



CHIME VIDEO DOORBELL (Wi-Fi)
INSTALLATION AND SETUP GUIDE



Contents

To view the online version of this document, go to ctrl4.co/vdb-w-ig.

Contents	2
PREREQUISITES	3
CONTENTS	3
IMPORTANT NOTES AND CAUTIONS	3
INSTALLING THE VIDEO DOORBELL	4
CONNECTING THE VDB TO YOUR NETWORK (WI-FI MODEL)	5
CONNECTING THE VDB TO YOUR CONTROL4 SYSTEM	8
TROUBLESHOOTING	10
RESETTING TO FACTORY DEFAULTS	10
RESETTING NETWORK SETTINGS	10
VIEWING WI-FI SIGNAL STRENGTH	10
LED STATUS INFORMATION	11
MORE INFORMATION	11
REGULATORY AND SAFETY INFORMATION	11
WARRANTY	11
About Control4	12
Regulatory/Safety information	12
Warranty	12
Technical Support Contact Information	12
Legal Notice	12
Disclaimer	12
Licenses	12

PREREQUISITES

- Control4 system running OS 3.2 or higher.
- For the Wi-Fi model (C4-VDB-W), 16-24V AC doorbell transformer providing at least 10VA (10 watts).
- If you want to use the external chime feature, a standard mechanical doorbell chime, a doorbell transformer, and standard doorbell wiring (18-22 gauge 2-conductor) between them are required. Digital doorbell chimes are not supported.
- Sufficient Wi-Fi coverage outside at the doorbell location (-65 dbm or better for best results).

CONTENTS

- Video Doorbell (Wi-Fi) (C4-VDB-W)
- Mounting bracket
- Wood screws (3), anchors (2), and spare wire terminal screw
- Set screws (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.

Go to [INSTALLING THE VIDEO DOORBELL](#)

INSTALLING THE VIDEO DOORBELL

1. Install the metal bracket as shown in the Quick Start Guide (ctrl4.co/vdb-w-qsg).

Important: Disconnect the wiring from the doorbell transformer to the doorbell location before installing the Video Doorbell.

2. Connect the doorbell wires to the metal bracket.
3. Remove the plastic covering the thermal pad on the back of the VDB.
4. Install the VDB down onto the top of the bracket first so that it latches on the bracket. Push the bottom of the VDB towards the bracket and firmly hold the VDB down and against the bracket.
5. Using the provided Allen-style wrench, screw in the set screw through the bottom of the bracket into the VDB.

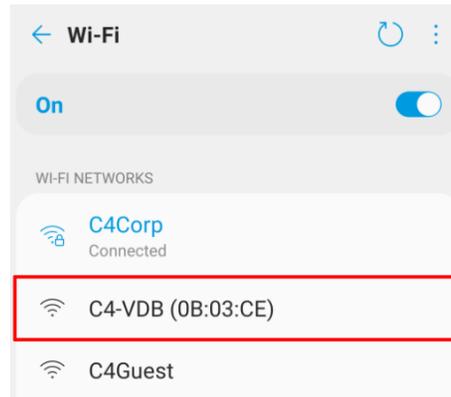
If you are going to use a doorbell chime (for the classic “dingdong” chime), follow the instructions in the Quick Start Guide (ctrl4.co/vdb-w-qsg) to install the Doorbell Chime Adapter.

Note: Digital doorbell chimes are not supported (only mechanical chimes).

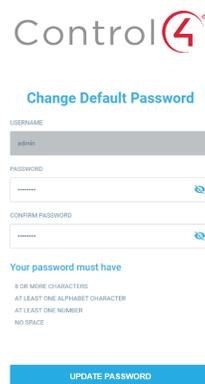
Go to [CONNECTING THE VDB TO YOUR NETWORK \(WI-FI MODEL\)](#).

CONNECTING THE VDB TO YOUR NETWORK (WI-FI MODEL)

1. Power up the VDB by connecting power to the doorbell transformer. The VDB LED flashes slowly for a few moments. After the LED stops flashing, proceed to the next step.
2. From your smartphone or laptop, connect to the ad-hoc Wi-Fi network from your VDB. The SSID is named **C4-VDB (xx:xx:xx)** and the password is **c4videodoorbell**.

