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› PHILIPS DDA270X-2TXS Security Video Doorbell Camera User Manual

PHILIPS DDA270X-2TXS

PHILIPS DDA270X-2TXS Security Video Doorbell Camera User Manual

Model: DDA270X-2TXS

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your PHILIPS DDA270X-2TXS Security Video Doorbell Camera. Please read this manual thoroughly before using the product to ensure proper functionality and safety. Keep this manual for future reference.



Image 1.1: The PHILIPS DDA270X-2TXS Security Video Doorbell Camera and its included chime unit.

2. PACKAGE CONTENTS

Verify that all components are present in the package before proceeding with installation.

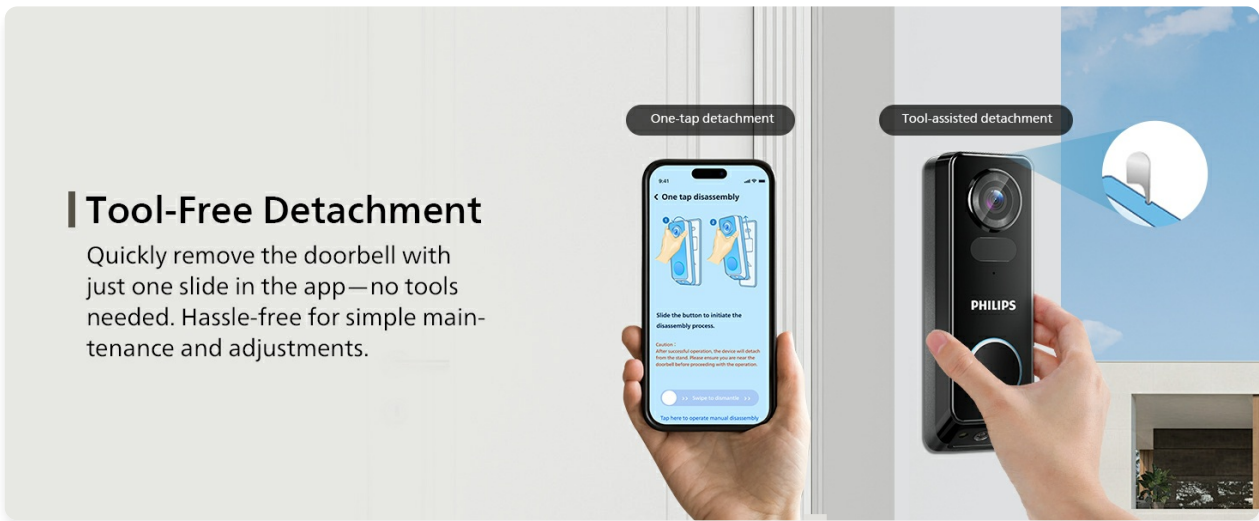


Image 2.1: All items included in the product package.

- PHILIPS Video Doorbell (1)
- Wi-Fi Chime (1)
- Lithium Ion Batteries (2, pre-installed or separate)
- Mounting Bracket (1)
- 15° Mounting Wedge (1)
- Screw Hole Positioning Card (1)
- Screw Pack (1)
- AC Cable Pack (1)
- Ethernet Cable (1)
- Charging Cable (1)
- Quick Start Guide (1)
- Ejector Pin (1)

3. SETUP AND INSTALLATION

3.1 Powering the Doorbell

The PHILIPS Video Doorbell offers two power options: battery or wired connection.

Long-Lasting Power

Power with consistent wiring or a long-lasting rechargeable battery.

