

ORION

GRID CONNECT

SMART WIRELESS VIDEO DOORBELL



SEE & RECORD EVERYTHING
THAT HAPPENS USING YOUR
SMARTPHONE

QUICK START GUIDE

IMPORTANT! PLEASE READ THESE
INSTRUCTIONS CAREFULLY



DC55HA Series 2

1 INTRODUCTION

This SMART wireless door chime is designed for use in homes, apartments, offices, garages and sheds. It has been developed to be easily set up and operated, giving you and your family the security and peace of mind that you deserve.

Install the Grid Connect mobile app, available for both iPhone and Android devices, to monitor your doorbell remotely.

The Grid Connect app is free to download and is available from the Apple App Store and Google Play.

MONITOR FROM ANYWHERE



DOWNLOAD PAIR USE

Download from:



GET IT ON
Google Play



Download on the
App Store

2 CONTENTS

- 1 x Smart Wireless Video Doorbell including rechargeable batteries
- 1 x Indoor Chime Unit
- 1 x Wall Mount
- 1 x USB Cable
- 2 x Screws and Wall Plugs
- 1 x Micro SD Card
- 1 x L Shaped Screw Driver
- 1 x DC Power Adaptor
- 1 x Grub Screw
- 1 x Reset Pin



3 IDENTIFICATION

Light Sensor/ Infrared LEDs

Detects low light and turns on the infrared lights which allow the camera to capture both day and night images

Speaker

Two way audio

Status Light

RED Solid Light: indicates the device is resetting.

RED Blinking Light: once per second: pairing mode
twice per second: lost Wi-Fi connection

BLUE Solid Light: Device is paired and running correctly or there is Wi-Fi without internet access

OFF: Standby - press push button to activate camera.

Push Button

Press to activate doorbell

Battery Isolation Strip

Remove before use

Micro SD Card Slot

Rolling storage micro SD card 16GB included (Max.128GB card supported)

Battery Compartment

Camera Lens

1080p HD, with 140° angle of view

Reset Button

Please refer to reset process on page 19

Microphone

Charging Indicator

Solid Red: Charging
Solid Blue: Fully Charged

Grub Screw Location

USB Port

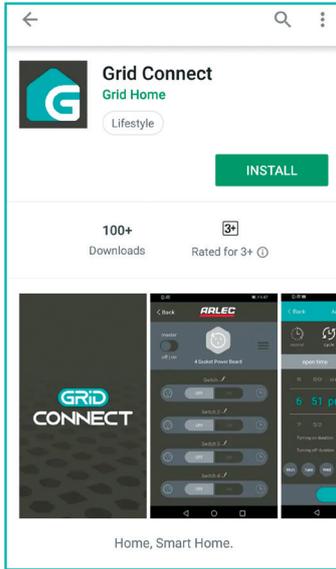
Power with supplied cable and DC adaptor

Indoor Chime

Indoor chime unit is already paired, if no sound please refer to pairing process on page 14



4 DOWNLOAD THE APP

NEW ACCOUNT
LOG IN SETUP

Download and install
 **GRID CONNECT** App
 from Play store (Android)
 or App store (iOS).



5 INSTALL THE APP



Open the  **GRID CONNECT** App. If you are a new user, tap *create new account* and follow the prompts to complete account setup.

create new account

Note: You must agree with the *Privacy Policy* to be able to use the App.

If you already have an existing account, just tap *login to account* and enter your login details to continue.

login to account

7 PREPARING YOUR DEVICE

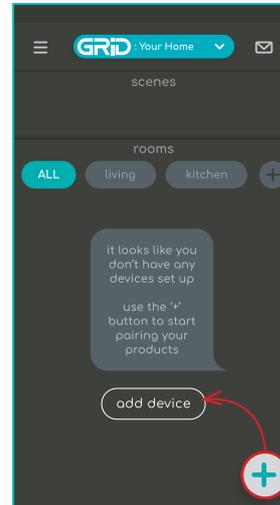


Remove the battery compartment cover. Pull off the isolation strip to allow the battery to make electrical contact. Reinstall battery cover.