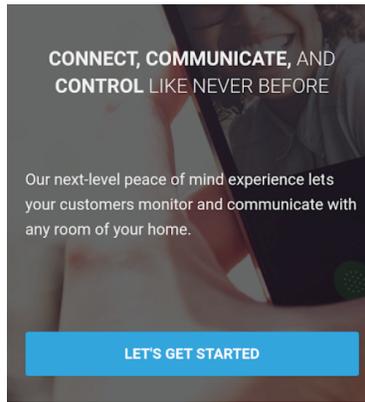


3. Open a web browser and enter **192.168.1.1** in the address field.
4. Enter a password for the VDB into the **PASSWORD** and **CONFIRM PASSWORD** fields and select **UPDATE PASSWORD**.



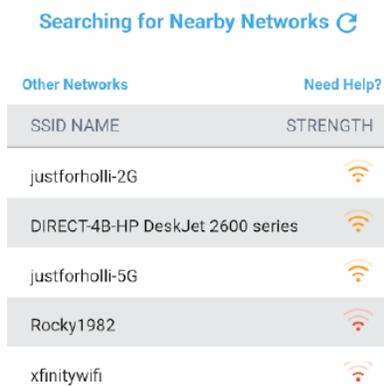
Tip: For a more secure password, use a combination of capital letters, lower-case letters, numbers, and symbols.

5. On the next page, enter the username **admin** and the updated password and select **Sign in**.
6. On the Control4 Getting Started page, select **LET'S GET STARTED**.

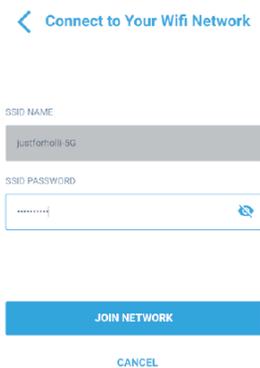


7. After the VDB scans for available networks, select your Wi-Fi network from the list.

If your network isn't found, troubleshoot your Wi-Fi network and select the **Refresh** icon to search networks again.



8. Enter the SSID PASSWORD for your Wi-Fi network and select **JOIN NETWORK**.



9. The VDB connects to your Wi-Fi network and requests an IP address. After successfully connecting to the Wi-Fi network, the LED on the VDB shows solid white.



Joining Your Wifi Network

The white ring should be slowly fading in and out over the next two minutes.

When the doorbell is connected, the colored ring will turn a solid white.

Go to [CONNECTING THE VDB TO YOUR CONTROL4 SYSTEM](#)

CONNECTING THE VDB TO YOUR CONTROL4 SYSTEM

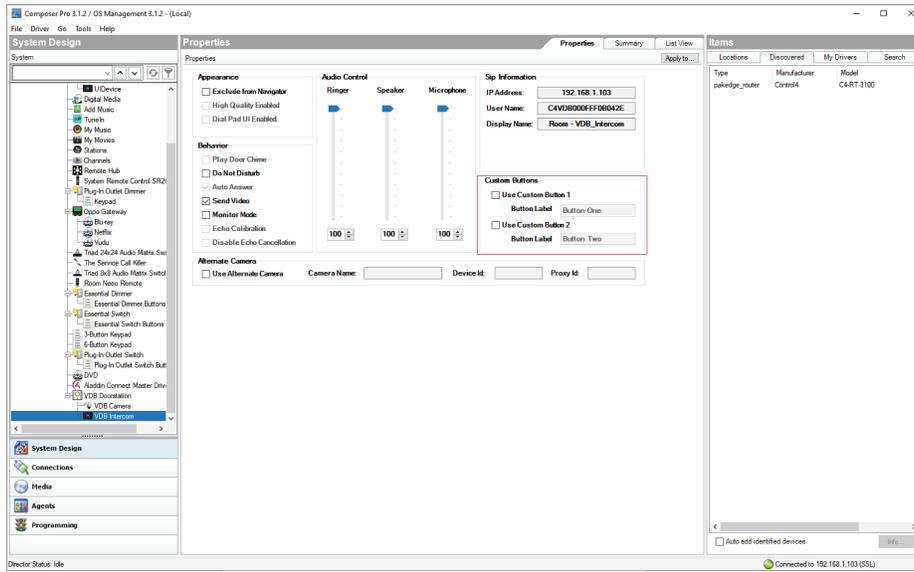
Make sure the VDB is connected to the network and has a password configured before continuing.

