

TOUCAN PRO 2024 Edition

TOUCAN Wireless Video Doorbell PRO + Chime

INSTRUCTION MANUAL

1. Introduction

This manual provides detailed instructions for the installation, operation, and maintenance of your TOUCAN Wireless Video Doorbell PRO 2024 Edition and its accompanying chime. This system is designed to enhance your home security with advanced features such as 2K resolution video, accurate motion detection, and remote access capabilities.

Please read this manual thoroughly before using the product to ensure proper setup and functionality.

2. What's in the Box

Verify that all components are present in your package:

- TOUCAN Wireless Video Doorbell PRO
- Wireless Doorbell Chime
- Mounting Bracket
- Mounting Screws and Wall Anchors
- USB Charging Cable
- Quick Start Guide
- Optional DIY Wiring Kit (for continuous power)



Image: Contents of the TOUCAN Wireless Video Doorbell PRO package, including the doorbell, chime, and accessories.

3. Setup

Follow these steps to set up your TOUCAN Wireless Video Doorbell PRO:

1. **Charge the Doorbell:** Before installation, fully charge the doorbell using the provided USB cable. The built-in 6,500mAh rechargeable battery ensures reliable performance.
2. **Download the Toucan Smart Home App:** Search for "Toucan Smart Home" in your device's app store (iOS or Android) and download the application.
3. **Create an Account:** Open the app and follow the on-screen instructions to create a new user account.
4. **Pair the Doorbell to the App:**
 - In the app, select 'Add Device' or the '+' icon.
 - Choose the Wireless Video Doorbell PRO from the list of devices.
 - Follow the app's prompts to connect the doorbell to your home's 2.4GHz Wi-Fi network **Note: 5GHz Wi-Fi is not supported.**
5. **Install the Doorbell:**
 - Choose a suitable location for your doorbell, typically near your front door.
 - Use the mounting bracket as a template to mark screw holes.
 - Drill pilot holes, insert wall anchors if necessary, and secure the mounting bracket.
 - Attach the doorbell to the mounting bracket.
 - For continuous power, you may use the optional DIY wiring kit to connect to existing doorbell wiring.
6. **Pair the Chime:** The wireless chime typically pairs automatically with the doorbell. If not, refer to the chime's specific instructions for manual pairing.



Image: Visual guide for downloading the app, creating an account, and pairing the camera to the app and Wi-Fi. For more details, visit toucansmarthome.com/pages/smarthomeapp.

**6500mAh
Built-in
Rechargeable
Battery**

**Optional DIY
Wiring for
Continuous
Charging**

**NEW DOORBELL
PRO FEATURE**

100% Wireless or DIY Wiring

Image: Diagram illustrating the doorbell's internal 6500mAh rechargeable battery and the option for DIY wiring for continuous charging.

