

IP5DB-DL-NL-T

# Dual-Lens Video Doorbell

## Install Guide



V1.04

ILLUMIVUE™  
BY  
MSTR

# 1 Packing List

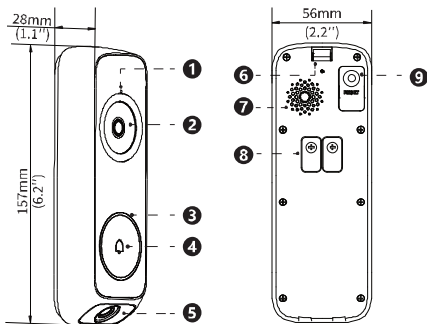
Contact your local dealer if the package is damaged or incomplete. The package contents may vary with device model.

No.	Name	Qty	Unit
1	Dual-lens video doorbell	1	PCS
2	Power kit	1	PCS
3	Fuse kit	1	Set
4	Power cable kit	1	Set
5	Power kit connection cable	1	Set
6	Flat mount bracket	1	PCS
7	Inclined mount bracket	1	PCS
8	Detaching pin	1	PCS
9	Screw components	1	Set
10	Drill template	1	PCS
11	Installation foam	1	PCS
12	Product documents	1	Set

## 2 Product Introduction

The appearance, dimensions, and structure may vary with device model.

### 2.1 Dimensions and Structure



1. Microphone	2. Main camera
3. LED indicator	4. Doorbell button <ul style="list-style-type: none"><li>• When the doorbell is powered on, press and hold the button for 2 seconds to configure the network.</li><li>• Press to make a call.</li></ul>
5. Sub camera (with illuminators on both sides)	6. Disassembly clip: After the doorbell is installed, you can press the clip using the detaching pin to remove the doorbell from the bracket.
7. Speaker	8. Power connection terminal
9. Reset button Press and hold the button until you hear a beep, then release the button, and the device will begin to restore the factory defaults. Wait until the indicator flashes red, which means that the reset is successful.	

## 2.2 Indicator and Audio Prompt

Indicator Status	Audio Prompt	Description
Steady red	Two beeps	The doorbell is restoring factory defaults.
Blinking red (once per second)	Wi-Fi connection failed.	The doorbell failed to connect to Wi-Fi.
	-	The doorbell failed to connect to P2P.
Blinking green (once per second)	Please connect the device to the network with the app	The network configuration automatically starts upon the first startup (to configure the network later, press and hold the doorbell button for 2 seconds).
	-	<ul style="list-style-type: none"> <li>• The doorbell is connecting to Bluetooth.</li> <li>• The call is hung up on the app.</li> </ul>
Blinking green (twice per second)	Ding-dong	The doorbell is connected to P2P.
	Wi-Fi connected.	The doorbell is connected to Wi-Fi.
Blinking green slowly	Dudu	The doorbell is making a call.
Steady green	-	The call is answered on the app.
-	Added successfully.	The doorbell has been added to the app.

## 2.3 Paired Devices

The doorbell can be used with the following chimes.

Wireless chime: DOORCHIME-1

**WARNING!** Minimum doorbell transformer power requirement is 16VAC 20vA. Since this doorbell has 2 cameras, dual lighting and advanced analytics, it requires more power.

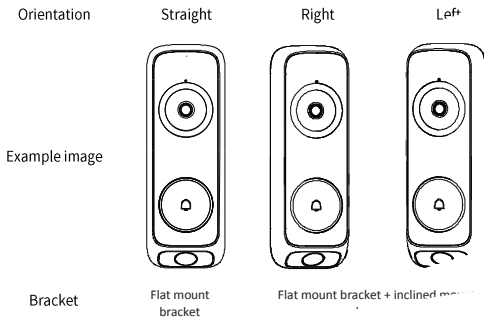
Optional digital door chime is available.  
ILV DOORCHIME-1

## 3 Doorbell Installation

### 3.1 Doorbell Installation

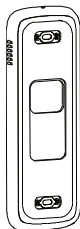
1. Choose the mount bracket according to the desired viewing angle.

The viewing angle of main camera and sub camera may vary with the used bracket.

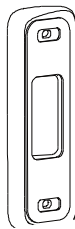


2. (Optional) If the wall is uneven, remove the release paper from the installation foam, and then attach the foam to the back of the bracket.