1. In Composer Pro 3.2.0 or newer, connect to your controller.
2. Add the **Communication** agent 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. In the **Settings** tab, enter the password you just set up in the **PASSWORD** and **CONFIRM PASSWORD** fields and click **SUBMIT**.
5. **Optional**—To enable a doorbell chime, in the **DEVICE** tab, move the slider to **Enable** under **EXTERNAL CHIME FUNCTION**.
6. 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 displays the 'Properties' window for a 'Chime Doorbell' device. The 'Advanced Properties' section is open, and the 'Settings' tab is selected. The 'DEVICE' sub-tab is active, showing the following configuration:

- General Settings:**
 - DEVICE NAME: VDB Doorstation 2
 - DEVICE PASSWORD: Enter Admin Password (with a 'SUBMIT' button)
 - LED INDICATOR: Enabled
 - EXTERNAL CHIME FUNCTION: Enabled (highlighted with a red box)
- Call Settings:**
 - CALL RING DURATION (SECONDS): 60
 - CALL DURATION (SECONDS): 3600
 - CALL GROUP: All (highlighted with a red box)
 - TEST CALL GROUP: All
 - TEST CALL button

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



Go to [TROUBLESHOOTING](#).

TROUBLESHOOTING

RESETTING TO FACTORY DEFAULTS

To reset the VDB back to factory default settings:

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 or by powering off the doorbell transformer within 60 seconds.
4. After powering the VDB on, 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 or by powering off the doorbell transformer within 60 seconds.
4. After powering the VDB on, the VDB will reset network settings.
5. If the VDB is not power cycled within 60 seconds, the VDB returns to normal operation.

VIEWING WI-FI SIGNAL STRENGTH

A strong Wi-Fi at the location of the VDB is required for reliable performance. Recommended signal strength is -65 dbm or better.

To view signal strength in Composer Pro:

1. Open Composer Pro and click on the **VDB** in **System Design**.
2. In Settings > Details, verify the signal is -65 dbm or better. (RSSI closer to 0 is better).

Device Details							
MAC ADDRESS	MANUFACTURER	MODEL	OVRC SERIAL NUMBER	FW VERSION	DRIVER VERSION	IP TYPE	LAN IP
00:0F:FF:0B:03:CD	CONTROL4	C4-VDB-W (WIFI)	0293715930200006	DB9360W-CTRL-18001	61	DHCP	192.168.1.137
-48 dBm WIFI SIGNAL	justforholli-2G SSID NAME	2.4GHz WIRELESS BAND	6 WIRELESS CHANNEL	US COUNTRY CODE	Enabled OVRC STATUS		1.0.0.7 OVRC VERSION

Tip: Wi-Fi signal strength can also be viewed in OvrC.

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.

WARRANTY

Visit ctrl4.co/warranty for details.

About Control4

Control4, a leading provider of the operating system for the smart home, delivers intelligent control of consumer electronics products, appliances and networking systems through an easy-to-use and intuitive software interface. Founded in 2003, the company delivers affordable automation and control of lighting, music, video, HVAC, security, and energy management systems to the broad market through more than 1,600 custom integrators, retail outlets, and distributors in over 65 countries. Control4 is the platform of choice for major consumer electronics companies, hotels, businesses and utilities that require an intelligent, open and affordable control solution. For more information, visit www.control4.com.

Regulatory/Safety information

To review regulatory information for your particular Control4 products, see the information located on the Control4 website at ctrl4.co/reg.

Warranty

Visit ctrl4.co/warranty for details.

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.

USA (888) 400-4072
UK +44 1347 300001
Germany +49 69 9675 9797
Australia +61 18 0099 0548
China +86 400 8428136

For support in regions covered by a distribution partner, contact your distributor.