4. Operating Instructions

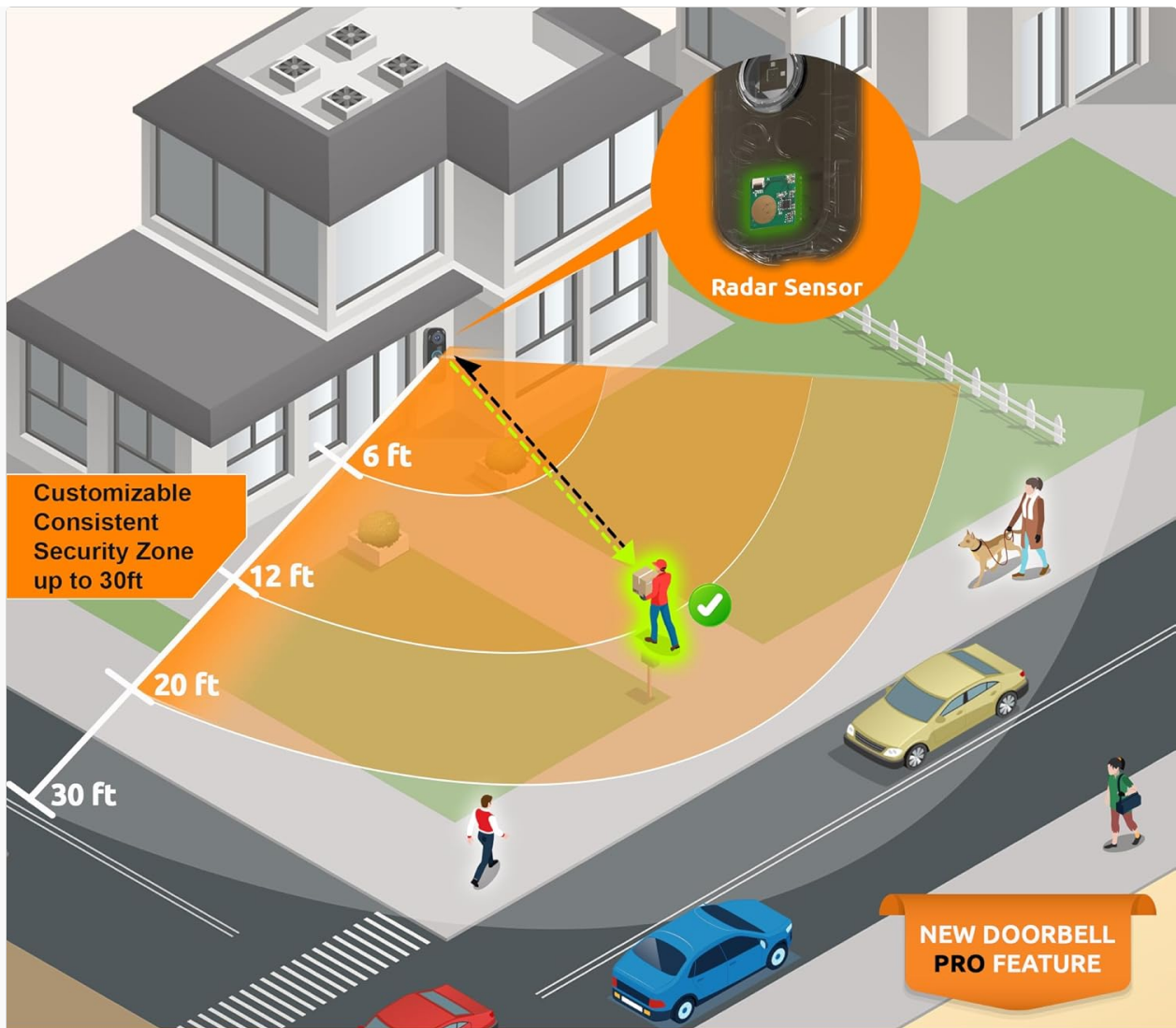
Understand the key functionalities of your video doorbell system:

- **Live View and Remote Access:** Access a live video feed of your doorstep anytime, anywhere through the Toucan Smart Home App. This feature allows you to monitor your property remotely.
- **2K Quad HD Resolution:** The doorbell captures video in 2K Full Quad HD resolution with a 140° field of view, providing clear and wide coverage of your entrance.



Image: A smartphone displaying the ultra-wide angle 2K Quad HD live view from the doorbell camera.

- **Accurate Radar Motion Detection:** The doorbell utilizes radar motion detection to identify movement within customizable security zones (up to 30ft). You will receive instant notifications on your smartphone when motion is detected.



Accurate **RADAR** Motion Detection

Image: An overhead diagram illustrating the customizable radar motion detection zones extending up to 30 feet from the doorbell.

- **Two-Way Audio:** Communicate directly with visitors at your door using the built-in microphone and speaker via the app.
- **Siren Alarm and Emergency Call:** Activate a siren alarm or initiate an emergency call directly from the app in response to suspicious activity.



Siren Alarm | Emergency Call

Image: The doorbell on a wall and a smartphone screen showing a person in a mask, with icons for siren alarm, emergency call, and video capture.

- **Wireless Doorbell Chime:** The included chime offers six different sounds. It connects wirelessly to the doorbell and can be placed anywhere within range.



Wireless Doorbell Chime Included

Image: The wireless doorbell chime mounted on a wall, with musical notes indicating its sound capabilities.

- **Smart Home Integration:** The doorbell is compatible with Amazon Alexa and Google Assistant, allowing for voice control and integration into your smart home ecosystem.

Alexa, show me the front door



Image: A smart display showing a live feed from the doorbell, with logos for 'Works with Alexa' and 'Works with Google Assistant'.

- **Event Recording and Storage:** The Toucan Smart Home App provides a rolling 24 hours of event recording history without a subscription.



Image: A smartphone displaying a list of recorded events from various cameras, indicating 'NO MONTHLY FEE' for unlimited devices.

