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› Ubiquiti Networks G4 Doorbell Pro User Manual

Ubiquiti Networks UVC-G4DoorbellPro

Ubiquiti Networks G4 Doorbell Pro User Manual

Model: UVC-G4DoorbellPro

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Ubiquiti Networks G4 Doorbell Pro. Please read this manual thoroughly before using the device to ensure proper functionality and safety. The G4 Doorbell Pro is an advanced security device featuring a high-resolution camera and two-way audio communication.

2. SAFETY INFORMATION

Always exercise caution when working with electrical wiring. Ensure power is disconnected at the circuit breaker before beginning any installation or maintenance procedures. Failure to do so may result in electric shock, injury, or damage to the device. Consult a qualified electrician if you are unsure about any steps. Keep the device away from water and extreme temperatures. This device is designed for outdoor use and has an IPX4 rating, indicating resistance to splashing water.

3. PACKAGE CONTENTS

The Ubiquiti Networks G4 Doorbell Pro package typically includes:

- Ubiquiti Networks G4 Doorbell Pro unit
- Mounting bracket(s)
- Wall anchors and mounting screws
- Wire connectors
- Reset pin
- Chime Kit (if included in your specific bundle)
- Masonry drill bit (for hard surfaces)
- Wire extenders
- Quick Start Guide

Your browser does not support the video tag.

Video Description: This video provides a detailed unboxing of the Amcrest 2K Wi-Fi Video Doorbell, showcasing all included components and installation materials. It visually guides users through identifying each item in the package.

4. PRODUCT OVERVIEW

The Ubiquiti Networks G4 Doorbell Pro is a smart doorbell designed to enhance home security and communication. Key features include:

- **High-Resolution Camera:** 5 MP video capture resolution for clear footage.
- **Two-Way Audio:** Built-in microphone and speaker for communication with visitors.
- **Wireless Connectivity:** Wi-Fi enabled for seamless integration with your home network.
- **Night Vision:** Special feature for clear visibility in low-light conditions.
- **Wall Mount:** Designed for easy wall installation.
- **Outdoor Usage:** Durable construction suitable for outdoor environments.



Image Description: A sleek, black, rectangular Ubiquiti Networks G4 Doorbell Pro device mounted vertically. It features a camera lens at the top, a circular button with a glowing blue LED ring in the center, and a small display screen at the bottom showing the word 'Welcome' with blue light effects. The device is designed for modern home aesthetics.

5. SETUP & INSTALLATION

Follow these steps carefully to install your G4 Doorbell Pro.

5.1. Power Disconnection

Before starting any electrical work, locate your home's circuit breaker panel and turn off the power to your existing doorbell circuit. This is a critical safety step to prevent electrical shock.

5.2. Chime Kit Installation

The Chime Kit ensures proper power delivery to your doorbell and allows it to synchronize with your existing chime. It is crucial to install this component correctly.

1. Remove the cover of your existing indoor chime unit.
2. Locate the 'Front' and 'Trans' terminals on your chime.
3. Loosen the screws on these terminals, but do not remove the existing doorbell wires.
4. Connect the spade terminal ends of the included wire harness to the 'Front' and 'Trans' terminals. It does not matter which wire connects to which terminal, as long as both make good contact.
5. Tighten the screws to secure the connections.
6. Connect the green terminal block connector of the wire harness to the green ports on the bottom side of the Chime Kit.
7. Use the included adhesive on the reverse side of the Chime Kit to secure it to the outside or inside of your existing chime unit, ensuring no wires interfere with the chime's operation.
8. Replace the cover on your chime unit.

5.3. MicroSD Card Installation (Recommended)

It is highly recommended to install a MicroSD card (up to 128GB compatible) into the doorbell unit before mounting it. This allows for local storage of events.

1. Locate the MicroSD card slot on the back of the doorbell device.
2. Raise the flap covering the slot.
3. Insert the MicroSD card with the gold contacts facing up until it clicks into place.
4. Secure the flap back over the slot.

5.4. Doorbell Unit Installation

This section details the physical mounting of the doorbell unit.

