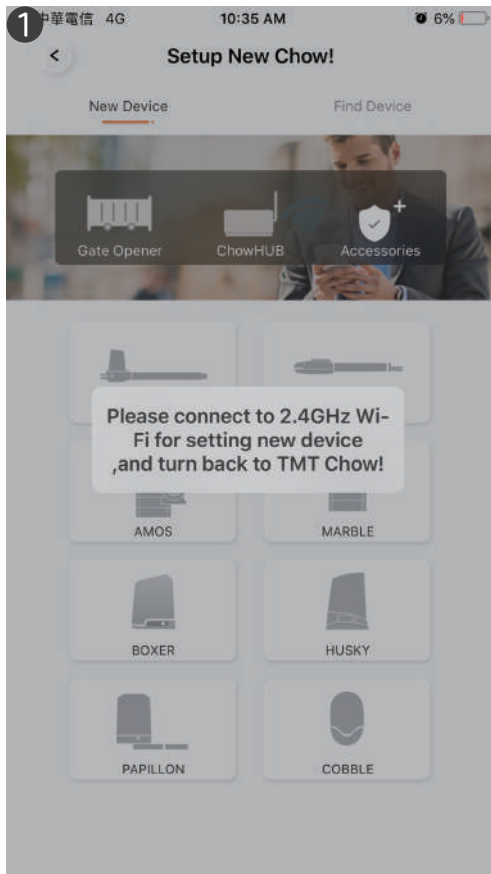
Tap (+) icon to add a new device.
New Device -> Accessories -> ChowBELL Pro



IF With above hint show up, press "ALLOW" for TMT Chow to access your device's location to get the corresponds Wi-Fi source

*** Hint may be vary from different phone system.***

Step 3 Indications of connection



- 1 When you are adding a new ChowBELL Pro, the App shows "please connect to 2.4Ghz Wi-Fi," but you have already connect to ChowBELL Pro's AP

*****The system takes time to connect to ChowBELL Pro's Ap.**

Please wait till you smart phone shows the Wi-Fi icon on the top of your smart phone screen. It takes about 20-30 seconds.***

- 2 When doing the connection, the App shows "the ChowBELL Pro's Wi-Fi is not connected to the internet."

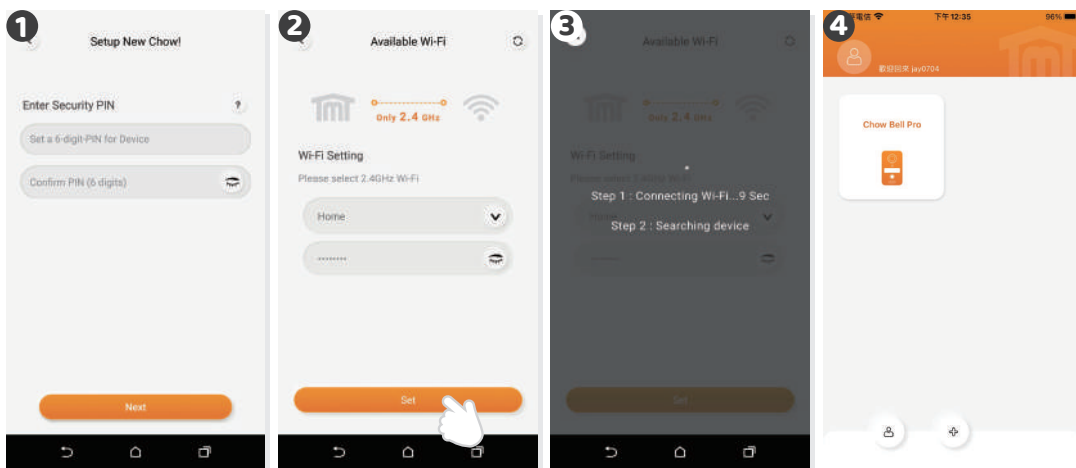
*****A ChowBELL Pro's AP is closed network which is only used for connecting to your home Wi-Fi system.**

Please tap the "Keep Trying Wi-Fi to Finish the connection."****



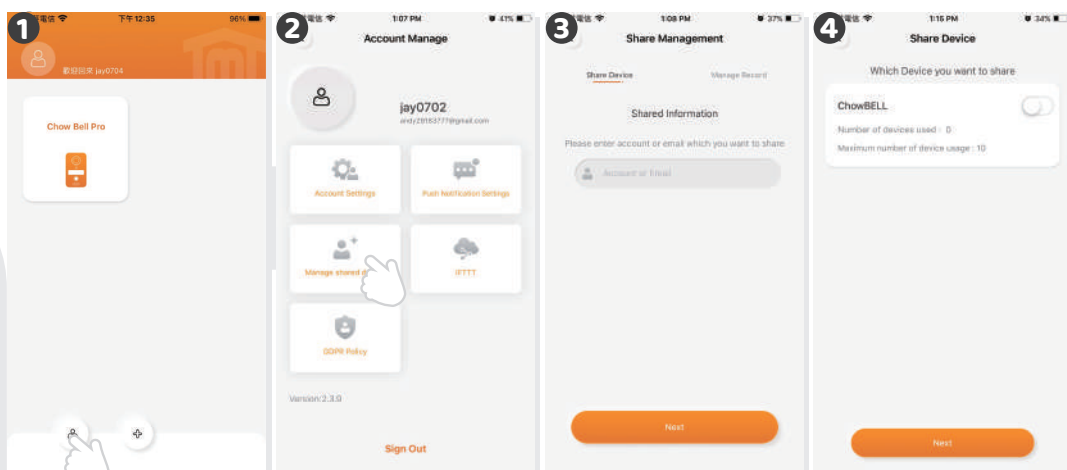
Step 4 Set the PIN code and connect to your home Wi-Fi

- 1 Set the security PIN code. This PIN code is used for device sharing and function setting.
*****Please refer to the FAQ_Question1 if you forgot the password*****
- 2 Select your home Wi-Fi name (Only 2.4G) and enter the correct password.
Tap "SET" button to connect to your home Wi-Fi
*****Please make sure to enter the correct password with the right characters*****
- 3 After the countdown, ChowBELL Pro will appear on the main page.
- 4 Tap the ChowBELL Pro to enter the operation page.
The ChowBELL Pro will send a push notification when below events occur:
visitor calls / alarms / motion detection is triggered.

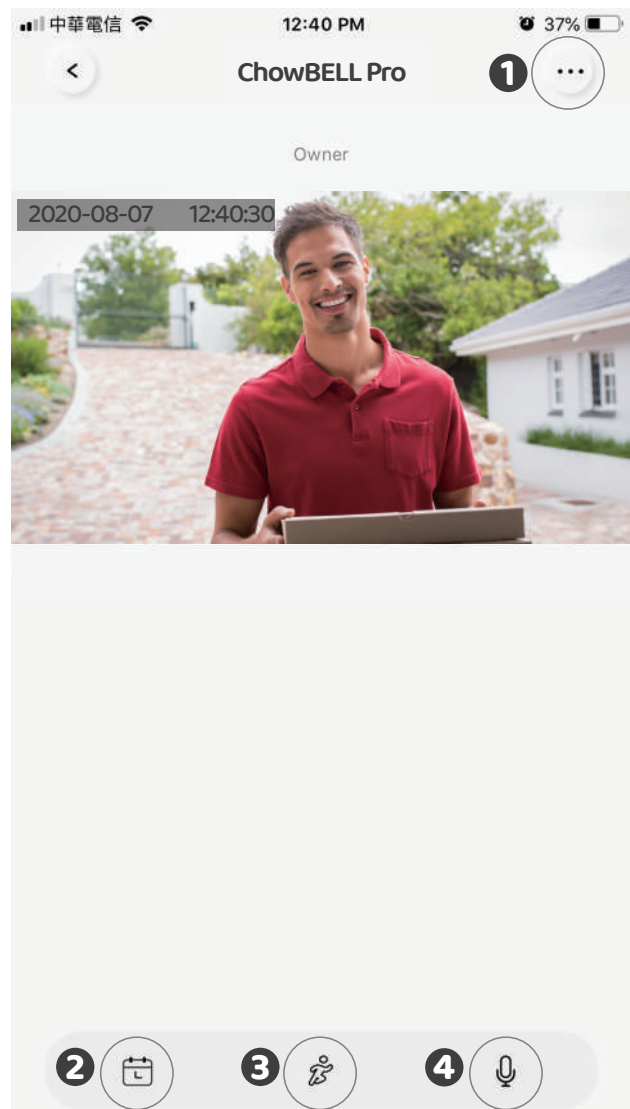


Owner shares the ChowBELL Pro to other users

- 1 The device owner can share the ChowBELL Pro up to 4 users through Chow! APP
Tap the icon to enter the account manage page
- 2 Tap the Mange shared device icon
- 3 Enter the account name to share with
(People need to be shared require Sing Up their personal account)
- 4 Select the device which you like to share with