NOTE: Ensure the battery polarity (+/-) matches the battery compartment sign.

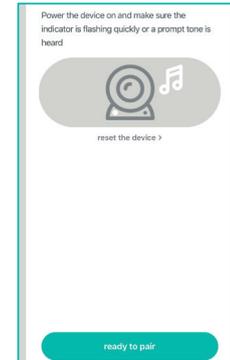
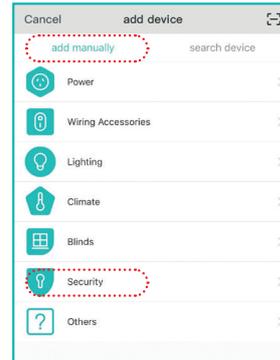


8.0 PAIRING YOUR DEVICE

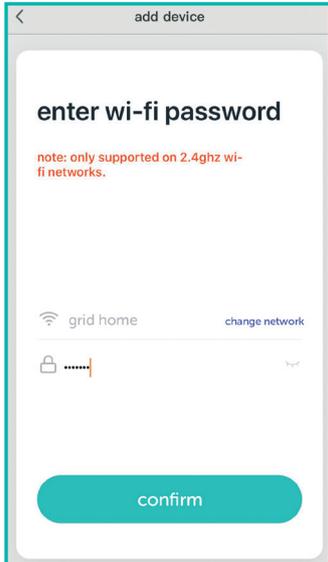


Open the GRID CONNECT App. Tap , then select **security** on the **add device** page. Confirm the status light around the push button is flashing red, one flash per second before tapping 'ready to pair' to proceed.

If the status light is not flashing red, press the push button once to activate the video doorbell then press and hold the reset button from the bottom of the video doorbell for 5 seconds until a prompt is heard. After 10 seconds, the status light will start flashing red. Tap 'ready to pair' to proceed.



8.1 PAIRING YOUR DEVICE

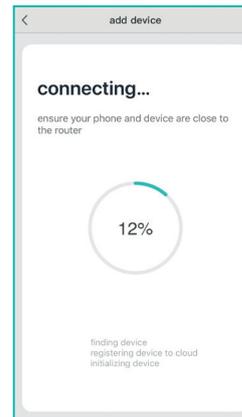
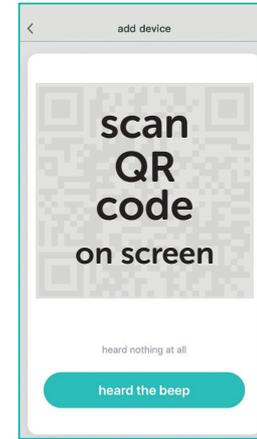
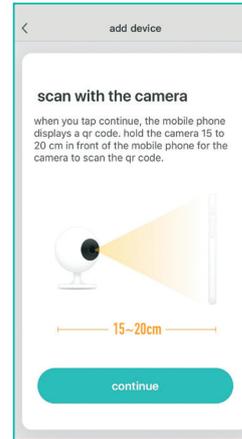


confirm

Enter the Wi-Fi password and tap **confirm** to proceed.

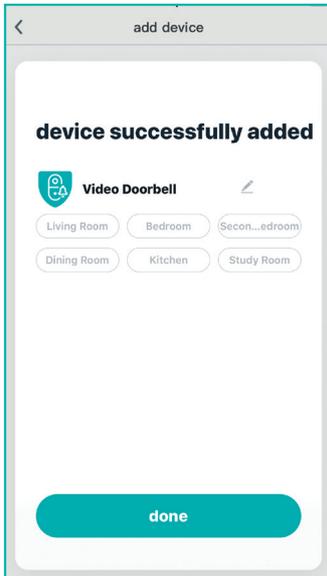
If needed, you can tap **change network** to switch to another suitable Wi-Fi network for your doorbell.

Make sure that your Wi-Fi password is correct otherwise pairing will not be successful. Be aware of case-sensitive passwords.



