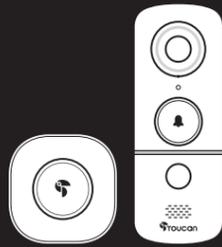




TVD100DL | TVD100DL-EC

# Wireless Video Doorbell Dual Lens

## USER MANUAL



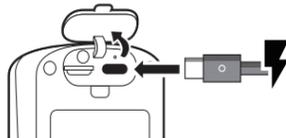
### Items included



### Charge your video doorbell

Open the back cover, plug in USB cable to charge the video doorbell.

Recommend to fully charge the device before 1st use.

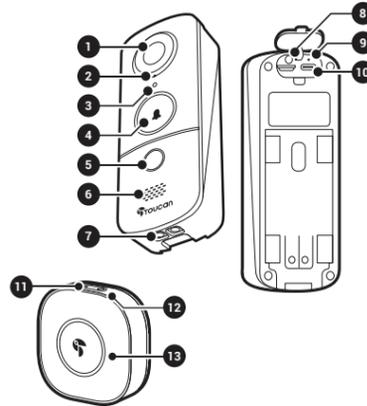


LED Description	Solid Red	Charging Battery
	Solid Blue	Battery Fully Charged

### Get to know your video doorbell and chime

#### Doorbell

1. Camera Lens
2. Microphone
3. LED Indicator
4. Doorbell Button
5. Motion Sensor
6. Speaker
7. Second Camera
8. SET / Power ON button
9. RST / Power OFF pinhole button
10. Charging port



#### Chime

11. LED indicator
12. SET button
13. Speaker

### Setup your video doorbell

1. Download the Toucan App for Android or iOS



2. Open the app and create a free account

Scan QR code or visit

[www.toucansolution.com/pages/toucan-smart-home-app](http://www.toucansolution.com/pages/toucan-smart-home-app)  
Ensure your Wi-Fi is set to 2.4GHz before commencing the pairing process (5GHz not supported)



3. Tap the dashboard, then tap the "+" button.

4. Press and hold the SET button until LED light blinks to enter the setup mode

5. Follow the instruction in the Toucan App to complete the setup

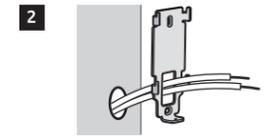
LED Description	Flashing BLUE	Setup Mode
	Flashing PURPLE	Connecting to cloud server
	Flashing RED	Connection Failed

### (Optional) Wiring your video doorbell

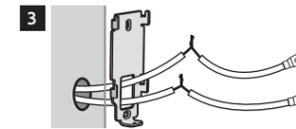
This section should be followed ONLY if you are using existing doorbell wiring OR you are using an accessory power adapter (Not Included)



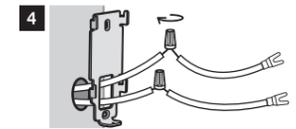
ENSURE THAT YOU HAVE TURNED OFF ALL POWER TO DOORBELL WIRING AT YOUR BREAKER BOX. If using power adapter, ensure that the adapter is UNPLUGGED.



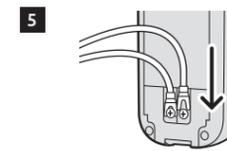
Pull a few inches of doorbell wiring through mounting plate



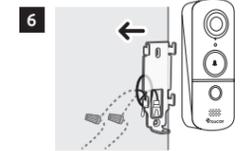
Twist ends of each doorbell wire together with the wire end of a connector



Place a wire nut over each pair of twisted wires, turn nut clockwise to tighten



Slide the U-shaped ends of the connectors under the screws in the back of the doorbell. Tighten screws so that connectors do not slip out.



Push excess wires back into the wall

Return to Step 4 in the section "install your video doorbell and chime"

For additional information, frequently asked questions, and support, please refer to the Toucan website [www.ToucanSolution.com](http://www.ToucanSolution.com)

### Regulations & Compliance

#### FCC Statement

Warning: Changes or modifications to this unit 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 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.

