

VUE VIDEO DOORBELL

Installation Guide



Figure 1: VUE Video Doorbell

DESCRIPTION

The VUE Video Doorbell is a Wi-Fi and PoE-enabled doorbell capable of recording and storing video clips.

The doorbell supports a hybrid storage system, using on-board SD card storage for local recording and cloud upload for remote backup and retrieval.

The doorbell is activated on Dealer Admin. Once activated, you can configure doorbell settings like chime, microphone, and detection analytics on Dealer Admin and Virtual Keypad. Video clips are viewable on Virtual Keypad.

Compatibility

- Virtual Keypad App and Browser
- Dealer Admin

What is Included?

- VUE Video Doorbell
- Pre-installed 64 GB SD card
- Screw Pack
- AC Power Harnesses
- Chime Power Kit



BEFORE YOU BEGIN

Before installing the doorbell, ensure you have the following:

- **Dealer Admin access** — A Dealer Admin account is required to activate the VUE Video Doorbell. You cannot activate the doorbell using the Tech App or Virtual Keypad.
- **Wi-Fi network name and password** — If you are connecting the doorbell using Wi-Fi, ensure your network has a 2.4 GHz or 5.0 GHz signal
- **A computer, laptop, or mobile device** — A laptop or computer is recommended for displaying the QR code for Wi-Fi connection but you can also use a phone.
- **The doorbell's MAC Address** — You can find the MAC Address on the box or the back of the doorbell. Record this before mounting the doorbell.

CHOOSE HOW TO POWER THE DOORBELL

The doorbell can be powered using one of the following options:

- Existing 8-24 VAC mechanical doorbell wiring
- 8-24 VAC wired transformer
- Power over Ethernet (PoE).

If you are powering the doorbell using existing doorbell wiring or a wired transformer, complete the steps in **Option 1: Connect New Doorbell Using AC Power**.

If you are powering the doorbell using PoE (Power Over Ethernet), complete the steps in **Option 2: Connect New Doorbell Using PoE (Power Over Ethernet)**.

Refer to *Figures 2, 3, and 4* for more information about the doorbell's system components.

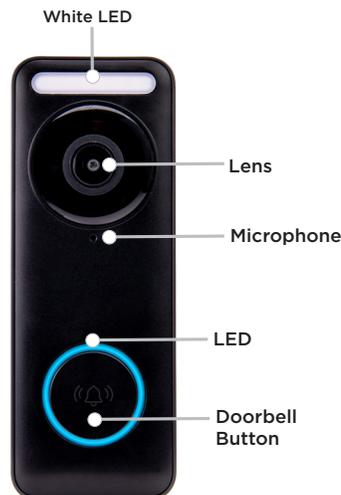


Figure 2: VUE Video Doorbell Front

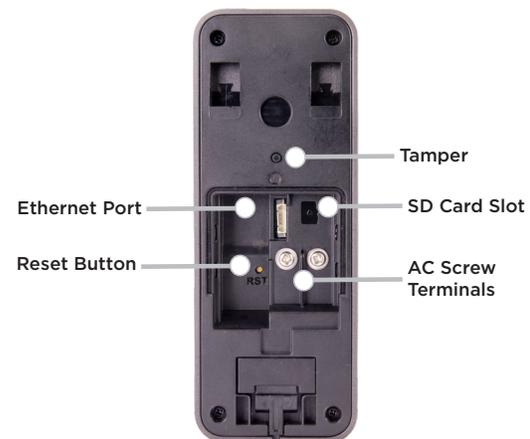


Figure 3: VUE Video Doorbell Back



Figure 4: VUE Video Doorbell Speaker

OPTION 1: CONNECT NEW DOORBELL USING AC POWER

Step 1: Remove Existing Doorbell

1. Ensure the existing doorbell works, then shut off the doorbell's power at the breaker.
2. Unscrew the doorbell from the wall. Leave the wiring exposed if you are using the wiring to connect to the new doorbell.
3. If needed, use the included template and place it in alignment with the existing wiring. Mark where the mounting holes are located using the template as a guide.