Press **continue** to scan QR code using your doorbell. Hold the product 15cm away from your mobile screen. Press **heard the beep** after you hear a sound from your doorbell. The status light should change from flashing red to solid blue during this process.

8.2 PAIRING YOUR DEVICE



Once the pairing process is complete a page showing **device added successfully** will appear.

You may choose to edit the device name or assign the device to a dedicated room before tapping **done** to finish the pairing process.

Once your doorbell is paired to your Wi-Fi network, your doorbell is able to view at anytime from your smartphone as long as there is internet access.



If no device is found and the pairing process is not successful, check below and repeat from Step 8

- 1 Wi-Fi network is 2.4GHz.
- 2 Wi-Fi password entered is correct and the same Wi-Fi network is used on the mobile device.
- 3 GRID device is in pairing mode.
- 4 Check your Wi-Fi for network activity.
- 5 Trouble shooting guide on page 18.

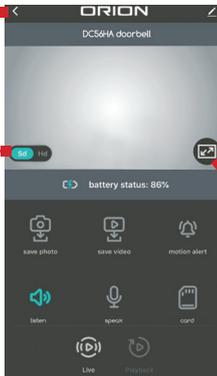
9 OPERATING YOUR DOORBELL

Once your doorbell is paired to your Wi-Fi network, you can view your doorbell at anytime from your smartphone as long as there is internet access.

Live Screen

Back to Device Screen

Switch video quality between Standard definition (smoother movement with smaller file size) and High definition (clearer images but larger file size)

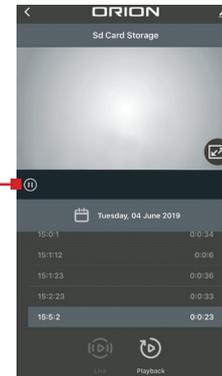


Access to PIR mode (motion detector sensor) to set it on off/low/medium/high
When detecting movement, doorbell starts recording automatically on SD card.

Switch to full screen display for live view

Playback Screen

Pause playback video



Access to settings including share device, PIR (motion detection setting), ring setting, firmware information, remove device etc.

Switch to full screen display for playback.

Scroll up/down playback video on time slider

Feature Controls



Tap to capture a photo/video during live view. Note: the photo and video are saved to the internal memory of your smartphone



Tap to mute or hear the sound



Enable motion detection alerts and adjust sensitivity of motion detection



Tap to enable the talk function



Access to SD card setting

Feature Controls



Access live screen



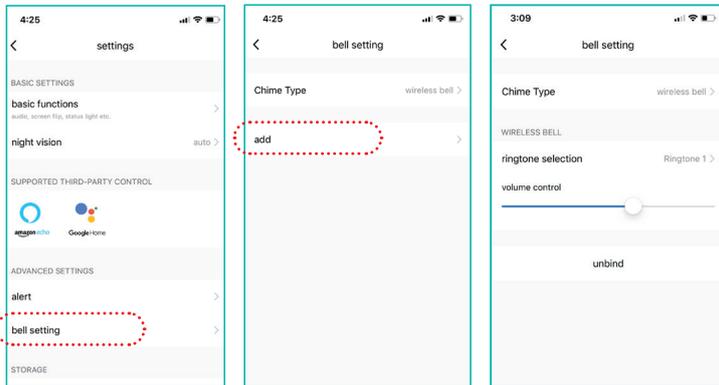
Access to select desired date of playback from SD card



Access playback screen

For more advanced features/functions, refer to grid-connect.com.au for more details

10 PAIRING INDOOR CHIME UNIT



Power on your indoor chime unit with either a standard USB-A port or provided DC power adaptor, ideally some where near your door.