Operation page of ChowBELL Pro

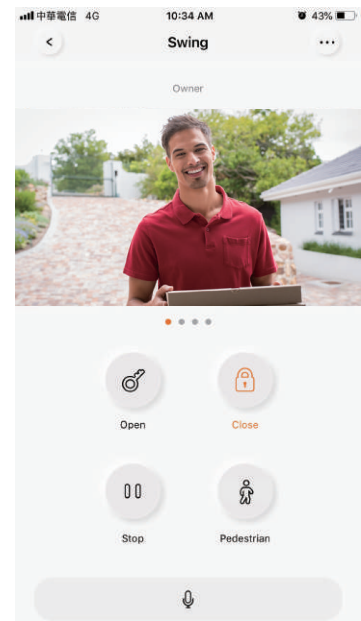
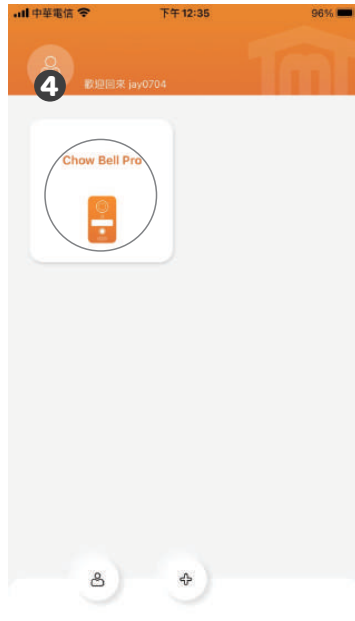
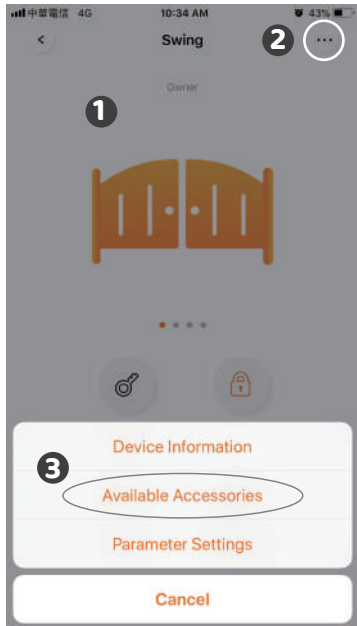


- 1 Setting
- 2 With an extra micro SD card, the recorded videos will be listed in the calendar
- 3 Switch of the Motion detection. You will get notifications when you turn it ON.
- 4 Switch of the two-way audio. Turn ON to start the audio function

Connect your ChowBELL Pro with a gate opener

To connect your ChowBELL Pro to the gate opener, please go the operation page of a gate opener.

- 1 Gate opener operation page
- 2 Settings
- 3 Available Accessories
- 4 Select ChowBELL Pro from the list.



Device name

Live view screen

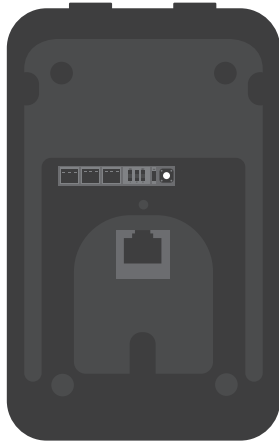
Switch devices

Gate operation button

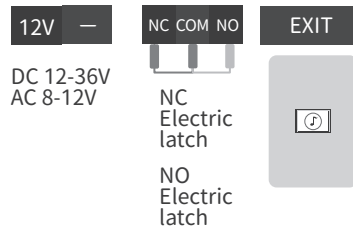
Talk button

Add RFID cards to trigger the NC/COM/NO output terminal on ChowBELL Pro (like electric latch control)

Terminals of the ChowBELL Pro



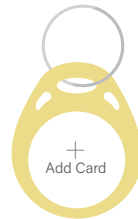
Function of each terminal



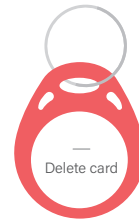
Reset button
Press 3 seconds to reset



RFID scan area



Yellow(Add) RFID card

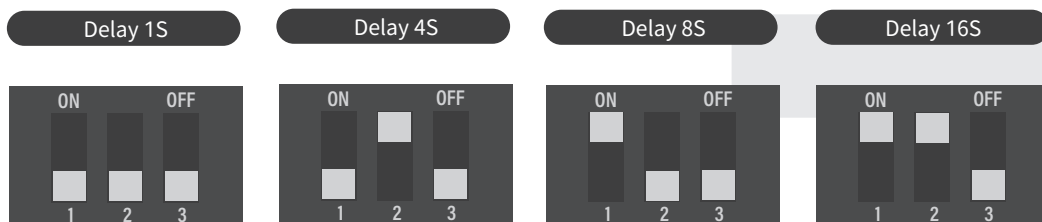


Red(Delete) RFID card



Blue(User) RFID card

Delaytime for electric latch



Add RFID cards

1. Please scan the YELLOW (Add) RFID card.
The scan area shows BLUE light ON with a beep which activates the system for adding the BLUE (User) RFID card.
2. Scan a BLUE (User) RFID card and the BLUE LED shows ON with a beep which indicates adding user card successfully.
3. Scan the YELLOW (Add) RFID card AGAIN and the BLUE light goes OFF which deactivates the pairing mode.

After scanning the yellow (Add) RFID card, the system shows red light with 3 beeps which indicates activation fail. Please scan the yellow RFID card again.

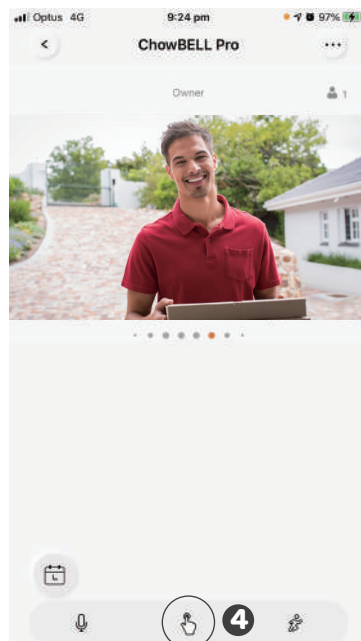
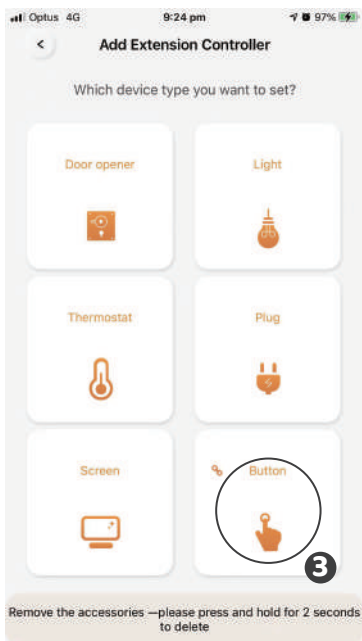
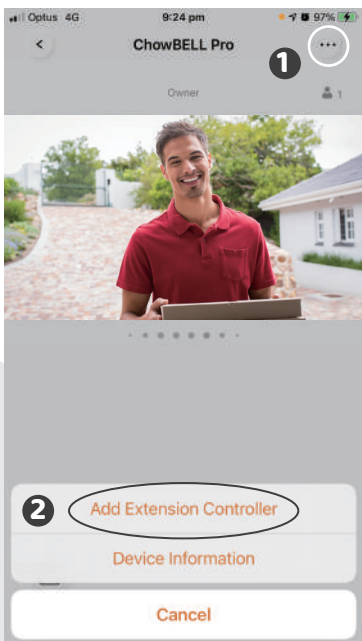
Delete RFID cards

1. Please scan the RED(Delete) RFID card.
The scan area shows RED light ON with a beep which activates the system for deleting the BLUE (User) RFID card.
2. Scan a PAIRED BLUE (User) RFID card and the RED LED shows ON with a beep which indicates deleting user card successfully.
3. Scan the RED (Delete) RFID card AGAIN and the RED light goes OFF which deactivates the delete mode.

