

NGTeco D500

NGTeco D500 Series Video Doorbell Camera User Manual

Model: D500 | Brand: NGTeco

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your NGTeco D500 Series Video Doorbell Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety. The NGTeco D500 Series offers 1080P HD video, two-way audio, motion detection, and night vision, enhancing your home security and convenience.

PACKAGE CONTENTS

Verify that all items listed below are included in your package. If any items are missing or damaged, please contact NGTeco customer support.



Image: Contents of the NGTeco D500 Series Video Doorbell package, including the doorbell unit, mounting hardware, USB charging cable, power adapter, and Quick Start Guide.

- NGTeco D500 Series Video Doorbell Camera
- Wireless Chime

- Mounting Bracket
- Mounting Screws and Wall Anchors
- USB Charging Cable
- Power Adapter
- Quick Start Guide
- **Note:** Two 18650 rechargeable batteries are required and are **not included** in the package.

PRODUCT OVERVIEW

Familiarize yourself with the components of your NGTeco D500 Series Video Doorbell Camera.



Image: The NGTeco D500 Series Video Doorbell Camera, shown with its wireless chime and a smartphone displaying a live feed of a delivery person. This illustrates the complete system and its remote viewing capability.

Key Features:

- **1080P HD Video & Night Vision:** Provides clear video with a 120° view angle, allowing you to see visitors from head to toe, even in low light conditions.
- **Two-Way Audio:** Enables real-time communication with visitors at your door.
- **Motion Detection Alerts:** Sends instant notifications to your smartphone when motion is detected.
- **Video Recording:** Automatically records video to an SD card (not included) or cloud storage (subscription may be required) upon motion detection or doorbell press.

- **Wireless Chime:** Provides an audible alert inside your home when the doorbell is pressed.
- **Smart Home Compatibility:** Works with Amazon Alexa and Google Assistant for integrated control.
- **Weatherproof Design:** Rated IP54 for outdoor use, suitable for various weather conditions.

SETUP AND INSTALLATION

1. Battery Installation

The NGTeco D500 Series requires two 18650 rechargeable batteries (not included). Ensure correct polarity when inserting the batteries.



Image: A close-up view of the doorbell's battery compartment, indicating the need for two alkaline batteries (not included).

2. App Download and Setup

1. Download the "NGTeco Home" app from your smartphone's app store (iOS or Android).
2. Register for an account or log in if you already have one.
3. Follow the in-app instructions to add your D500 Series Video Doorbell Camera. This typically involves scanning a QR code on the device and connecting it to your Wi-Fi network.

3. Physical Installation

Choose a suitable location near your front door. Use the provided mounting bracket, screws, and wall anchors to securely attach the doorbell to the wall. Ensure the camera has a clear view of your entrance.



Waterproof

You can use the Video Doorbell in rainy and sunny days.

Image: The NGTeco D500 Series Video Doorbell installed outdoors during rain, illustrating its waterproof design for reliable performance in various weather conditions.

4. Chime Setup

Plug the wireless chime into any standard AC wall outlet inside your home. The chime will automatically pair with your doorbell. You can adjust the volume and ringtone settings through the NGTeco Home app.



Video Doorbell with Wireless Chime



It can be placed anywhere in the home

Image: An image showing the NGTeco D500 Series Video Doorbell installed at a door, with the wireless chime plugged into an indoor outlet, highlighting its flexible placement.

OPERATION

Live View and Two-Way Audio

Open the NGTeco Home app to access the live video feed from your doorbell. Use the microphone icon in the app to activate two-way audio and speak with visitors.

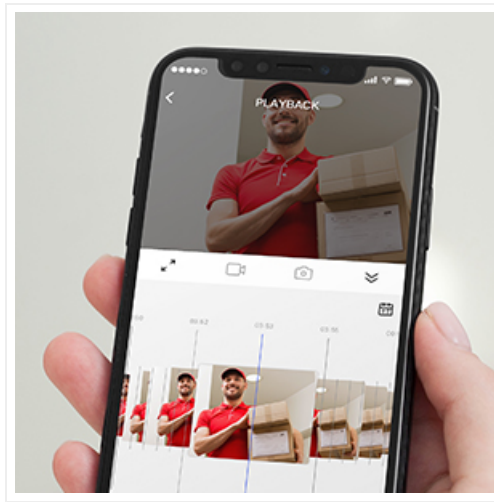


Image: A smartphone screen displaying the live video feed from the doorbell camera within the NGTeco Home app, showing a delivery person.

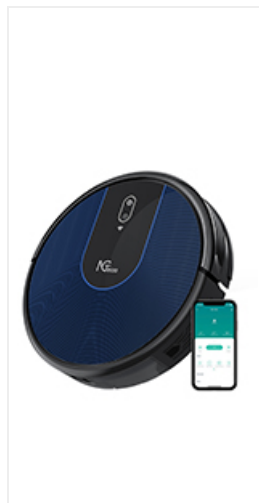


Image: An image illustrating the two-way audio feature, where a user communicates with a visitor at the door through their smartphone.

Motion Detection and Alerts

The doorbell features PIR motion detection. When motion is detected, you will receive an instant notification on your phone, and the event will be recorded. Sensitivity settings can be adjusted in the app.



Image: An image depicting the doorbell's PIR motion detection in action, showing a person at the door and the corresponding alert on a smartphone, emphasizing security.

Video Recording and Playback

Recorded videos are stored on a local SD card (if installed) or in cloud storage (if subscribed). You can review past events through the playback function in the NGTeco Home app.



Image: A smartphone screen showing the video playback timeline within the NGTeco Home app, with thumbnails of recorded events.