Your indoor chime unit should have been paired with your video doorbell. Please press the push button on the video doorbell to test the indoor chime. If the indoor chime does not react, please follow step 1-3:



1. Press the reset button on the back of the chime unit for 5 seconds to reset the chime unit. The indicator should flash blue quickly for 2 seconds then stop flashing, proceed to step 2.
 2. Press the reset button on the back of the chime unit ONCE and release it quickly. The indicator should flash blue slowly and continuously.
 3. While the chime unit is continues flashing, you may chose one of the following options to finish pairing:
 - a. Press the video doorbell's push button once to complete indoor chime unit setup.
- OR
- b. Navigate from the video doorbell live screen settings -> bell settings ->add to complete indoor chime unit setup.

11 CHARGING & INSTALLATION

Before choosing your location, check the Wi-Fi strength/coverage in that area.

IMPORTANT: Do not mount the doorbell unit on metal or near metal door frames, security door, or proximity any metal door furniture. It might affect the functionality of the doorbell.

Do not place doorbell at direct sunlight or extreme weather.

Please note below image for doorbell angle view. Install it in a suitable location with Wi-Fi coverage (Fig.01).

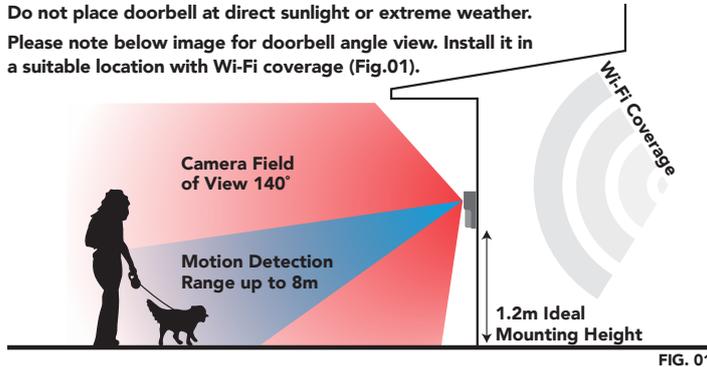


FIG. 01

CHARGING DEVICE

1. Plug DC power adaptor into a power source and connect it with doorbell using provided USB cable (Fig.02 & 03).
2. During charging, the charging indicator should turn red and will turn blue when fully charged. We suggest charging the doorbell for 6-8 hours before installation.



FIG. 02



FIG. 03

INSTALLATION

Note: Product should be fully charged before installation.

1. Mark screw position through the bracket holes (Fig.04).
2. Fix the mounting bracket on the wall by using the included screws and wall plugs.



FIG. 04

3. Install the doorbell to the bracket and secure with the included grub screw and screwdriver (Fig.05).



FIG. 05

Note:

- This doorbell requires network device (e.g. wireless/non-wireless router, network switch etc.) that is connected to internet or internal network for setup and use. Network device is not supplied with this kit.
- This doorbell might experience network, motion command and live transmission delay issues. This is normal, due to the connected network, 3G/4G mobile network, server overflow or internet upstream speed, download speed and video resolution. To reduce delay, it is recommended to reduce the video quality, or contact your mobile/network service provider.

12 TROUBLE SHOOTING

What can I do if I fail to pair my GRID Connect device?

1. Check your mobile device is connected to a 2.4GHz Wi-Fi network, refer to below question for how to check Wi-Fi network frequency
 2. Check password entered is correct and the same Wi-Fi network is used on the mobile device as the device being paired
 3. Check GRID device is in pairing mode, the status light is flashing red once per second.
 4. Check the internet connection on your Wi-Fi network by browsing any website
 5. Check the FAQ under 'help and support' section in the Grid Connect app.
- If your problem persists, please refer to GRID website or contact Customer Service team (detail in below) for further assistance

How can I find out whether my network is 2.4GHz?

For iPhone User

1. Navigate the Settings menu and click on Wi-Fi. The suffix of your network may be denoted by either a 2.4G or 5G
2. If you are having trouble finding out if you are on a 2.4GHz Wi-Fi network, it will be necessary to check your router specifications. For more information on this process, please consult your specific router's manufacturer or user manual for more details

For Android User

1. Navigate the Settings menu and click on Wi-Fi.
2. Tap the connected Wi-Fi network and the system will show the Wi-Fi Frequency

What can I do if I cannot scan the QR code or don't hear the prescribed beep

1. Ensure the status light is flashing red (once every second) before scanning QR code
2. Ensure your Wi-Fi network is correct by checking the above sections
3. Ensure to keep your smart phone 15cm to 20cm away from your doorbell. Avoid having the doorbell positioned in direct sunlight during the pairing process as the QR code may not scan
4. It may take several seconds to scan QR code

Do our current GRID products support AC routers?