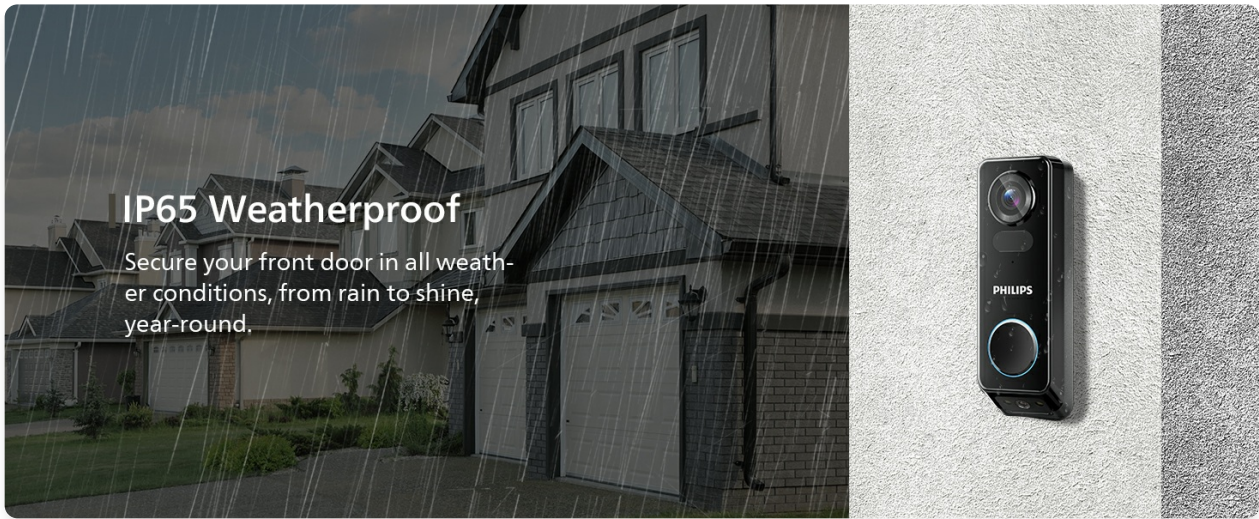


Image 3.1: Illustration of the 10,000mAh battery and wired power connection.

- **Battery Power:** The doorbell is equipped with a 10,000mAh rechargeable battery for long-lasting operation. Ensure the batteries are fully charged before initial installation.
- **Wired Power:** For continuous power, connect the doorbell to an existing doorbell wiring system. The wired power source must be 8-24V, >10VA. If connected to wires, the doorbell will not sound your existing chime, but will use the included Wi-Fi chime.

3.2 Physical Installation

The doorbell is designed for quick and easy installation. Use the provided mounting bracket and screws. A 15° mounting wedge is included for angled installations to optimize camera view.



IP65 Weatherproof

Secure your front door in all weather conditions, from rain to shine, year-round.

Image 3.2: The doorbell can be installed quickly using the provided mounting hardware.

3.3 App Setup and Pairing


Download the Philips Home Access app from your device's app store. Follow the in-app instructions to pair your doorbell and Wi-Fi chime. The app provides a user-friendly interface for managing your device.

3.4 Indoor Chime

The included Wi-Fi chime enhances the signal and ensures you hear the doorbell throughout your home. It offers stable signal and three-tier volume control.

Customized Radar & PIR Detection, No False Alerts

Significantly reduce false alerts with precise triple motion detection.



- Human Motion Detection**
Identifies human shapes for accurate recognition.
- PIR Motion Detection**
Pinpoints body heat for precise tracking.
- Radar Motion Detection**
Measures distance and tracks movements.

Image 3.3: The indoor chime provides audible alerts when the doorbell is pressed.

4. OPERATION

4.1 Dual Camera System

The doorbell features dual cameras for enhanced coverage. The front camera provides a view of approaching individuals, while the downward camera offers a clear view of the ground and packages near your doorstep, eliminating blind spots.