Attach to Flat Mount Bracket

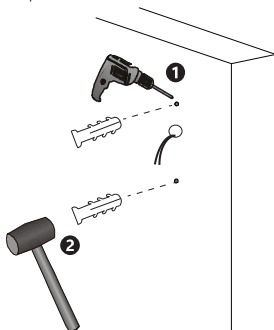


Attach to Inclined Mount Bracket

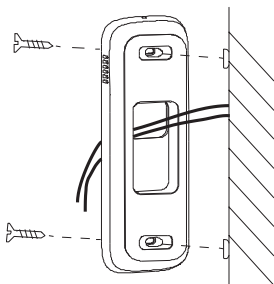


3. Attach the drill template to the wall in the correct direction (see the arrow) at the recommended height of 48 inches from the center of the template to the ground.

4. Drill two holes (depth: at least 1 inch ; diameter: 1/4 of an inch) on the wall, and then insert expansion tubes.



5. Place the flat mount bracket in the correct direction (see the arrow), and lead the cables inside the wall through the bracket hole (if inclined mount is required, place the inclined mount bracket behind the flat mount bracket)
6. Insert the short screws (for the flat mount bracket) or long screws (for the inclined mount bracket) into the expansion tubes using a #2 Phillips screwdriver to secure the bracket to the wall.



## 3.2 Installation Preparation



### WARNING!

Be sure to disconnect the doorbell from power before installation.

#### 1 Installation Position

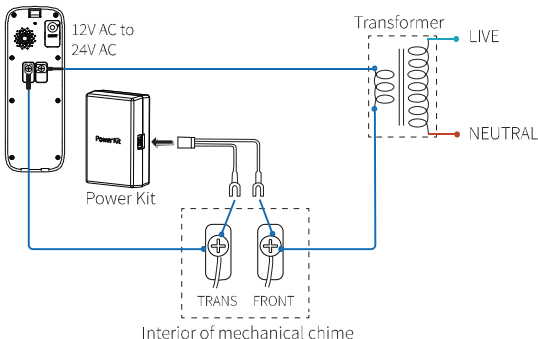
It is recommended to install the doorbell on the wall next to the main door.

It is recommended to install the router near the doorbell to avoid any weak signal and avoid too many Wi-Fi signals.

#### 2 Wiring

If the doorbell uses a mechanical chime, choose **Mechanical Chime** when adding the doorbell on the app.

Doorbell



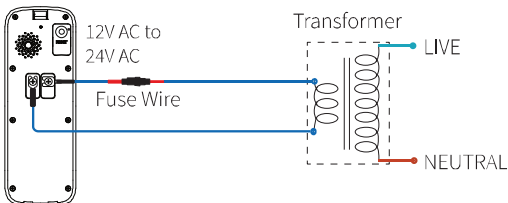
**WARNING!** Minimum doorbell transformer power requirement is 16VAC 20vA. Since this doorbell has 2 cameras, dual lighting and advanced analytics, it requires more power.

Optional digital door chime is available.

ILV DOORCHIME-1

If the doorbell uses a wireless chime, choose **Wireless Chime** when adding the doorbell on the app.

## Doorbell

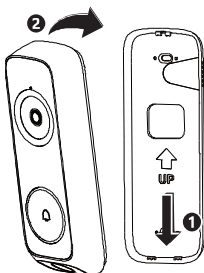


### 3 Tools

Please prepare antistatic wrist strap or gloves, electric drill, hammer, #1 Phillips screwdriver, and #2 Phillips screwdriver.

Secure the doorbell to the flat mount bracket once app onboarding has been completed. (pg.11)

- (1) Align the two notches at the bottom of the doorbell with the protruding parts of the bracket and press the doorbell until it clicks into place.
- (2) Press the top of the doorbell until you hear a click, which indicates that the doorbell has been secured to the bracket.





## 4 Doorbell Startup

Reconnect the doorbell to the power to start it up.

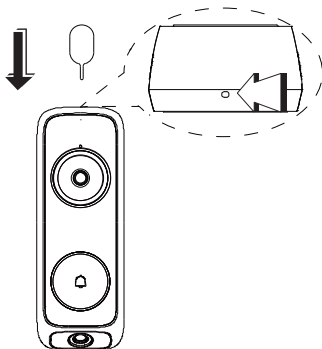
## 5 Doorbell Detaching



### WARNING!

Be sure to disconnect the doorbell from power before detaching it from the bracket.

Use the supplied tool to detach the doorbell from the bracket.