5. Maintenance

- **Battery Charging:** The doorbell's built-in battery typically lasts for an extended period. When the battery level is low, you will receive a notification via the app. Recharge the doorbell using the provided USB cable. If using optional DIY wiring, the doorbell will trickle charge continuously.
- **Cleaning:** Periodically wipe the doorbell's camera lens and body with a soft, damp cloth to remove dust and dirt. Avoid using harsh chemicals or abrasive materials.
- **Environmental Conditions:** The doorbell has an IP65 rating, indicating it is protected against dust and water jets. While it is weather-resistant, avoid submerging it in water or exposing it to extreme temperatures outside its operating range.

6. Troubleshooting

- **Chime Losing Connection:** If the chime frequently loses connection to the doorbell, ensure it is within range and not obstructed by thick walls or other interference. Try re-pairing the chime according to its specific instructions. Ensure the chime's batteries (if applicable) are fresh.
- **Motion Detection Issues:** If motion detection is too sensitive or not detecting motion, adjust the sensitivity settings and customize the detection zones within the Toucan Smart Home App. Ensure the radar sensor area is clear of obstructions.
- **App Notifications Delayed or Not Received:** Check your smartphone's notification settings for the Toucan Smart Home App to ensure notifications are enabled. Verify that your phone has a stable internet connection.
- **Wi-Fi Connectivity Problems:** Ensure your doorbell is connected to a 2.4GHz Wi-Fi network. 5GHz networks are not supported. Check your Wi-Fi signal strength at the doorbell's location. Restarting your router and the doorbell may resolve connectivity issues.
- **Short Battery Life:** Frequent motion events, live view access, and cold weather can impact battery life. Ensure the doorbell is fully charged. Consider using the optional DIY wiring for continuous power if battery life is a persistent concern.
- **Poor Video Quality:** Ensure the camera lens is clean. Check your Wi-Fi connection speed. Low battery levels can sometimes affect video performance.

7. Specifications

Feature	Detail
Model	PRO 2024 Edition
Video Resolution	2K Full Quad HD
Field of View	140 Degrees
Motion Detection	Accurate Radar Motion Detection
Power Source	6,500mAh Built-in Rechargeable Battery, Optional Trickle Charge
Connectivity	Wi-Fi (2.4GHz only)
Two-Way Audio	Yes
Smart Home Compatibility	Amazon Alexa, Google Assistant
Ingress Protection (IP) Rating	IP65
Manufacturer	VuPoint Solutions

8. Warranty and Support







TOUCAN products are manufactured by VuPoint Solutions. For warranty information, technical support, or any inquiries regarding your Wireless Video Doorbell PRO, please refer to the official TOUCAN Smart Home

website or contact their customer service directly.

TOUCAN is committed to your privacy and safety, providing quality products and support. For the most up-to-date support resources, please visit the official TOUCAN Smart Home support page.

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Related Documents - PRO 2024 Edition

	<p>Toucan Wireless Video Doorbell V3 User Manual</p> <p>User manual for the Toucan Wireless Video Doorbell V3 (TVD300V/TVD300V-EC), covering setup, charging, pairing, installation, and warranty information.</p>
	<p>Toucan Wireless Video Doorbell PRO User Manual and Installation Guide</p> <p>Comprehensive guide for the Toucan Wireless Video Doorbell PRO (TVDP05GR-ML), detailing setup, installation, charging, pairing, optional wiring, and regulatory compliance. Learn how to enhance your home security with this smart device.</p>
	<p>Toucan Wireless Video Doorbell PRO (TVDP05GR) Installation and User Manual</p> <p>Comprehensive guide for installing and setting up the Toucan Wireless Video Doorbell PRO (TVDP05GR), including wiring instructions, app setup, compliance information, and component details.</p>
	<p>Toucan Wireless Video Doorbell Quick Start Guide</p> <p>Comprehensive guide for setting up and installing the Toucan Wireless Video Doorbell (TVD200WUC) and Chime (TDC100WU). Learn about charging, app setup, pairing, installation, and compliance information.</p>
	<p>Toucan TVDP05GR Wireless Video Doorbell PRO User Manual</p> <p>Comprehensive user manual for the Toucan TVDP05GR Wireless Video Doorbell PRO, detailing setup, installation, wiring, charging, pairing, and regulatory information.</p>
	<p>Toucan Wireless Video Doorbell PRO: Setup, Installation, and User Manual</p> <p>Comprehensive guide to installing and setting up the Toucan Wireless Video Doorbell PRO (TVDP05GR). Learn about features, pairing, wiring, and compliance.</p>