Yes - AC routers support both 2.4G and 5G connections. Please connect your Grid Connect device to the 2.4G Wi-Fi network. Some AC router by default use the same network name for both 2.4G and 5G signals, please refer to your router manual to allocate a separate name for the 2.4G network.

If I forget my GRID Connect app account password, how can I reset my password?

If you forget your password, you can tap **forget password** and enter your GRID Connect registered account details to get a verification code and reset your password

When pairing, should my GRID device or mobile phone be in same room with Wi-Fi router?

No - they do not need to be in the same room, but it is recommended to pair the GRID device as close to the router as possible to assist with a successful pair

I want to pair my doorbell and it isn't in pairing mode. How do I put it into pairing mode (reset process)?

Ensure the doorbell battery has been charged. Press the push button once to activate the doorbell then use the reset pin to press and hold the reset button for 5 seconds. The status light should now be red and blinking rapidly to indicate it is ready for pairing.

For further Online Assistance or Customer Service Team



grid-connect.com.au



1300 267 168
(toll free)

WARRANTY

Arlec guarantees this product in accordance with the Australian Consumer Law and all other applicable Australian and New Zealand laws that are unable to be excluded.

Arlec also warrants to the original first purchaser of this product ("you") from a retailer with which this document is given that this product will be free of defects in materials and workmanship for a period of 12 months from the date of purchase; provided the product is not used other than for the purpose, or in a manner not within the scope of the recommendations and limitations, specified by Arlec, is new and not damaged at the time of purchase, has been maintained in accordance with the recommendations specified by Arlec, has not been subjected to abuse, misuse, neglect or damage, has not been modified or repaired without the approval of Arlec and has not been used for commercial purposes ("Warranty").

If you wish to claim on the Warranty, you must, at your own expense, return the product, and provide proof of original purchase and your name, address and telephone number, to Arlec at the address below or the retailer from whom you originally purchased the product within 12 months from the date of purchase.

Arlec will (or authorise the retailer to) assess any claim you may make on the Warranty in the above manner and if, in Arlec's reasonable opinion, the Warranty applies, Arlec will at its own option and expense (or authorise the retailer to) replace the product with the same or similar product or repair the product and return it to you or refund the price you paid for the product. Arlec will bear its own expenses of doing those things, and you must bear any other expenses of claiming on the Warranty.

For goods purchased in Australia (only):

The Warranty is in addition to other rights and remedies you may have under a law in relation to the product to which the Warranty relates.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For goods purchased in New Zealand (only):

The Warranty is in addition to, and does not affect, other rights and remedies you may have under a law in relation to the product to which the Warranty relates.

Our goods come with guarantees that can only be excluded under the New Zealand Consumer Guarantees Act 1993 to the extent you are acquiring the product for a business purpose and it would be fair and reasonable for Arlec to contract out of those guarantees.

Arlec Australia Pty. Ltd. ACN 009 322 105 gives the Warranty for goods purchased from a retailer in Australia by you and Arlec New Zealand Limited NZBN 9429030738294 gives the Warranty for goods purchased from a retailer in New Zealand by you (collectively Arlec).

Arlec's telephone number, address and email address for purposes of giving the Warranty are:

Telephone Number:

1800 826 859 (in Australia) • 0800 003 329 (in New Zealand)

Street Address:

Building 3, 31-41 Joseph Street, Blackburn North, Victoria, 3130, Australia

Postal Address:

Blackburn North LPO, P.O. Box 1065, Blackburn North, 3130, Australia

Email: cs@arlec.com.au