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CHIME VIDEO DOORBELL (PoE)  
SETUP GUIDE



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To view the online version of this document, go to [ctrl4.co/vdb-e-ig](http://ctrl4.co/vdb-e-ig).

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# PREREQUISITES

- Control4 system running OS 3.2 or higher
- For the PoE model (C4-VDB-E)—Cat5e/6 or better wiring to PoE injector or PoE switch (802.3af PoE, injector not included)
- If you want to use the external chime feature, a doorbell chime, doorbell transformer, and 18-22 gauge 2-conductor wire to the doorbell chime are required.
- The waterproof Ethernet connector assemble requires a 1" passthrough hole and space in the wall cavity behind the bracket. If you are not using the doorbell wall box, make sure there is plenty of room behind the metal bracket.

# CONTENTS

- Video Doorbell (PoE) (C4-VDB-E)
- Mounting bracket
- Wood screws (3) and anchors
- Set screw (2) and Allen-type wrench

# IMPORTANT NOTES AND CAUTIONS

**Important!** Installation and maintenance should only be performed by qualified technicians.

**Important!** The VDB should only be connected to a properly secured network.

**Caution!** Use with a power supply that is UL listed and Limited Power Source (LPS) certified. The power supply should bear the UL listed and LPS marks. The power supply should also meet any safety and compliance requirements for the country of use. The power supply should be properly grounded.

# INSTALLING THE VIDEO DOORBELL

Install the metal bracket and VDB as shown in the Quick Start Guide ([ctrl4.co/vdb-e-qsg](http://ctrl4.co/vdb-e-qsg)). After installation is complete, continue to the next topic. ([CONNECTING THE VDB TO YOUR NETWORK \(POE MODEL\)](#))

# CONNECTING THE VDB TO YOUR NETWORK (POE MODEL)

1. Power up the VDB by connecting the Ethernet cable going to the VDB to the PoE power source.

The PoE VDB is configured for DHCP by default and will get an IP address automatically from your network. When the VDB is online with an IP address, the LED shows solid white.



Continue to the next topic ([CONNECTING THE VDB TO YOUR CONTROL4 SYSTEM](#)).

## CONNECTING THE VDB TO YOUR CONTROL4 SYSTEM

1. In Composer Pro 3.2.0 or newer, connect to your controller.
2. Verify that the **Communication** agent is added to the project. If it is not already added, go to **Agents** > click **Add** > select the **Communication** agent > click **OK**.
3. In **System Design** > **Discovered** tab, double-click on the **VDB** to add it into the project and identify it.
4. Select the **VDB** in the System Tree. On a new install, the driver says that the Admin Password is not created.



### Admin Password Not Created

Please create a new admin password on the Maintenance tab.

5. In the **Settings** > **Maintenance** tab, enter a new password, confirm the password, and click **SUBMIT**.

The screenshot shows the web interface for a Control4 Chime Video Doorbell. At the top, there is a navigation bar with tabs for Settings, Properties, Actions, Documentation, and Lua. Below this is a red warning banner that reads "Admin Password Not Created" and "Please create a new admin password on the Maintenance tab." The main header displays "Control4 Chime Video Doorbell" with the IP address "192.168.1.181". A secondary navigation bar includes tabs for DETAILS, DEVICE, IMAGE, VIDEO, NETWORK, MOTION, EVENTS, PRIVACY, and MAINTENANCE. The MAINTENANCE tab is active, and the page title is "Admin Password Change". The form contains three input fields: "USERNAME" with the value "admin", "PASSWORD" with masked characters and a toggle icon, and "CONFIRM PASSWORD" also with masked characters and a toggle icon. A blue "SUBMIT" button is located at the bottom of the form.

6. **Optional**—To enable a doorbell chime, in the **DEVICE** tab, move the slider to **Enable** under **EXTERNAL CHIME FUNCTION**.

- Under **Call Settings**, select a call group for the VDB to ring (default is **All**). To test an intercom call to a call group, select the group under TEST CALL GROUP and click **TEST CALL**.