Dual-Camera Enhanced Coverage

Broader vision, unseen areas now in sight

Philips Dual Camera



Single Camera

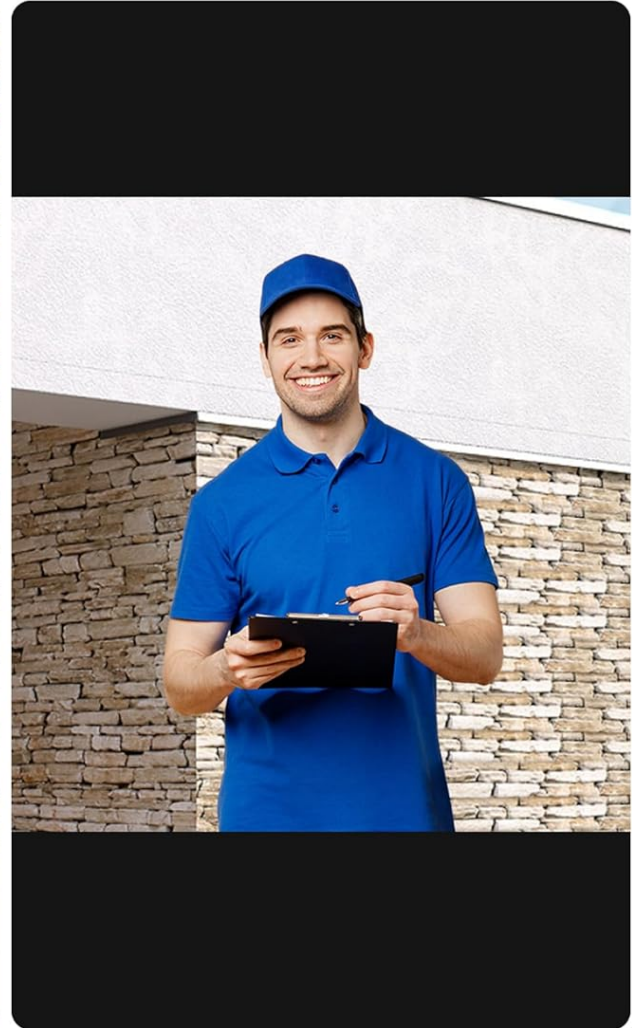


Image 4.1: Dual cameras provide a broader vision, including packages on the ground.

4.2 2K Full HD Video and Night Vision

Experience crisp 2K Full HD visuals. The integrated infrared night vision ensures clear identification of visitors in low-light conditions or complete darkness.

Higher Detection Precision

Advanced motion detection with radar, PIR sensors, and human detection reduces false alarms.



Image 4.2: Night vision allows clear visibility even in the dark.

4.3 Motion Detection

The doorbell features an advanced motion detection system utilizing radar, PIR sensors, and human detection to reduce false alarms. Customize detection zones for precision monitoring.

Customized Radar and PIR Detection

Filtering out false alarms from minor movements and wind gusts.



Image 4.3: Customizable radar and PIR detection zones minimize false alerts.

4.4 Two-Way Audio and Quick Responses

Communicate with visitors using the built-in microphone and speaker. The app also supports quick responses for convenience.

See Who's There Even at Night

Equipped with 6 infrared LEDs, our video doorbell provides clear night vision, illuminating every detail in the dark.



Image 4.4: Two-way audio and quick response options via the mobile app.

4.5 Local Storage and No Monthly Fees

The doorbell includes 8GB of secure, motion-activated video storage with AES 128-bit encryption. There are no monthly fees for accessing your recordings.

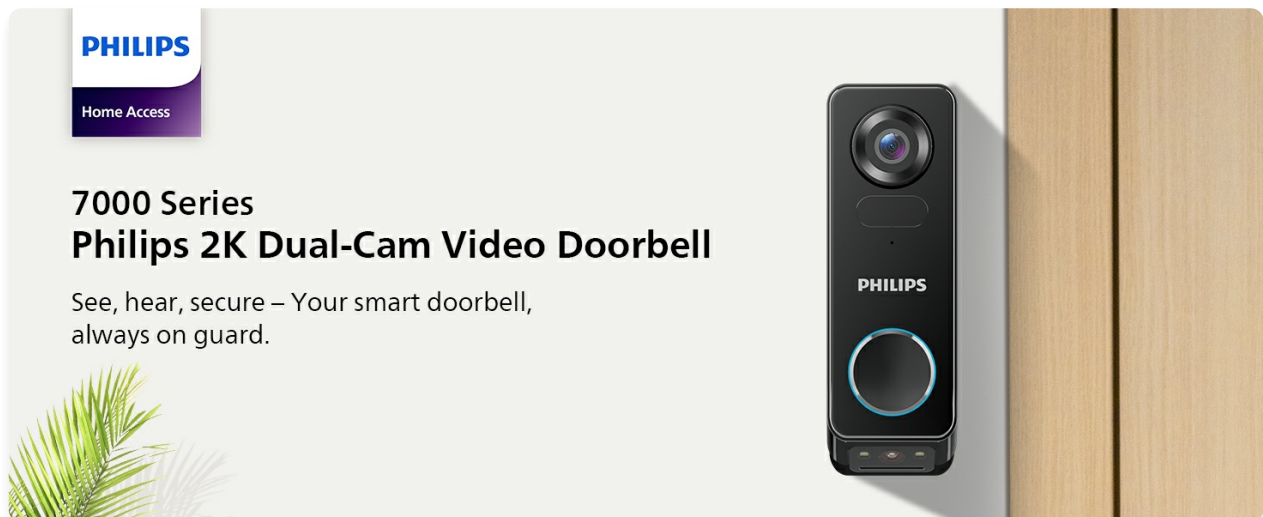


Image 4.5: Built-in 8GB local storage for instant viewing and playback without subscription fees.