Step 2: Connect New Doorbell to Power

1. Use the included screws to mount the doorbell backplate to the wall. Refer to *Figure 5*.
You can also mount the wedge and backplate to the wall. If you are using the wedge, position the flat side of the wedge against the wall, then place the backplate on top of the wedge. Secure both pieces to the wall using the included screws. The backplate and wedge are located separately inside the box.
2. Lift the back tab on the doorbell to access the AC screw terminals.
3. Route the wires through the center opening of the backplate.
4. Loosen the AC screw terminals on the back of the doorbell enough to slide the wires underneath. Place one wire under each screw (the order does not matter), then tighten the screws firmly so each wire is held securely with no exposed strands. Refer to *Figure 6*.

IMPORTANT: If you are using AC power, the doorbell **does not** automatically enter Wi-Fi pairing mode when it powers on. Press the **RST** (reset) button for five seconds to put the doorbell in Wi-Fi pairing mode.



Figure 5: Drilling the Backplate



Figure 6: AC Power Connection

Step 3: Determine if You Need to Install the Chime Power Kit

1. Test the existing mechanical chime before installing the chime power kit. Restore power to the breaker. Once the doorbell is powered on, press the doorbell button and listen.
2. If the mechanical chime works correctly (single ding/dong when the doorbell button is pressed, then silence), the chime power kit is **not** required. Skip to *Step 5: Activate the Doorbell on Dealer Admin*. If the mechanical chime produces a constant hum, buzz, or tone after connecting the doorbell to power or pressing the doorbell button, turn the breaker off, then complete the steps below to install the chime power kit.

Refer to the table below to determine the available options when using a chime with the doorbell.

CHIME OPTIONS		
Chime Type	What You Need	Description
Existing mechanical chime	Chime power kit (if existing chime does not work)	See Step 3 above.
1136 Wireless Remote Chime	1108 Doorbell Module and 10 ohm 5W resistor	The 1136 follows keypad annunciation, not the doorbell directly. Use an 1108 tied into the doorbell's chime circuit to trigger keypad/sounder annunciation.
8860 Series Keypad Chime	1108 Doorbell Module and 10 ohm 5W resistor	Allows keypads to chime on doorbell press
Third-Party Digital/Wireless Chime	Not supported	The VUE Video Doorbell supplies constant power, which causes digital and wireless chimes to ring continuously.
No Chime (PoE Only)	No additional hardware needed	Notifications available through Virtual Keypad

Step 4: Install Chime Power Kit (If Needed)

1. After you've tested the existing mechanical chime, ensure the breaker supplying power to the mechanical chime is off, then remove the cover from the mechanical chime.
2. Loosen the **TRANS** terminal and connect the existing chime wire to the chime power kit wire using the included wire nut.
3. Loosen the **FRONT** terminal and connect the existing chime wire to the chime power kit wire using the included wire nut.
4. Connect the wire harness to the **TRANS** terminal and tighten it down.
5. Connect the other wire harness to the **FRONT** terminal and tighten it down.
6. Insert the white wire connector into the chime power kit.
7. Mount the chime power kit within the mechanical chime housing using the adhesive backing and replace the cover.
8. Turn on the breaker to the part of the home where the video doorbell and mechanical chime are installed.
9. Once the doorbell powers on, the LED flashes blue and the doorbell says, "Power on."