1. Unscrew and remove your existing doorbell from the wall, revealing the doorbell wires.
2. Disconnect the wires from your old doorbell. These are the wires you will use for the G4 Doorbell Pro.
3. If mounting on an edge or corner, attach the wedge or corner bracket to the main mounting bracket by aligning the grooves and snapping them together.
4. Ensure the mounting bracket (with or without optional brackets) is in the correct orientation, with the 'UP' arrow indicator facing upwards.
5. Run the existing doorbell wires through the opening on the mounting bracket.
6. Place the mounting bracket flat against the mounting surface. Use a pencil or marker to mark the locations of the two mounting holes.
7. If installing on a hard surface (concrete, stucco, brick), use the included masonry drill bit and a power drill to drill holes at the marked locations. Drill as deep as the length of the wall anchors. Insert the wall anchors into the drilled holes.
8. If installing on wood, drywall, or soft surfaces, wall anchors are optional, and mounting screws may be sufficient.
9. Secure the mounting bracket to the wall using the included screws. Ensure no wires are covered.
10. Connect the doorbell wires to the terminals on the back of the G4 Doorbell Pro. If using wire extenders, connect them to the existing doorbell wires first using wire nut connectors, then connect the extenders to the doorbell terminals. Tighten the screws to secure the wires.
11. Feed the wiring back into the wall opening.
12. Align the top and bottom grooves of the doorbell unit with those on the mounting bracket. Slide the doorbell unit downwards onto the bracket until it clicks into place, ensuring it sits flush against the wall.

Your browser does not support the video tag.

Video Description: This video provides a step-by-step guide on how to install the Amcrest 2K Wi-Fi Video Doorbell and its associated Chime Kit. It covers everything from preparing the mounting surface to connecting the wiring and securing the doorbell unit.

5.5. Power Restoration

Once the doorbell is securely mounted and wired, return to your circuit breaker panel and turn the power back on. The doorbell will power up, and the indicator light will turn solid deep blue, then teal, and finally start spinning, indicating it's ready for app setup.

6. OPERATING INSTRUCTIONS

The G4 Doorbell Pro offers various functionalities accessible via the Ubiquiti Protect mobile application.

- **Live View:** Access real-time video footage from your doorbell camera.
- **Two-Way Audio:** Use the talk and listen functions within the app to communicate with visitors at your door.
- **Motion Detection:** The doorbell features smart human detection to minimize false alerts. You will receive notifications on your mobile device when human motion is detected.
- **Night Vision:** The camera automatically switches to night vision mode in low-light conditions, providing clear black-and-white footage.
- **Recorded Events:** Review recorded video events stored locally on your MicroSD card or via cloud recordings (if subscribed).

7. MAINTENANCE

To ensure optimal performance and longevity of your G4 Doorbell Pro:

- **Cleaning:** Periodically wipe the camera lens and the doorbell's exterior with a soft, damp cloth to remove dust and dirt. Do not use harsh chemicals or abrasive cleaners.
- **Software Updates:** Regularly check for and install firmware updates via the Ubiquiti Protect app to ensure your device has the latest features and security enhancements.
- **Connectivity Check:** Ensure your Wi-Fi connection is stable for uninterrupted operation.

8. TROUBLESHOOTING

If you encounter issues with your G4 Doorbell Pro, try the following:

- **No Power:** Verify that the circuit breaker is on and that all wiring connections are secure. Ensure the Chime Kit is correctly installed.
- **No Video/Offline:** Check your Wi-Fi network connection. Ensure the doorbell is within range of your Wi-Fi router. Restart the doorbell by temporarily turning off power at the breaker.
- **Poor Video Quality:** Ensure the camera lens is clean and free from obstructions. Check your internet speed.
- **False Motion Alerts:** Adjust the motion detection sensitivity settings within the Ubiquiti Protect app.
- **Chime Not Ringing:** Verify the Chime Kit installation. Ensure your existing chime is compatible and functioning correctly.
- **Resetting the Device:** If issues persist, use the included reset pin to press the reset button on the back of the doorbell for approximately 10 seconds. This will restore factory settings.

9. SPECIFICATIONS

Feature	Specification
Model Number	UVC-G4DoorbellPro

Brand	Ubiquiti Networks
Video Capture Resolution	5 MP
Effective Still Resolution	5 MP, 8 MP
Wireless Communication Technology	Wi-Fi
Mounting Type	Wall Mount
Power Source	Corded Electric
Voltage	12 Volts
Wattage	15 watts
Item Dimensions (L x W x H)	19.69 x 19.69 x 11.02 inches
Item Weight	14.1 ounces (400 Grams)
Field Of View	150 Degrees
Low Light Technology	Night Color
International Protection Rating	IPX4

10. WARRANTY INFORMATION

For specific warranty details, please refer to the warranty card included in your product packaging or visit the official Ubiquiti Networks website. Protection plans may be available for purchase separately.

11. SUPPORT

For technical support, troubleshooting assistance, or further inquiries, please visit the Ubiquiti Networks support portal or contact their customer service. Refer to the product packaging or official website for contact details.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page’s manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for

conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question