After scanning the red (Delete) RFID card, the system shows red light with 3 beeps which indicates activation fail. Please scan the red (Delete) RFID card again.

Exit trigger

1. Press the ... icon on the top right
 2. Add Extension Controller
 3. Select the device icon to match with your control device
 4. The output icon show up at your operation page at the bottom part
- * Connect the EXIT to the push button terminal of your device to be control through the APP



FAQ

Question 1

How to Reset ChowBELL Pro to default setting?

Answer 1

1. Delete the ChowBELL Pro on the Chow! App by long pressing the ChowBELL Pro icon and confirm it.
 2. Press Reset button at the back of the ChowBELL Pro for 5 seconds to reset ChowBELL Pro to default setting.
 3. Please refer to Page7 Connect ChowBELL Pro to Chow! App to reconnect the ChowBELL Pro.
-

Question 2

GW-AP of the ChowBELL Pro can't be found.

Answer 2

Make sure the Wi-Fi setting on the smartphone has been turned on.

Make sure ChowBELL Pro has been set to default setting.

If ChowBELL Pro is connected to the LAN wire, the AP mode will be turned off automatically.

Question 3

Change ChowBELL Pro's Wi-Fi network

Answer 3

ChowBELL Pro control page → Settings → Device Information → Wi-Fi Setting

→ choose available Wi-Fi SSID → Entering Wi-Fi security password → Set

Question 4

Unable to receive notification from my ChowBELL Pro

Answer 4

Go the setting page of the Chow! App

Turn on the switch of notification to receive the notifications



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TMT AUTOMATION INC

ChowBELL PRO

巧家可視門鈴

專業版

安裝手冊



索引

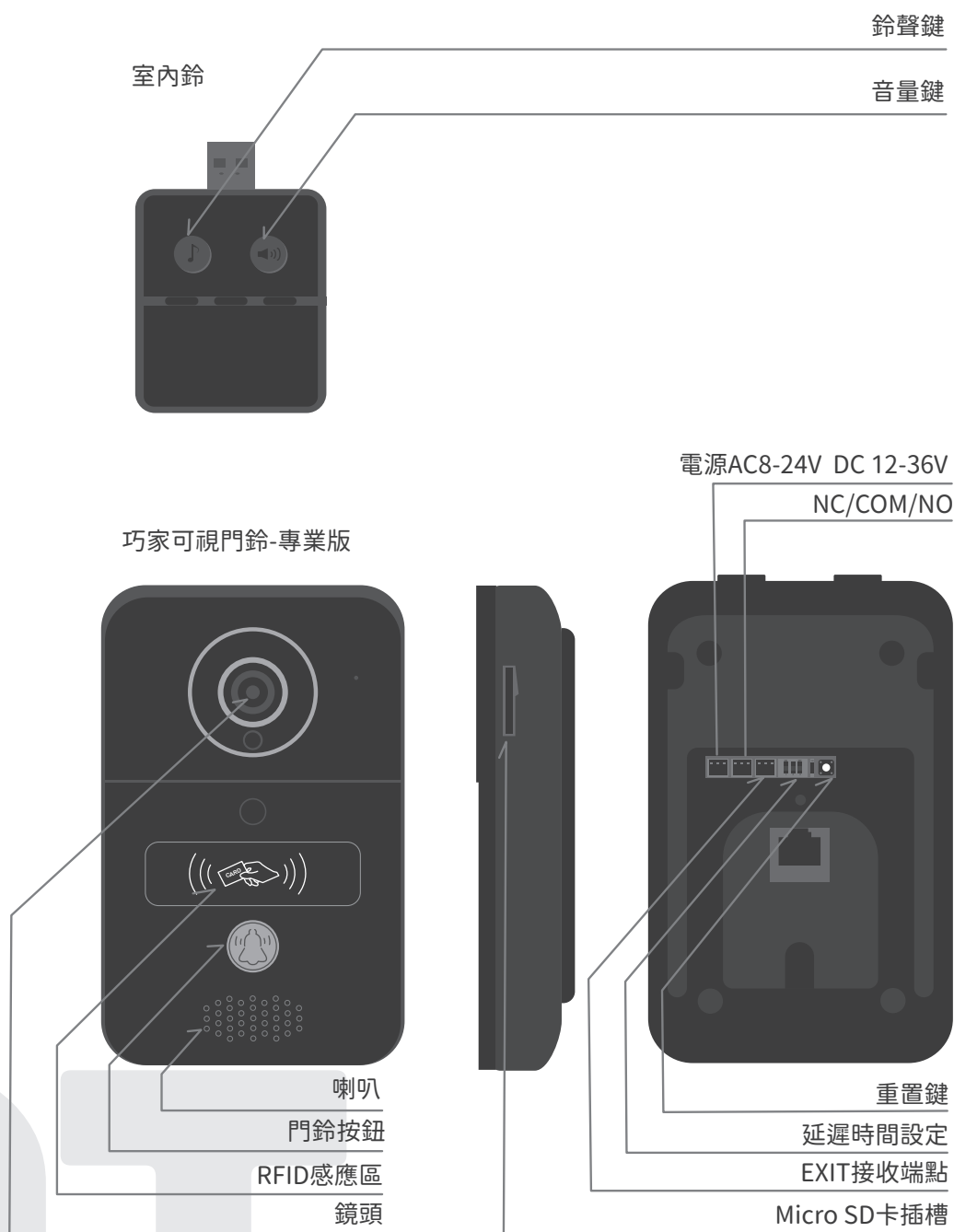
產品介紹	P2
產品概觀	P2
包裝內容	P3
產品規格	P3
將設備連結到您家中的Wi-Fi網路	P4
將設備連結到您家中的有線網路	P5
配對室內門鈴	P6
申請Chow帳號	P7
連線到無線網路	P8
連線到有線網路	P10
分享使用權限	P11
控制頁功能介紹	P12
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開門鈕新增步驟	P14
配對門控機	P15
設備接點與按鍵說明	P16
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產品介紹