## 6 On-boarding Walk-through Guide



### NOTE

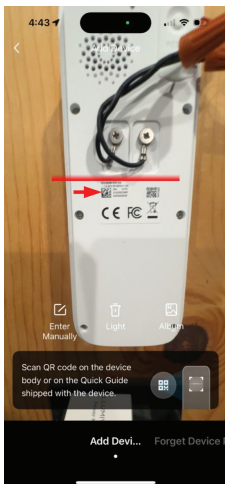
- Make sure the chime and doorbell are connected to power.
- Make sure your phone is Bluetooth-enabled and connected to Wi-Fi.
- Please note that using this doorbell station requires the use of the Illumivue Protect App. If you have not downloaded this app yet, but already have the Illumivue app, you can install Illumivue Protect and login with the same account credentials and your system will populate in the Illumivue Protect app.

- 1 Download Illumivue's Protect App here:

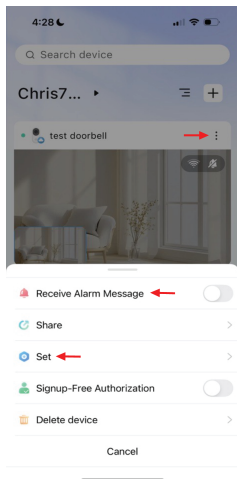


- 2 Add a Device

1. Press the + sign to add a device, in the image below scan the QR code on the back of the doorbell station that you can see on the bottom left of the screw terminals.



Once the scan is complete you will see the time settings, please leave the DST on if you are in a region that supports this and then tap the "OK" button then press the "Start" button and follow the on screen directions. Be sure to keep the phone close to the door bell for this process, and allow any permission requests that may pop up (for Bluetooth access, camera access, microphone access, etc.)



- 2 Once the Device is online in your app press on the 3 dots on the upper right corner of its image. Turn on the "Receive Alarm Messages" if you want notification from the doorbell. Now press the "Set" button to access settings for the doorbell. If you see a red dot next to the doorbell name, press the name, and then press "Current Version" to update the firmware. Once complete go back to the main settings page. Press "allow alarm notification" Here you can allow overall notification, then choose if you want app push notifications (which has a schedule and frequency of notification options) and snapshot reporting.

**Video Call Notifications:** should remain on

**Alarm Detection:** Motion detection is for the top doorbell camera and allows you to enable Ultra Motion Detection which can have a detection area drawn, the default is that the area covers the entire camera view.

Package Detection is for the lower package camera and all options are on by default. It contains the option for Package Guard, Overstay and Checker. Each of these has a brief description below their name in the app menu.

**Video:** Allows you to set both cameras on Mainstream and Sub stream to .H265, this is recommended if using the doorbell stand alone or with an Illumivue NVR

**Sound and Microphone:** Allows for volume settings for audio input, audio output and alarms

**OSD:** allows you to show the time and date in the image for each camera

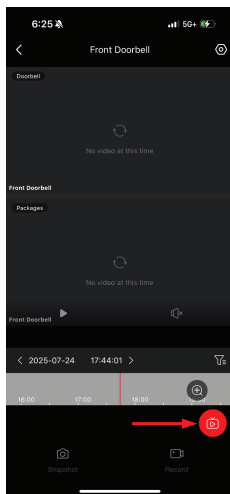
**Chime Settings:** **IMPORTANT**, this must be configured if using any type of chime. If using the wireless chime (ILV DOORCHIME-1), please select that option and follow the on-screen prompts. You may add up to 3 wireless chime units. This unit does have two independent cameras, dual lighting as well as advanced analytics because of this when using a mechanical chime, *the minimum power transformer recommended is a 16VAC 20vA unit.*

If using a mechanical chime please select that option, **BEFORE** selecting next please ensure that the Power Kit is installed on the mechanical chime properly following the wiring diagram in the app.

**More:** This section allows for diagnostic reports (if this is needed tech support will guide you how to use this and where to send the report)

**Speed Test:** Once the unit is installed and configured, test for live view and button press calling. If the units seem to be slow in response it is recommended to run the speed test to ensure you have good communication speed on the WiFi network. The download speed should be at least 5000kbps.

**App notifications:** The “message” button at the bottom of the Illumivue Protect app is where you can view your alarm notifications. Please be aware that this doorbell has a post record of 30 seconds. You will have to wait until the recording clip has completed to view it, or if you press the notification and see no recording right away you can press the live view button in the lower right corner of the screen to see the live doorbell camera feed.



#### **Adding the doorbell to an Illumivue NVR/DVR:**

- The cameras should be added to the NVR/DVR via IP address and using the ONVIF protocol.  
Note that the unit will consume 2 channels on an NVR if you add both cameras.
- It is also recommended to go into the NVR/DVR menu, go to ALARM then select the channel for the doorbell camera, click on the “trigger” tab and uncheck the “push notification” option. Do this for both camera channels. This will keep the app from sending you double notifications. It is recommended to leave the doorbell itself as the device in your app as the primary notification sender.