Legal Notice

This document is confidential and is only made available to authorized Control4 Dealers who have agreed to terms of confidentiality under the Control4 Non-Disclosure Agreement. These terms must be maintained and pertain to information found in this document.

Information in this document, including URL and other Internet website references, is subject to change without notice and is provided for informational purposes only. The entire risk of the use or results of the use of this document remains with the user, and Control4 makes no warranties, either express or implied. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Control4.

Control4 may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Control4, the furnishing of this document does not give you any license to patents, trademarks, copyrights, or other intellectual property.

This document is for reference purposes only, and it is provided only as advice to Dealers. Each system setup is unique and customized to a specific customer's needs. It is the Dealer's responsibility to make sure the system is compatible before making any changes and installing any updates. In addition, it is the Dealers responsibility to get the customer's permission before accessing the customer's system and making any changes or installing any updates.

Disclaimer

Control4 makes no representations or warranties with respect to this publication, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Control4 reserves the right to make changes to any and all parts of this publication at any time, without any obligation to notify any person or entity of such changes.

Licenses

GNU

GNU GENERAL PUBLIC LICENSE TERMS AND CONDITIONS FOR COPYING, DISTRIBUTION AND MODIFICATION (Section 3.b.)

You may copy and distribute the Program (or a work based on it, under Section 2) in object code or executable form under the terms of Sections 1 and 2 above provided that you also do one of the following:

Accompany it with a written offer, valid for at least three years, to give any third party, for a charge no more than your cost of physically performing source distribution, a complete machine-readable copy of the corresponding source code, to be distributed under the terms of Sections 1 and 2 above on a medium customarily used for software

interchange.

The complete text for this license is available on the Control4 website.

Gracenote

Gracenote®, Gracenote logo and logotype, and the "Powered by Gracenote" logo are either a registered trademark or a trademark of Gracenote, Inc. in the United States and/or other countries. Music and DVD recognition technology and related data are provided by Gracenote—Gracenote is the industry standard in Music and DVD recognition technology and related content delivery. For more information visit www.gracenote.com.

Spread

This product uses software developed by Spread Concepts LLC for use in the Spread toolkit. For more information about Spread see <http://www.spread.org>.

Libertas

Libertas Firmware copyright statement for Touch Screens 6/26/09

Copyright (c) 2006, One Laptop per Child and Marvell Corporation. All rights reserved.

Redistribution—Redistribution and use in binary form, without modification, are permitted provided that the following conditions are met:

* Redistributions must reproduce the above copyright notice and the following disclaimer in the documentation and/or other materials provided with the distribution.

* Neither the name of Marvell Corporation nor the names of its suppliers may be used to endorse or promote products derived from this software without specific prior written permission.

* No reverse engineering, decompilation, or disassembly of this software is permitted.

* You may not use or attempt to use this software in conjunction with any product that is offered by a third party as a replacement, substitute or alternative to a Marvell Product where a Marvell Product is defined as a proprietary wireless LAN embedded client solution of Marvell or a Marvell Affiliate.

DISCLAIMER—THIS SOFTWARE IS PROVIDED BY THE COPYRIGHT HOLDERS AND CONTRIBUTORS "AS IS" AND ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE COPYRIGHT OWNER OR CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Copyright

Copyright ©2020 Wirepath Home Systems, LLC. All rights reserved. Control4 and Snap AV and their respective logos are registered trademarks or trademarks of Wirepath Home Systems, LLC, dba "Control4" and/or dba "SnapAV" in the United States and/or other countries. 4Store, 4Sight, Control4 My Home, Snap AV, Araknis, Autonomic, BakPak, Binary, Dragonfly, Episode, Luma, Mockupancy, Nearus, NEEO, OvrC, Pakedge, Sense, Strong, SunbriteTV, Triad, Visualant, WattBox, and Wirepath are also registered trademarks or trademarks of Wirepath Home Systems, LLC. Other names and brands may be claimed as the property of their respective owners. All specifications subject to change without notice.

Contact Information

Control4 Corporation
11734 S. Election Road
Salt Lake City, UT 84020 USA
<http://www.control4.com>

CHIME VIDEO DOORBELL (Wi-Fi) INSTALLATION AND SETUP GUIDE 200-00668-A 20201109 DH