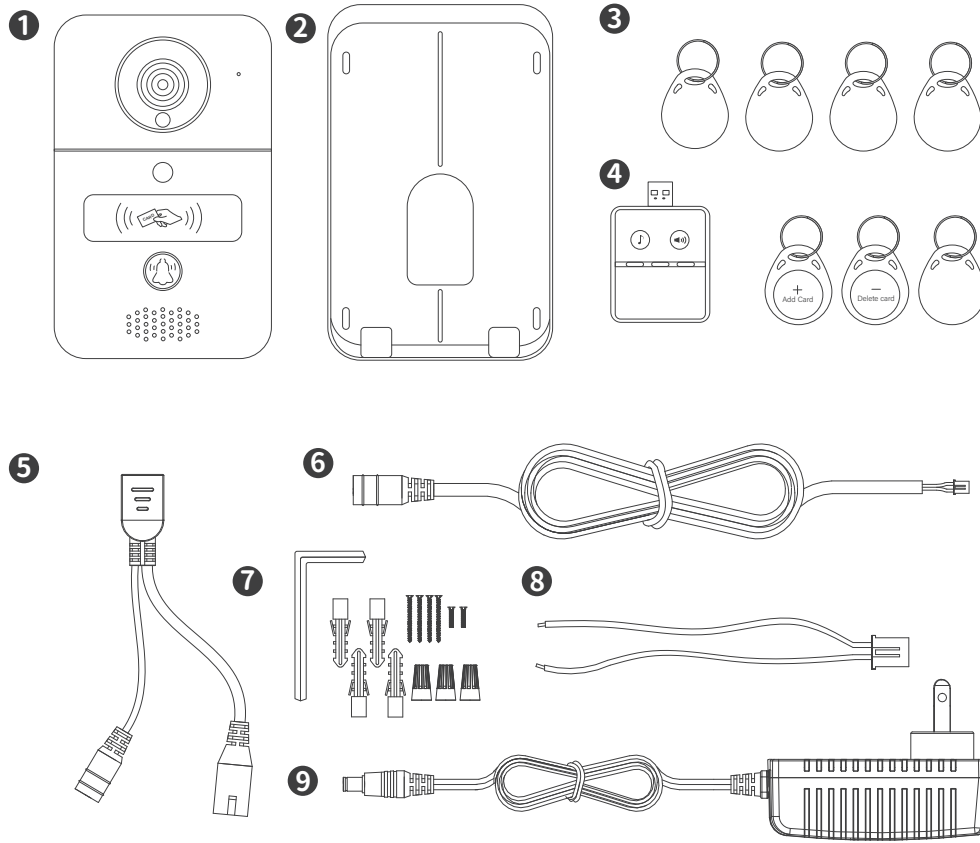
本安裝手冊將為您詳細介紹可視門鈴(專業版)的特色與功能。

此款門鈴可透過Chow! APP與設備連接，來支援雙向語音對講，還能夠與Chow! 的Wi-Fi門機做整合。

產品概觀



包裝內容



- ❶ 可視門鈴(專業版) ❷ 壁掛背蓋 ❸ RFID磁卡 ❹ 室內門鈴 ❺ POE線
 ❻ DC電源線 ❼ 螺絲配件 ❽ 電線 ❾ 12V變壓器

產品規格

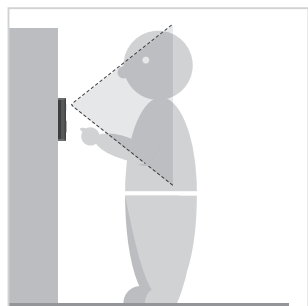
影像感測器	解析度	1920 x 1080P
	可視角度	150°
視訊	視訊編碼	H.264
	幀率	25fps
	錄影模式	移動偵測錄影
音訊	音訊	雙向語音
通訊	無線網路	IEEE 802.11b/g/n
	有線網路	10/100Mbps
	夜間模式	內建紅外線LED，夜視模式可達5米
	SD記憶卡	最高支援256GB
	PIR移動偵測	支援
電源	電源供應	DC 12V~36V; AC 8V~24V; PoE
安全性	警報	門鈴推播、防拆警報
正常運作溫度	正常運作溫度	-20°C~55°C

將設備連結到您家中的Wi-Fi網路

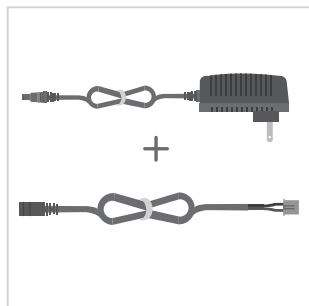
將可視門鈴(專業版)連接到2.4GHz頻段的Wi-Fi無線網路，並確保無線網路的信號保持在良好的狀態。

※建議於安裝門鈴前，先行完成網路設定。

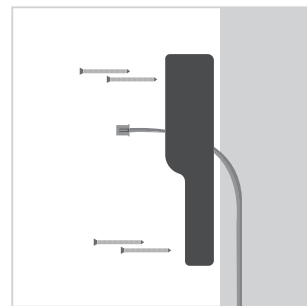
硬體安裝



- ❶ 請評估鏡頭與訪客間的最佳可視距離，挑選出最佳的安裝位置。



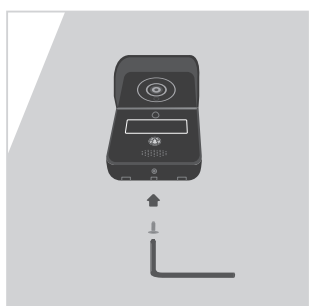
- ❷ 請將12V外接電源與DC電源接頭連接。



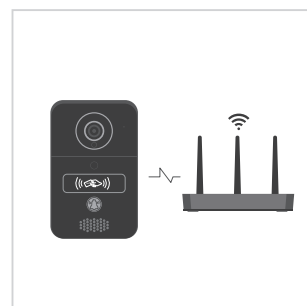
- ❸ 將DC電源接頭由外向內穿過設備的壁掛背蓋集線孔，再將背蓋固定在這要設置門鈴的牆面。



- ❹ 將穿過背蓋的電源線接在設備後方12V端口。



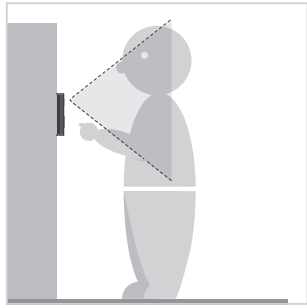
- ❺ 從螺絲配件包取出背蓋底部固定螺絲，將背蓋與設備結合，並將螺絲由底部螺絲孔鎖上固定。



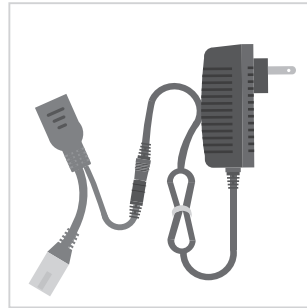
- ❻ 詳見說明書第8頁，並將可視門鈴(專業版)連線至無線網路

將設備連結到您家中的有線網路

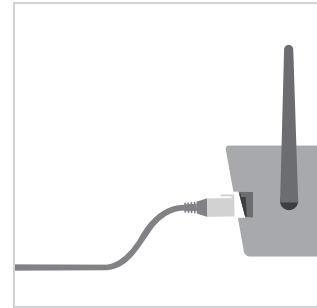
硬體安裝



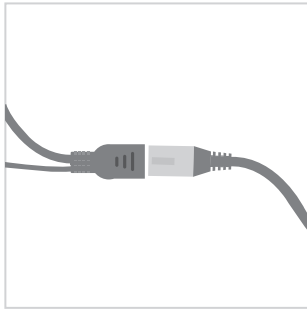
- ❶ 請評估鏡頭與訪客間的最佳可視距離，挑選出最佳的安裝位置。



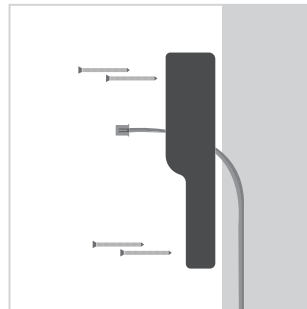
- ❷ 請連接12V外接電源與POE合成器。



- ❸ 將POE線連線至家中路由器



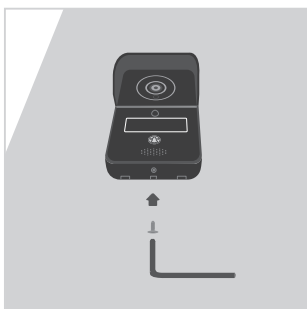
- ❹ 將網路延長線(請自備)連線至POE合成器。



- ❺ 將DC電源接頭由外向內穿過門鈴的壁掛背蓋集線孔，再將背蓋固定在要設置門鈴的牆面。



- ❻ 將穿過背蓋的網路線(請自備)接在門鈴後方網路線接口。



- ❼ 從螺絲配件包取出背蓋底部固定螺絲，將背蓋與門鈴結合，並將螺絲由底部螺絲孔鎖上固定。



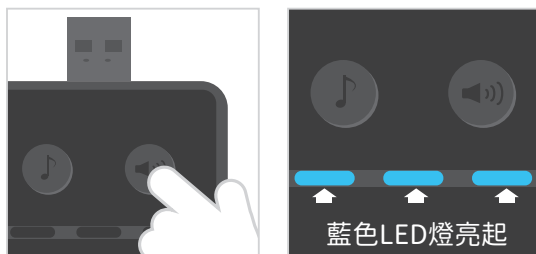
- ❽ 請見說明書第10頁，連線到有線網路。

配對室內門鈴

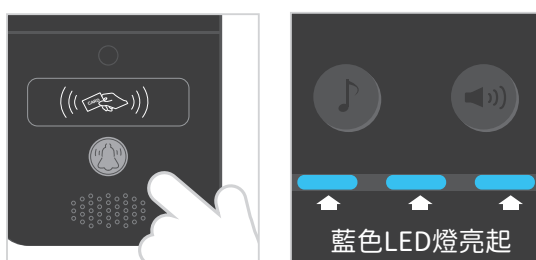
室內門鈴請通過USB端口/USB適配器供電。(需自備USB電源轉接器)