The screenshot shows the 'Properties' page for a Chime Doorbell. The 'General Settings' section includes fields for 'DEVICE NAME' (VDB Doorstation 2) and 'DEVICE PASSWORD' (Enter Admin Password). There are two 'Enable' toggle switches for 'LED INDICATOR' and 'EXTERNAL CHIME FUNCTION'. The 'Call Settings' section has 'CALL RING DURATION (SECONDS)' set to 60 and 'CALL DURATION (SECONDS)' set to 3600. The 'CALL GROUP' dropdown is set to 'All' and is highlighted with a red box. The 'TEST CALL GROUP' dropdown is also set to 'All'. A blue 'TEST CALL' button is located at the bottom right of the 'Call Settings' section.

- Select the **Intercom** proxy sub-driver of the VDB. Configure Intercom properties such as **Custom Buttons** to show up in an Intercom call.

The screenshot shows the 'Compose Pro 3.1.2 / OS Management 3.1.2 - (local)' software interface. The 'Properties' window for a VDB device is open, showing the 'Custom Buttons' section highlighted with a red box. The 'Custom Buttons' section includes options for 'Use Custom Button 1' and 'Use Custom Button 2'. The 'Properties' window also shows 'Appearance' and 'Behavior' sections. The 'Appearance' section includes 'Exclude from Navigator', 'High Quality Enabled', and 'Dial Pad UI Enabled'. The 'Behavior' section includes 'Play Door Chime', 'Do Not Disturb', 'Auto Answer', 'Send Video', 'Monitor Mode', 'Echo Calibration', and 'Disable Echo Cancellation'. The 'Audio Control' section includes 'Ring', 'Speaker', and 'Microphone' sliders. The 'Intercom Camera' section includes 'Use Alternate Camera', 'Camera Name', 'Device Id', and 'Proxy Id'. The 'Items' table on the right shows a list of devices with columns for 'Type', 'Manufacturer', and 'Model'. The 'Type' column shows 'paleEdge\_router', the 'Manufacturer' column shows 'Control4', and the 'Model' column shows 'C4RT-3100'. The 'Status' bar at the bottom shows 'Connected to 192.168.1.103 (SSL)'.

# TROUBLESHOOTING

## RESETTING TO FACTORY DEFAULTS

To reset the VDB back to factory default settings:

1. In the driver **Actions** tab, click on Factory Reset.
2. Choose **Yes** or **No** on the **Keep Network Settings?** dialogue, and click **OK**.

OR

1. Press the button on the VDB 13 times within 5 seconds. A recording tells you to "Cycle power to reset to factory defaults."
2. The LED on the VDB alternates quickly flashing white and blue.
3. Reboot the VDB by taking it off the metal bracket and disconnecting the Ethernet cable or by powering off the PoE source within 60 seconds.
4. Leave the VDB powered off for at least 5 seconds. Power on the VDB, and the VDB will reset to factory defaults.
5. If the VDB is not power cycled within 60 seconds, the VDB returns to normal operation.

## RESETTING NETWORK SETTINGS

To reset the network settings on the VDB:

1. Press the button on the VDB 9 times within 5 seconds. A recording tells you to "Cycle power to reset network."
2. The LED on the VDB alternates slowly flashing white and blue.
3. Reboot the VDB by taking it off the metal bracket and disconnecting the Ethernet cable or by powering off the PoE source within 60 seconds.
4. Leave the VDB powered off for at least 5 seconds. Power on the VDB, and the VDB will reset network settings.
5. If the VDB is not power cycled within 60 seconds, the VDB returns to normal operation.

## LED STATUS INFORMATION

White	Connected to network
White fading in and out	Connecting
Blue	Not connected to network
Blue and white flashing quickly	Factory reset
Blue and white flashing slowly	Network reset

## MORE INFORMATION

For information and setup topics for the Chime Video Doorbell, visit the [Tech Community](#).

## REGULATORY AND SAFETY INFORMATION

To review regulatory information for your particular Control4 products, see the information located on the Control4 website at [ctrl4.co/reg](http://ctrl4.co/reg).

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## Technical Support Contact Information

If you encounter any issues during or following the update, or if you have any questions, please contact Control4 Technical Support for assistance.

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