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.
- (2) This device must accept any interference received, including interference that may cause undesired operation.

#### RF Exposure Compliance

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



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For additional info, visit our website at [ToucanSolution.com](http://ToucanSolution.com)

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### Limited Warranty

Please register to activate your 1-year free warranty within the App or by visiting our website: [www.toucansolution.com](http://www.toucansolution.com). Proof of purchase in the form of a bill of sale or receipted invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service.

VuPoint Solutions and VuPoint (Europe) Company Limited (herein referred to as "VuPoint", "us", "we", or "our") warrants this Toucan Product (including any included accessories) against defects in material and workmanship as follows:

For 1 year (12 months) from date of original retail purchase of this Product, if Product is used primarily for personal, family, or household purposes ("Household Consumer Use"), VuPoint will repair or replace the Product, at its sole discretion, if the Product is determined to be defective due to material or workmanship.

If Product is used for any other purpose than Household Consumer Use, including but not limited to commercial, industrial, or other non-household purposes, VuPoint will repair or replace the Product at no charge, at its sole discretion, if the Product is determined to be defective due to material or workmanship.

Before returning the product, please contact us for help and support. Details of your local customer support can be found on our website: [www.toucansolution.com](http://www.toucansolution.com)

To obtain warranty services, you must deliver the Product at your cost in either its original packaging or packaging that affords equivalent degree of protection as the original packaging to the VuPoint service facility. Please deliver the Product with an explanation of the defect, the dated sales receipt, a return address, and contact details. Please allow 7 working days for the Product to be tested for defects.

This warranty does not cover customer instruction, installation, set up adjustments or signal reception problems. This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the Product. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than VuPoint service center. This warranty does not cover Products sold AS IS or WITH ALL FAULTS, or consumables (such as fuses or batteries). This warranty is invalid if the factory applied serial number has been altered or removed from the Product.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. VUPOINT SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some regions do not allow the exclusion or limitations of incidental or consequential damages or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which may vary from region to region.

Warranty may vary according to local applicable law, please visit the website to ascertain warranty services in your region.

For troubleshooting information and frequently asked questions, please visit our website or contact customer support, details of which can be found on our website for your region.

### Pairing your chime with your video doorbell

The chime and doorbell come pre-paired, but if you need to pair it again, follow the instructions in this section.



Press and hold the SET button on the Chime until the LED blinks, about 3 seconds

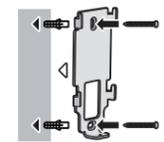


Press and hold the doorbell button for about 3 seconds to complete pairing with the chime

Chime LED Description	Flashing BLUE	Pairing Mode
	Blue Flashes Once	Select Next Chime Sound

### Install your video doorbell and chime

1. Drill holes for wall anchor placement. If installing to use existing doorbell wiring, the hole in the center of the mounting plate should be over the old doorbell wiring hole.



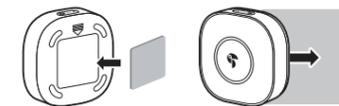
2. Insert wall anchors

3. Attach the mounting plate with included screws



4. Place the doorbell on mounting plate

5. Tighten the securing screw by turning it clockwise



6. Place the adhesive tape on the back of the chime and stick it to the wall in a suitable location inside your home.

\* If using the adhesive to mount the doorbell, please adhere to the surface and wait 24-48 hours to enable maximum bond strength before adding the doorbell. Apply 3M adhesive to clean and dry surfaces only.

\*\* You can mount the doorbell using just the adhesive on UPVC, wooden or smooth surface door frames (not suitable for brick or stone)

\*\*\* The Chime can be placed up to 50m from the doorbell

For detailed setup procedure, please refer to the Toucan website ([www.toucansolution.com](http://www.toucansolution.com)) or scan the QR code.