※請注意，配對室內門鈴前請注意巧家可視門鈴(專業版)需連上電源。

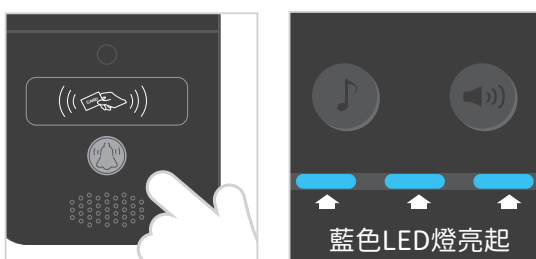
步驟1 按住室內鈴的音量鍵  3秒鐘，室內鈴聲響起後，待LED燈亮起。



步驟2 按下門鈴的鈴聲鍵  室內鈴LED燈會再亮起一次。



步驟3 請再次按下門鈴的鈴聲鍵  確認室內鈴聲響起，即完成配對。



申請Chow!帳號

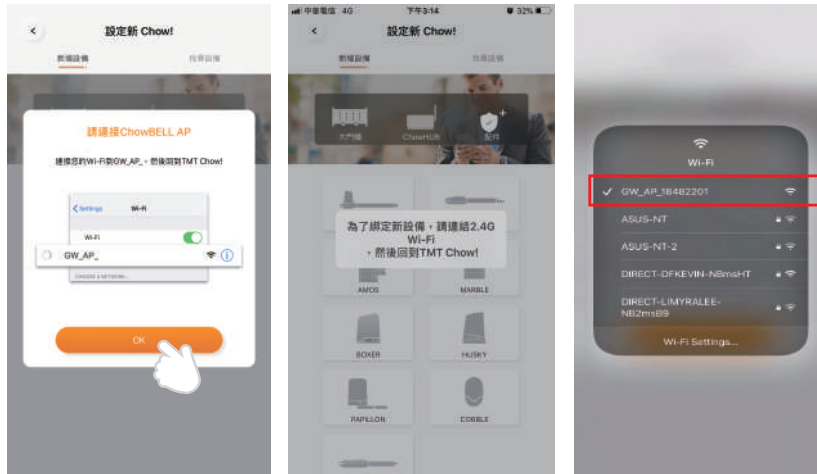
1. 請掃描產品包裝的QR碼並下載Chow! APP
2. 點選註冊並同意相關資訊說明
3. 請按照順序輸入註冊資訊
 - a. 帳號
 - b. 郵件
 - c. 郵件 (請輸入第2次確保正確性)
 - d. 密碼 (至少含8位數並包含英數字元)
 - e. 密碼 (請輸入第2次確保正確性)
4. 完成註冊，系統會自動發送驗證信至您的註冊信箱
5. 請到信箱收取驗證信，並點擊信內連結以完成帳號註冊
6. 開啟Chow! APP並登入您的帳戶



連線到無線網路

步驟1 連接門鈴AP (首次執行新增者為設備擁有者)