# Disclaimer and Safety Warnings

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## Export Compliance Statement

Our company complies with applicable export control laws and regulations worldwide, including that of the People's Republic of China and the United States, and abides by relevant regulations relating to the export, re-export and transfer of hardware, software and technology. Regarding the product described in this manual, our company asks you to fully understand and strictly abide by the applicable export laws and regulations worldwide.

## Privacy Protection Reminder

Our company complies with appropriate privacy protection laws and is committed to protecting user privacy. You may want to read our full privacy policy at our website and get to know the ways we process your personal information. Please be aware, using the product described in this manual may involve the collection of personal information such as face, fingerprint, license plate number, email, phone number, GPS. Please abide by your local laws and regulations while using the product.

## About This Manual

This manual is intended for multiple product models, and the photos, illustrations, descriptions, etc., in this manual may be different from the actual appearances, functions, features, etc., of the product. This manual is intended for multiple software versions, and the illustrations and descriptions in this manual may be different from the actual GUI and functions of the software.

Despite our best efforts, technical or typographical errors may exist in this manual. Our company cannot be held responsible for any such errors and reserves the right to change the manual without prior notice.

Users are fully responsible for the damages and losses that arise due to improper operation.

Our company reserves the right to change any information in this manual without any prior notice or indication. Due to such reasons as product version upgrade or regulatory requirement of relevant regions, this manual will be periodically updated.

## Disclaimer of Liability

To the extent allowed by applicable law, in no event will our company be liable for any special, incidental, indirect, consequential damages, nor for any loss of profits, data, and documents.

The product described in this manual is provided on an "as is" basis. Unless required by applicable law, this manual is only for informational purpose, and all statements, information, and recommendations in this manual are presented without warranty of any kind, expressed or implied, including, but not limited to, merchantability, satisfaction with quality, fitness for a particular purpose, and noninfringement.

Users must assume total responsibility and all risks for connecting the product to the Internet, including, but not limited to, network attack, hacking, and virus. We strongly recommend that users take all necessary measures to enhance the protection of network, device, data and personal information. Our company disclaims any liability related thereto but will readily provide necessary security related support.

To the extent not prohibited by applicable law, in no event will our company and its employees, licensors, subsidiary, affiliates be liable for results arising out of using or inability to use the product or service, including, not limited to, loss of profits and any other commercial damages or losses, loss of data, procurement of substitute goods or services; property damage, personal injury, business

interruption, loss of business information, or any special, direct, indirect, incidental, consequential, pecuniary, coverage, exemplary, subsidiary losses, however caused and on any theory of liability, whether in contract, strict liability or tort (including negligence or otherwise) in any way out of the use of the product, even if our company has been advised of the possibility of such damages (other than as may be required by applicable law in cases involving personal injury, incidental or subsidiary damage).

To the extent allowed by applicable law, in no event shall our total liability to you for all damages for the product described in this manual (other than as may be required by applicable law in cases involving personal injury) exceed the amount of money that you have paid for the product

## Network Security

### Please take all necessary measures to enhance network security for your device.

The following are necessary measures for the network security of your device:

**Change default password and set strong password:** You are strongly recommended to change the default password after your first login and set a strong password of at least nine characters including all three elements: digits, letters and special characters

**Keep firmware up to date:** It is recommended that your device is always upgraded to the latest version for the latest functions and better security. Visit our official website or contact your local dealer for the latest firmware

### The following are recommendations for enhancing network security of your device:

**Change password regularly:** Change your device password on a regular basis and keep the password safe. Make sure only the authorized user can log in to the device.

**Enable HTTPS/SSL:** Use SSL certificate to encrypt HTTP communications and ensure data security.

**Enable IP address filtering:** Allow access only from the specified IP addresses.

**Minimum port mapping:** Configure your router or firewall to open a minimum set of ports to the WAN and keep only the necessary port mappings. Never set the device as the DMZ host or configure a full cone NAT.

**Disable the automatic login and save password features:** If multiple users have access to your computer, it is recommended that you disable these features to prevent unauthorized access.

**Choose username and password discretely:** Avoid using the username and password of your social media, bank, email account, etc, as the username and password of your device, in case your social media, bank and email account information is leaked.

**Restrict user permissions:** If more than one user needs access to your system, make sure each user is granted only the necessary permissions.

**Disable UPnP:** When UPnP is enabled, the router will automatically map internal ports, and the system will automatically forward port data, which results in the risks of data leakage. Therefore, it is recommended to disable UPnP if HTTP and TCP port mapping have been enabled manually on your router.