4.6 Voice Assistant Compatibility

The doorbell is compatible with Alexa and Google Assistant for smart home integration. You can use voice commands to view the live stream from the front camera. Note that two-way audio is not supported via voice assistants, and the downward camera feed will not be visible due to device screen limitations.

Works with Alexa & Google Assistant

"Alexa, show me the front door."



- * When utilizing voice assistant capabilities, please note that **two-way audio is not supported**.
- * Additionally, due to screen size constraints, the display will exclusively feature the live stream from the front camera, and **the downward camera feed will not be visible**.

Image 4.6: Integration with Alexa and Google Assistant for convenient control.

4.7 Live View and Family Sharing

Access a live view of your doorstep from anywhere via the app. You can also easily share device access with family members.

Your Privacy is Our Priority

With local storage, ensures secure, private home monitoring without relying on cloud services.



Image 4.7: Share live video access with family members for simplified home monitoring.

4.8 Anti-Theft Alarm and Weather Protection

The doorbell features an anti-theft alarm that triggers if tampered with. It is also IP65 weatherproof, ensuring year-round protection against rain, wind, and sun.

Live View

Enjoy the convenience of checking who's at your door from anywhere, staying aware of home security.



Image 4.8: The anti-theft alarm deters unauthorized removal.

Indoor Chime Included

Enhances signal for improved performance and coverage, ensuring you hear the doorbell throughout your home.



Stable signal Three-tier volume

* Note: If you choose to connect it to wires, the doorbell will not sound your existing chime



Image 4.9: IP65 weatherproof rating ensures durability in various weather conditions.

5. MAINTENANCE

5.1 Battery Management

Monitor the battery level through the Philips Home Access app. You will receive low battery notifications to ensure continuous operation.

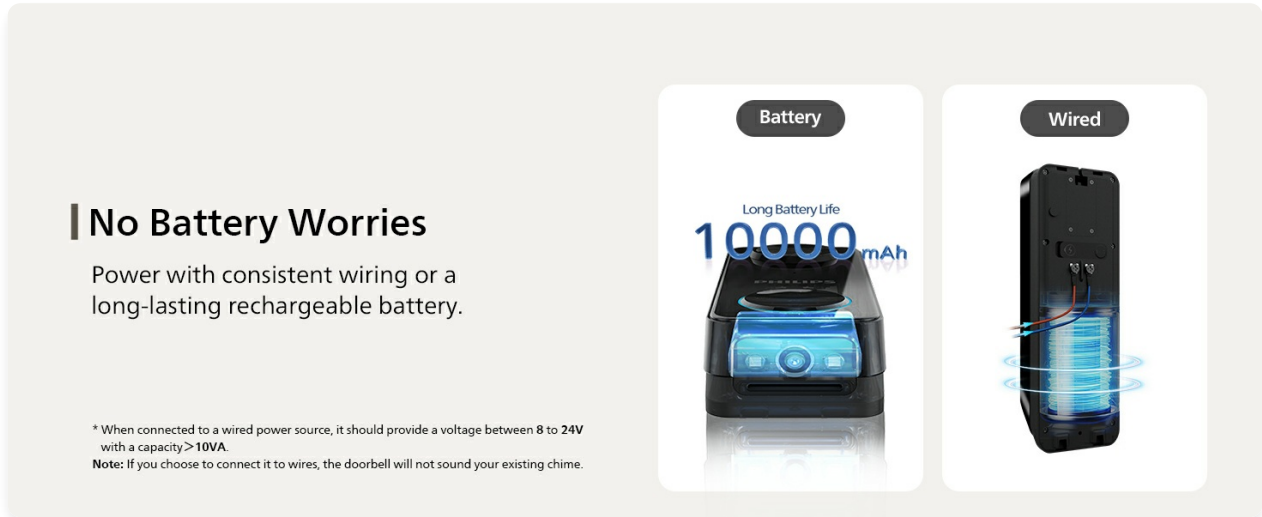


Image 5.1: Low battery alerts help prevent service interruptions.

To charge the battery, the doorbell can be detached from its mounting bracket. The design allows for tool-free detachment by sliding it off the bracket after an in-app confirmation.