確認您的門鈴已安裝完成並接上電源，將您的手機Wi-Fi連線切換至「GW_AP_XXXXXXXX」(XXXXXXXX代表的是設備的UID識別碼)。



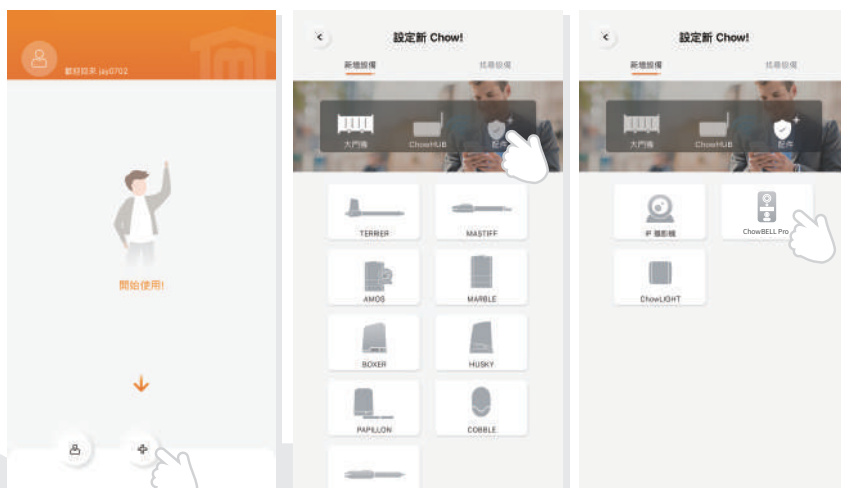
若手機未偵測到門鈴的GW_AP，請參閱第17頁常見問題。

當手機Wi-Fi連接至門鈴的GW_AP網路後，約需等待20~30秒，請耐心等待直到手機畫面頂端通知列出現已連接Wi-Fi的圖示

若手機出現「建議切換到較佳Wi-Fi連線」時，請點選「拒絕」，以保持目前的GW_AP連線

步驟2 新增設備

1. 點擊 (+) 新增設備
2. 點擊” 配件 “
3. 點擊ChowBELL 的icon

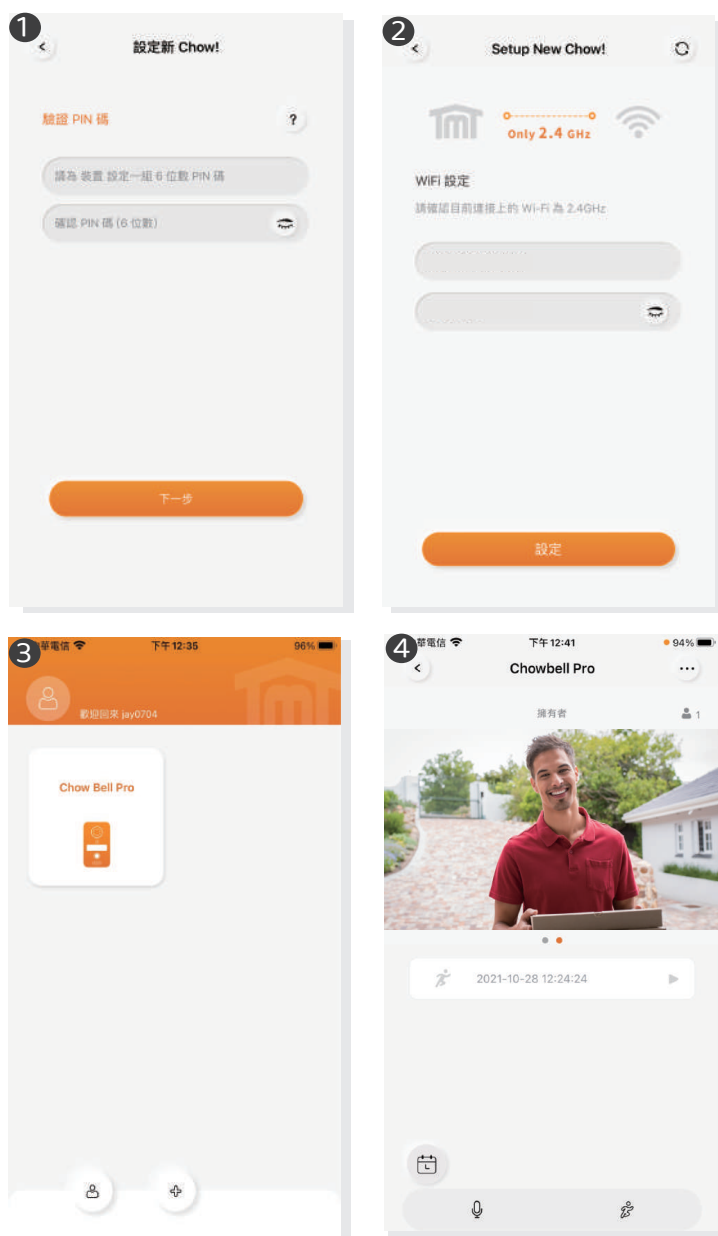


若手機出現權限許可的提示，請點選「僅在使用該應用程式時允許」，讓Chow! App能夠存取地理資訊以取得無線網路資源

當手機Wi-Fi連接至可視門鈴的GW_AP網路後，約需等待20~30秒，請耐心等待直到手機畫面頂端通知列出現已連接Wi-Fi的圖示

若手機出現「建議切換到較佳Wi-Fi連線」時，請點選「拒絕」，以保持目前的GW_AP連線

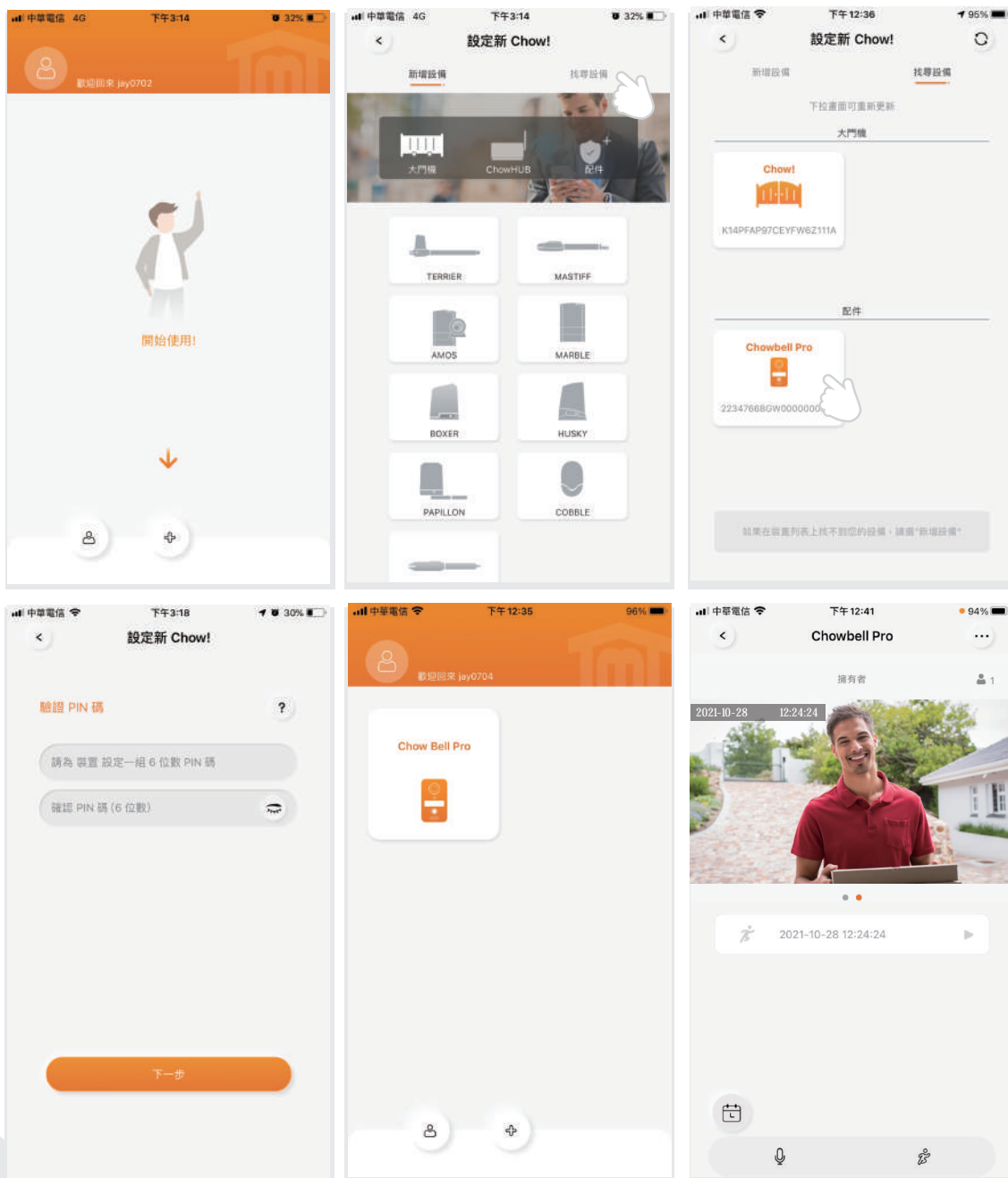
步驟3 設定PIN碼並連接家中Wi-Fi網路




1. 設定6位數安全PIN碼 (請牢記您的安全PIN碼，權限分享與進階功能設定需輸入PIN碼方可使用。)
若您遺忘密碼，請參考 常見問題
2. 選擇您欲連接的Wi-Fi網路 (限2.4GHz動態IP)並輸入網路密碼。完成後按下「設定」鍵開始連接Wi-Fi無線網路。
按下設定前請先確認輸入密碼及字元正確無誤
3. 當網路連線成功，門鈴將會顯示在您的APP設備清單中。
首次連線成功請等待3-5分鐘，待系統將連線資料傳送至伺服器後，門鈴推播功能即可正常運作。
4. 點選設備清單中的可視門鈴，可進入門鈴控制頁。當發生訪客來電、門鈴遭拆除、畫面偵測到移動物體等事件，可視門鈴會主動發送推播提醒通知用戶。