**SNMP:** Disable SNMP if you do not use it. If you do use it, then SNMPv3 is recommended.

**Multicast:** Multicast is intended to transmit video to multiple devices. If you do not use this function, it is recommended you disable multicast on your network.

**Check logs:** Check your device logs regularly to detect unauthorized access or abnormal operations.

**Physical protection:** Keep the device in a locked room or cabinet to prevent unauthorized physical access.

**Isolate video surveillance network:** Isolating your video surveillance network with other service networks helps prevent unauthorized access to devices in your security system from other service networks.

## Safety Warnings

The device must be installed, serviced and maintained by a trained professional with necessary safety knowledge and skills. Before you start using the device, please read through this guide carefully and make sure all applicable requirements are met to avoid danger and loss of property.

### Storage, Transportation, and Use

Store or use the device in a proper environment that meets environmental requirements, including and not limited to, temperature, humidity, dust, corrosive gases, electromagnetic radiation, etc.

Make sure the device is securely installed or placed on a flat surface to prevent falling.

Unless otherwise specified, do not stack devices.

Ensure good ventilation in the operating environment. Do not cover the vents on the device. Allow adequate space for ventilation.

Protect the device from liquid of any kind.

Make sure the power supply provides a stable voltage that meets the power requirements of the device. Make sure the power supply's output power exceeds the total maximum power of all the connected devices.

Verify that the device is properly installed before connecting it to power.

Do not remove the seal from the device body without consulting our company first. Do not attempt to service the product yourself. Contact a trained professional for maintenance.

Always disconnect the device from power before attempting to move the device.

Take proper waterproof measures in accordance with requirements before using the device outdoors.

### **Power Requirements**

Install and use the device in strict accordance with your local electrical safety regulations.

Use a UL certified power supply that meets LPS requirements if an adapter is used.

Use the recommended cordset (power cord) in accordance with the specified ratings.

Only use the power adapter supplied with your device.

Use a mains socket outlet with a protective earthing (grounding) connection.

Ground your device properly if the device is intended to be grounded.

### **Battery Use Caution**

When battery is used, avoid:

Extremely high or low temperature and air pressure during use, storage and transportation;

Battery replacement.

Use the battery properly. Improper use of the battery such as the following may cause risks of fire, explosion or leakage of flammable liquid or gas.

Replace battery with an incorrect type

Dispose of a battery into fire or a hot oven or mechanically crushing or cutting of a battery;

Dispose of the used battery according to your local regulations or the battery manufacturer's instructions.

### **Avertissement de l'utilisation de la batterie**

Lorsque utiliser la batterie, évitez:

Température et pression d'air extrêmement élevées ou basses pendant l'utilisation, le stockage et le transport.

Remplacement de la batterie.

Utilisez la batterie correctement. Mauvaise utilisation de la batterie comme celles mentionnées ici, peut entraîner des risques d'incendie, d'explosion ou de fuite liquide de gaz inflammables.

Remplacer la batterie par un type incorrect;

Disposer d'une batterie dans le feu ou un four chaud, écraser mécaniquement ou couper la batterie;

Disposer la batterie utilisée conformément à vos règlements locaux ou aux instructions du fabricant de la batterie.

Personal safety warnings:

Chemical Burn Hazard. This product contains a coin cell battery. Do NOT ingest the battery. It can cause severe internal burns and lead to death.

Keep new and used batteries away from children.

If the battery compartment does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

Avertissements de sécurité personnelle:



Risque de brûlure chimique. Ce produit contient une batterie de cellules. N'ingérer pas la batterie. Si la batterie de cellule est avalée, elle peut causer de graves brûlures internes en seulement 2 heures et peut entraîner la mort.

Gardez les batteries nouvelles ou utilisées à l'écart des enfants.

Si le compartiment de la batterie ne se ferme pas en toute sécurité, cessez d'utiliser le produit et gardez-le à l'écart des enfants.

Si vous pensez que des piles ont pu être avalées ou placées à l'intérieur d'une partie du corps, consultez immédiatement un médecin.

## Regulatory Compliance

### FCC Statements

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.

**Caution:** The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense

### LVD/EMC Directive



This product complies with the European Low Voltage Directive 2014/35/EU and EMC Directive 2014/30/EU.

### WEEE Directive-2012/19/EU



The product this manual refers to is covered by the Waste Electrical & Electronic Equipment (WEEE) Directive and must be disposed of in a responsible manner.

### Battery Regulation- (EU) 2023/1542



Battery in the product complies with the European Battery Regulation (EU) 2023/1542 For proper recycling, return the battery to your supplier or to a designated collection point.