Smart Home Integration

The NGTeco D500 Series is compatible with Amazon Alexa and Google Assistant. Link your doorbell through the respective smart home apps to enable voice commands and view live feeds on compatible smart displays.



Image: An image showing the doorbell integrated with a smart display, demonstrating its compatibility with Amazon Alexa and Google Assistant for voice control and viewing.

MAINTENANCE

Battery Management

Monitor the battery level through the NGTeco Home app. Recharge the 18650 batteries using the provided USB cable and power adapter when the battery indicator is low. Battery life varies based on usage and environmental factors.

Cleaning

Wipe the camera lens and doorbell surface with a soft, damp cloth to remove dust and smudges. Avoid using harsh chemicals or abrasive materials that could damage the device.

TROUBLESHOOTING

- **Doorbell not connecting to Wi-Fi:** Ensure your Wi-Fi network is 2.4GHz. Check Wi-Fi signal strength at the doorbell's location. Restart your router and the doorbell.
- **No motion detection alerts:** Verify motion detection is enabled in the app settings. Adjust sensitivity levels. Ensure there are no obstructions blocking the sensor.
- **Poor video quality:** Check your Wi-Fi connection speed. Ensure the camera lens is clean.
- **Chime not ringing:** Confirm the chime is plugged in and powered on. Check chime settings in the app to ensure it's paired and enabled.
- **Two-way audio issues:** Ensure your phone's microphone and speaker are enabled for the NGTeco Home app. Check the doorbell's microphone and speaker for obstructions.

For further assistance, refer to the "Warranty and Support" section.

SPECIFICATIONS




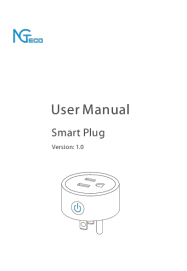
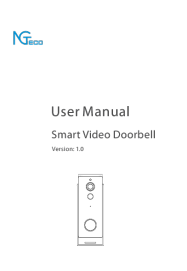
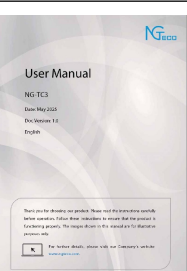
Model Name	D500
Video Capture Resolution	1080p, 720p
Power Source	Battery Powered (Requires two 18650 batteries, not included)
Connectivity Technology	Wireless (Wi-Fi)
Controller Type	Amazon Alexa, Google Assistant
Mounting Type	Wall Mount
International Protection Rating	IP54
Special Features	Motion Sensor, Night Vision
Item Weight	12.6 ounces
Package Dimensions	6.42 x 6.02 x 2.52 inches

WARRANTY AND SUPPORT

NGTeco provides a one-year warranty for the D500 Series Video Doorbell Camera. We also offer lifelong free technical support in the USA.

For any support needs, please contact us:

- **Phone:** (770) 800-2321
- **Hours:** Monday to Friday, 6:00 am to 6:00 pm (EST)

 <p>NG-C2100 Indoor Security Camera</p> <p>Best Introduction</p> <p>Discover the NG-Teco NG-C2100, a premium 1080P indoor security camera with pan & tilt, night vision, two-way audio, and motion tracking. Easily connect via the NG-Teco Home App and control with Alexa or Google Assistant for smart home monitoring.</p> <p>Features</p> <ul style="list-style-type: none"> 1080P HD Resolution Pan/Tilt Function Night Vision Two-Way Audio Motion Tracking Easy Installation Smart Home Integration Mobile App Control Cloud Storage Option 	<p>NG-Teco NG-C2100 Indoor Security Camera: 1080P HD, Pan/Tilt, Night Vision</p> <p>Discover the NG-Teco NG-C2100, a premium 1080P indoor security camera with pan & tilt, night vision, two-way audio, and motion tracking. Easily connect via the NG-Teco Home App and control with Alexa or Google Assistant for smart home monitoring.</p>
 <p>Quick Start Guide</p> <p>Model: NG-C1200 Series Version: 2.0 English</p>	<p>NG-Teco NG-C1200 Series Smart Camera Quick Start Guide</p> <p>Get started quickly with the NG-Teco NG-C1200 Series smart camera. This guide covers setup, installation, features, and app connectivity for your NG-Teco device.</p>
 <p>Quick Start Guide</p> <p>Model: SH01-C8AN Version: 1.0 English</p>	<p>NG-Teco SH01-C8AN Smart Camera Quick Start Guide</p> <p>Comprehensive guide to setting up and using the NG-Teco SH01-C8AN smart camera, including installation, app connection, and feature overview.</p>
 <p>User Manual Smart Plug Version: 1.0</p>	<p>NG-Teco Smart Plug User Manual: Setup, Control, and Integration</p> <p>Comprehensive user manual for the NG-Teco Smart Plug (Version 1.0). Learn how to connect, control, and integrate the smart plug with NG-Teco Home, Amazon Alexa, and Google Home. Includes setup instructions, scheduling, timer functions, and troubleshooting.</p>
 <p>User Manual Smart Video Doorbell Version: 1.0</p>	<p>NG-Teco Smart Video Doorbell User Manual</p> <p>User manual for the NG-Teco Smart Video Doorbell, covering important notes, components, installation, technical specifications, app connection, functions, settings, and FCC warnings.</p>
 <p>User Manual NG-TC3 Date: May 2023 This Version: 1.0 English</p>	<p>NG-TC3 User Manual - NG-Teco Time and Attendance System</p> <p>This user manual provides comprehensive instructions for the NG-Teco NG-TC3, a biometric time and attendance system. Learn about device setup, user management, verification methods, and integration with NG-Teco Office software for efficient attendance tracking and management.</p>