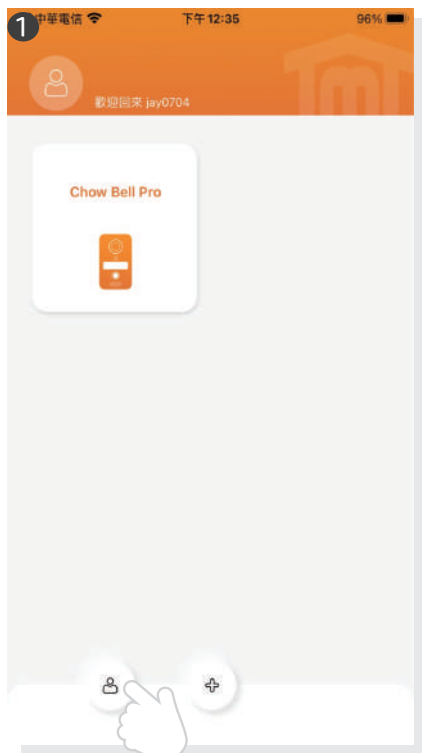
連線到有線網路

1. 連接有線網路線後，請點擊(+)新增配件
2. 點擊找尋設備
3. 點擊設備圖
4. 設定六位數PIN碼
5. 設備出現在主畫面
6. 點擊進入操作頁面

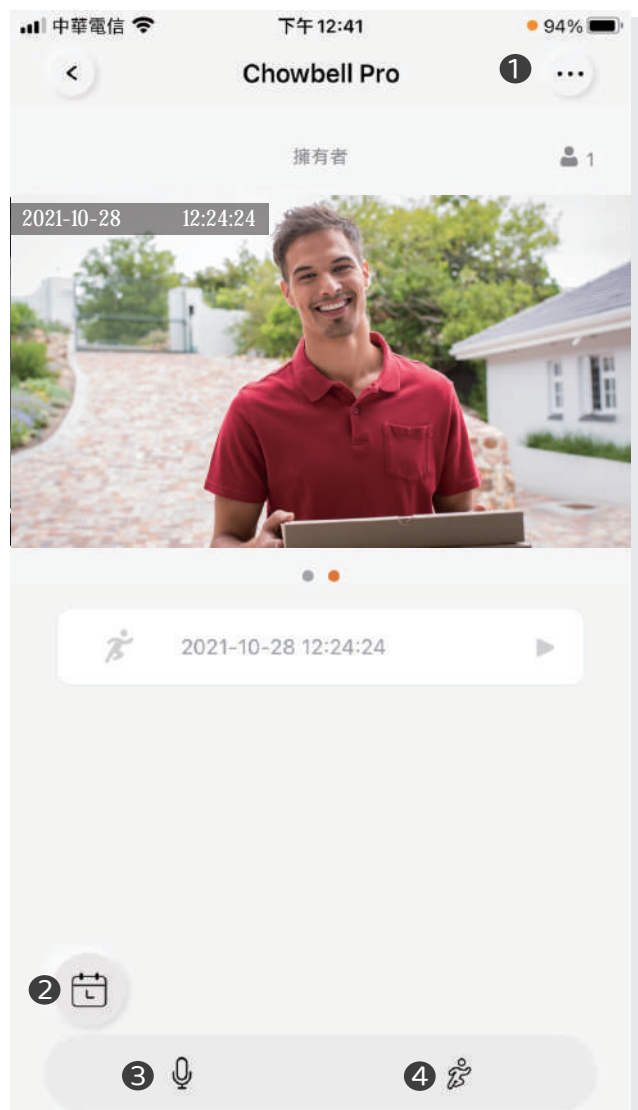


分享使用權限

- 1 點選首頁 
- 2 點選“管理分享設備”
- 3 輸入欲分享的使用者帳號或電子郵件。
- 4 點選欲分享的設備，並設定被分享者的權限等級(管理者/一般使用者)。



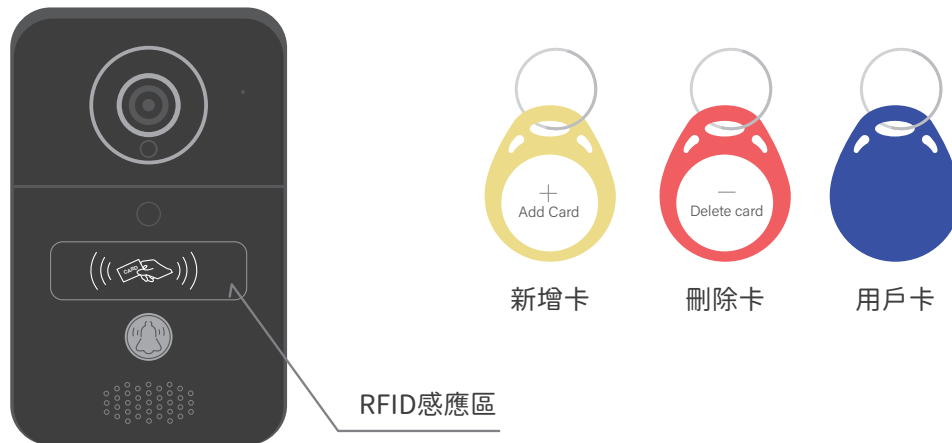
控制頁功能介紹



- 1 設定(可查看設備資訊或變更網路)
- 2 動態偵測錄影紀錄：安裝SD記憶卡後，事件錄影將會依日期條列顯示。
- 3 雙向語音開關：開啟後可啟動麥克風對講功能。
- 4 動態偵測開關：開啟後您可接收門鈴的移動偵測推播提醒。

新增/刪除RFID卡

產品內含7個 RFID卡，分別為新增卡 (黃色)x1 / 刪除卡 (紅色)x1 / 用戶卡(藍色)x5。



系統設定RFID卡

欲增加門鈴系統中識別的RFID卡

1. 請先將新增卡 (黃色)與感應區感應(有效距離為1cm)，感應器顯示藍燈常亮及嗶一聲表示新增系統成功啟動 ※感應器顯示紅燈閃爍3次及嗶三聲表示失敗。
2. 將需要新增的用戶卡 (藍色)與RFID感應器接觸，感應器顯示藍燈常亮及嗶一聲表示新增成功。
3. 將需要新增的用戶卡都新增成功之後，再感應一次(黃色)新增卡結束新增卡片模式，藍燈熄滅表示關閉系統成功。

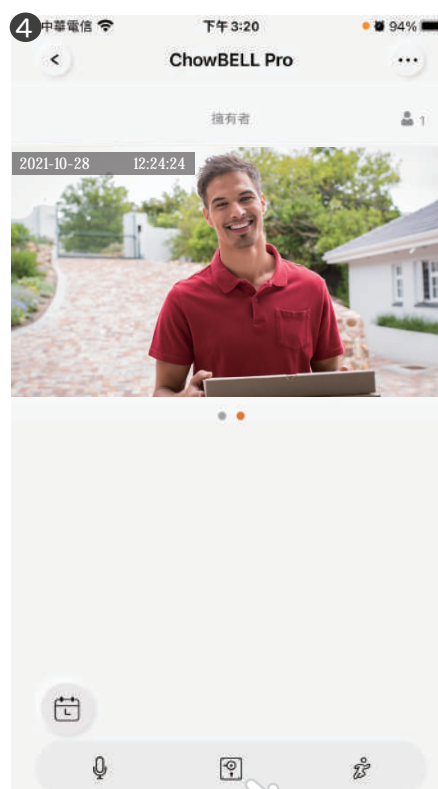
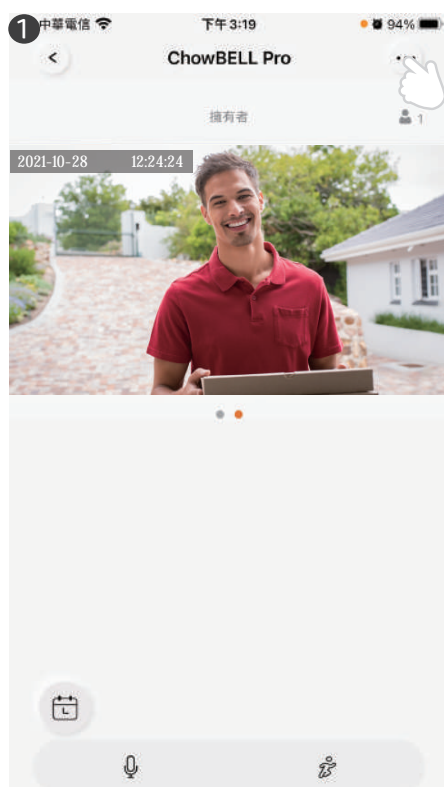
刪除已設定的RFID卡

欲刪除門鈴系統中識別的RFID卡

1. 請先將刪除卡 (紅色)與感應區感應(有效距離為1cm)，感應器顯示紅燈常亮及嗶一聲表示刪除系統成功啟動 ※感應器顯示紅燈閃爍3次及嗶三聲表示失敗。
2. 將需要刪除的用戶卡 (藍色)與RFID感應器接觸，感應器顯示紅燈常亮及嗶一聲表示刪除成功。
3. 將需要刪除的用戶卡都刪除成功之後，再感應一次(紅色)刪除卡結束刪除卡片模式，紅燈熄滅表示關閉系統成功。