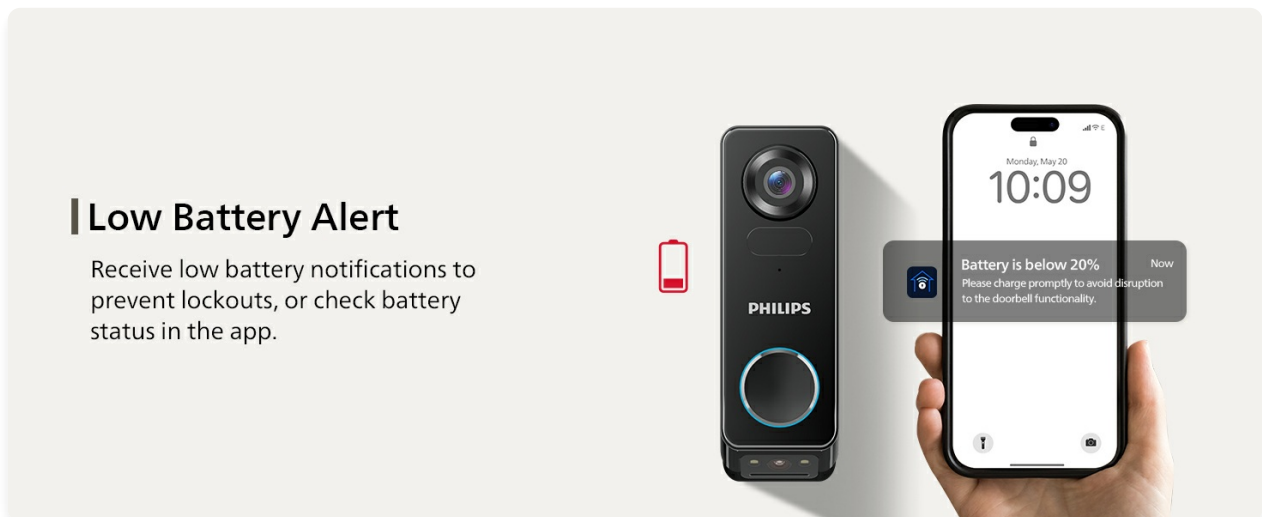


Image 5.2: Tool-free detachment simplifies battery charging and maintenance.

5.2 Cleaning

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

5.3 Firmware Updates

Periodically check the Philips Home Access app for available firmware updates. Keeping your doorbell's firmware updated ensures optimal performance and access to new features.

6. TROUBLESHOOTING

If you encounter issues with your PHILIPS Video Doorbell, refer to the following common problems and solutions:

- **Connectivity Issues:** If the doorbell disconnects from your phone or Wi-Fi, ensure your Wi-Fi network is stable and within range. Restarting your router and the doorbell may resolve the issue.
- **Live Video Feed or Recorded Clips Not Loading:** This can sometimes occur due to network fluctuations. Check your internet connection. If the issue persists, try restarting the app or the doorbell.
- **Excessive False Alarms:** Adjust the motion detection sensitivity settings within the Philips Home Access app. Customize detection zones to focus on specific areas and reduce triggers from irrelevant movements.
- **Chime Volume:** The included Wi-Fi chime has adjustable volume settings. If the volume is too loud or too low, adjust it via the chime unit or the app.
- **Doorbell Not Ringing:** Ensure the doorbell is powered correctly and paired with the chime. If using wired power, confirm the voltage requirements (8-24V, >10VA) are met.

For further assistance, please contact customer support.

7. SPECIFICATIONS

Feature	Detail
Model Number	DDA270X-2TXS
Power Source	Battery (10,000 mAh) / Wired (8-24V, >10VA)
Connectivity	Wi-Fi
Video Resolution	2K Full HD
Cameras	Dual Cameras
Night Vision	Infrared
Audio	Two-Way Audio
Storage	8GB Local Storage (No Monthly Fee)
Motion Detection	Radar, PIR, Human Detection
Voice Assistant	Alexa, Google Assistant Compatible
Weather Protection	IP65 Weatherproof
Dimensions (L x W x H)	7.1 x 4.8 x 2.4 inches
Item Weight	1.41 pounds

Included Components

Doorbell, 2 Lithium Ion batteries, Chime

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Your PHILIPS DDA270X-2TXS Security Video Doorbell Camera comes with an authorized warranty. Please refer to the warranty card included in your package for specific terms and conditions.



Image 8.1: PHILIPS commitment to quality and authorized warranty.

8.2 Customer Support

For any problems or inquiries, please contact PHILIPS customer support:

- **Phone:** +1(833)599-9111 (Mon-Fri 8 AM – 8 PM PST & Sat 9 AM – 5 PM PST)
- **Email:** Available 24/7 for assistance.