開門鈕新增步驟

- ① 進入ChowBELL Pro操作頁面，並點擊(...)
- ② 點擊添加擴展控制器
- ③ 點擊門開啟器
- ④ 操作頁面增加按鈕圖示

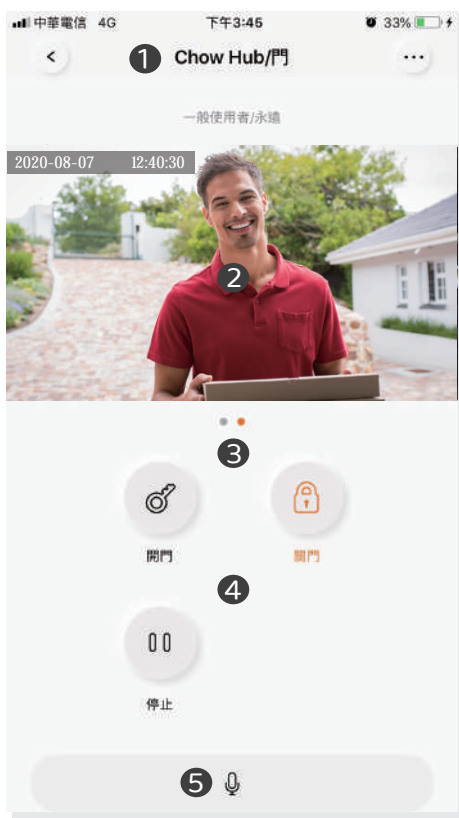
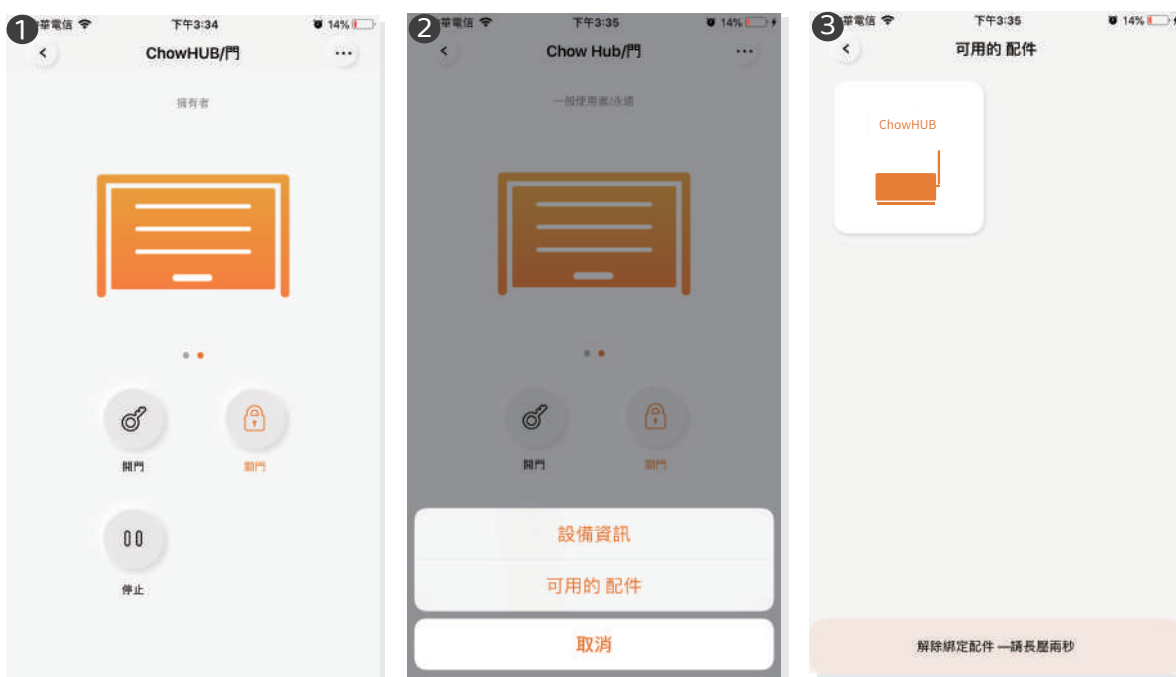


配對門控機

如欲將門鈴與您家中的門控機配對，請由門控機的控制頁進行設定。

- 1 點選”設定”
- 2 點選”可用的配件”
- 3 點選欲配對的設備

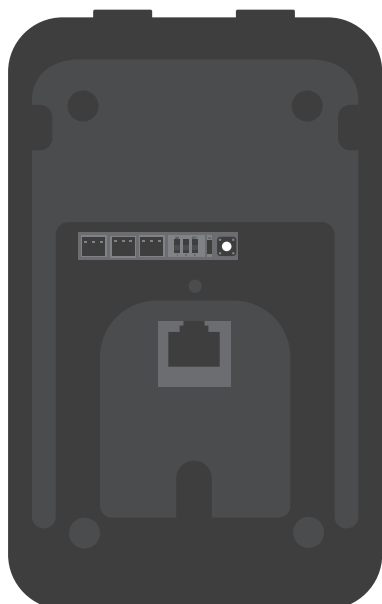
配對完成之後門機首頁即可連線門鈴即時影像畫面



- 1 設備名稱
- 2 即時畫面
- 3 切換設備
- 4 門控機開關門控制鍵
- 5 對講按鍵

設備接點與按鍵說明

設備接點位置



12V —
 電源接點
 DC 12-36V
 AC 8-12V

NC COM NO
 電鎖接點
 電鎖接點

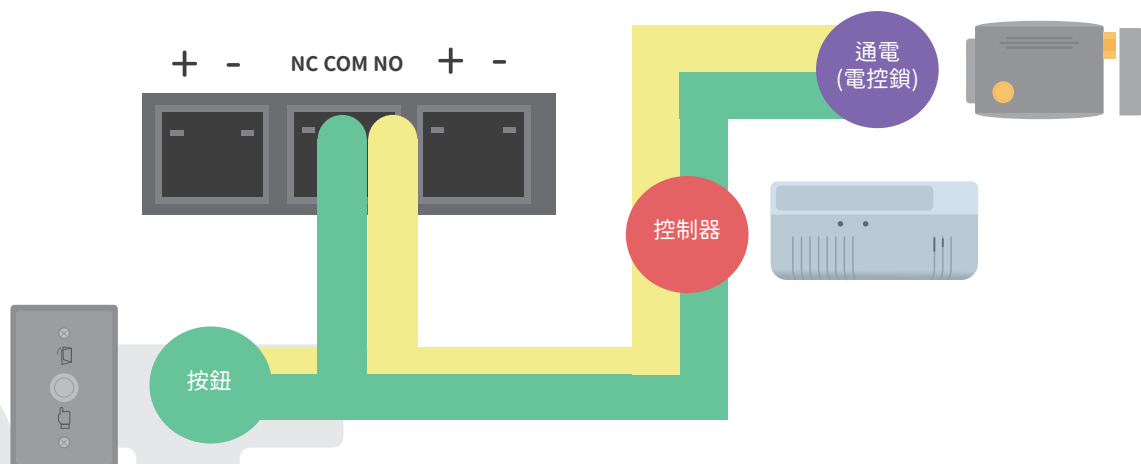
重置鍵
 (長按三秒可回覆出廠設定)

接鎖原理圖

此接線適用於有線開門按鍵之電鎖、陽極鎖、陰極鎖、自動門。

接線前請先確認爲有線開門按鈕，才可接線使用。

單電源接門鈴和電鎖原理圖



常見問題

問題 1

如何將可視門鈴回復成預設出廠值？

解答 1

1. 從Chow! App的設備清單中，長按欲重置門鈴icon，直到出現「刪除設備」提示，並點選「確認」。

請注意ChowBELL與ChowBELL PRO的icon圖示共用，如同時擁有兩個設備，剛開始設定同樣都是選擇“ChowBELL”的icon

2. 長按可視門鈴主機背後的重置鍵5秒以上，即可回復出廠值。※重新配對可視門鈴，請參考第8頁步驟。

問題 2

為什麼手機Wi-Fi無法搜尋到門鈴的GW_AP?

解答 2

1. 確認手機Wi-Fi網路已被開啟，並且4G/5G行動上網已關閉。

2. 確認可視門鈴已回復成預設出廠值。

3. 若門鈴已連接至有線網路，AP模式將自動被關閉。

問題 3

如何變更門鈴的無線網路？

解答 3

請依照以下步驟變更無線網路

開啟Chow!App→進入門鈴控制頁→點選設定鍵→進入設備資訊→點選Wi-Fi設定→選擇可用的無線網路→輸入無線網路密碼→按設定鍵

請注意ChowBELL與ChowBELL PRO的icon圖示共用，如同時擁有兩個設備，剛開始設定同樣都是選擇“ChowBELL”的icon

問題 4

為什麼無法接收可視門鈴的推播通知？

解答 4

開啟Chow!App設定頁面，將推播設定的開關開啟，並確認手機推播設定與應用程式內推播提醒均為開啟狀態。

問題 5

門鈴可配對幾個室內鈴？

解答 5

門鈴最多可配對六個室內鈴。

國家通訊傳播委員會(NCC)警語

根據「低功率電波輻射性電機管理辦法」第十二條：

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。