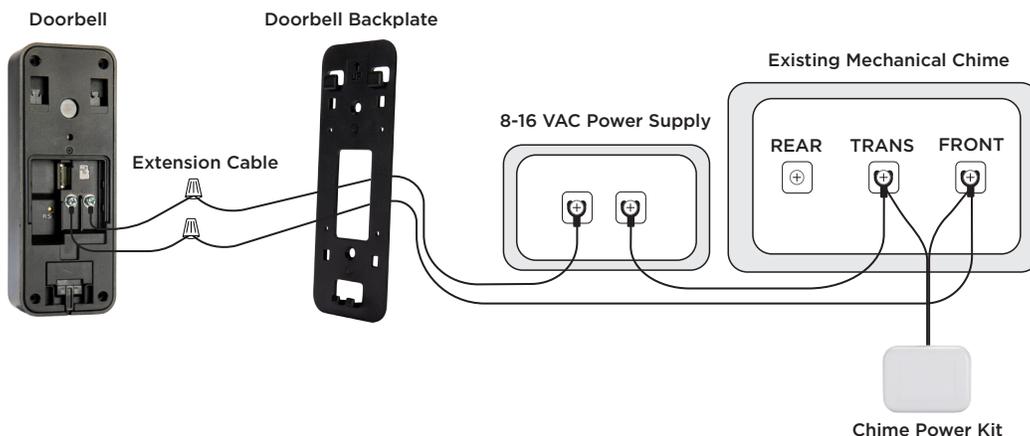


Figure 7: Chime Power Kit Installation

Step 5: Activate Doorbell on Dealer Admin

Enable Doorbell Features

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** you want the doorbell to be associated with.
3. At the top of the screen, select **Edit**.
4. Scroll down to **Virtual Keypad (App & Website)** and ensure the **Standard** or **Virtual Keypad Access** plan is selected.
5. Scroll down to **Video**. At **VUE Video Doorbell**, select the checkbox to enable video doorbell features.
6. In the **Number of Doorbells** drop-down menu, select how many doorbells you want to add to the system. You can add up to 8 doorbells per system.
7. Select **Save** at the top or bottom of the screen.

Connect Doorbell to Wi-Fi

The doorbell does not automatically enter Wi-Fi pairing mode. Ensure you push the reset button to put the doorbell in pairing mode. Ensure that you know the Wi-Fi network and password that you wish to connect the doorbell to and that the network provides a 2.4 GHz or 5.0 GHz Wi-Fi signal.

IMPORTANT: The QR code on the physical doorbell links to the installation guide, not the Wi-Fi QR code. The Wi-Fi QR code is generated on Dealer Admin after you enter the Wi-Fi SSID and password. Refer to *Step 5* below.

1. Locate the **RST** (reset) button on the back of the doorbell, then use the straight end of the SIM ejector tool and press the **RST** button for five seconds. Refer to *Figure 3*. When the doorbell is ready to connect, the LED flashes red quickly and the doorbell plays the following message: "Please scan the Wi-Fi QR Code with the doorbell camera."

Note: Pressing the **RST** button for 15 seconds resets the doorbell to its factory default settings. Ensure you only press the **RST** button for five seconds to reset the network settings.

2. Log in to Dealer Admin (dealer.securecomwireless.com).
3. Go to **Customers** and select the **System Name** the doorbell is associated with.
4. At **Video**, go to **Video Doorbells** and select **+ Doorbell**.
5. Select **Wi-Fi**, then enter the Wi-Fi network's **SSID** and **Passphrase**. Select **Next**. A QR code displays on the screen.
6. Hold the QR code 6-12 inches away from the front of the camera lens until the LED flashes blue. When the doorbell is successfully connected, it plays the following message: "Wi-Fi connected successfully."

Note: If the doorbell does not connect to Wi-Fi, the LED stops flashing and the doorbell plays the following message: "Wi-Fi pairing failed. Please try again."

7. Enter the camera **MAC Address** or **UUID Number**, then select **Submit**.

Note: The **MAC Address** and **UUID Number** are printed on the box and on the back of the doorbell. The **MAC Address** can be scanned with a barcode scanner on a mobile device.

8. Wait for the doorbell to be added to the system in Dealer Admin. This may take several minutes. Once added, the doorbell displays in the doorbell settings page.
9. To configure doorbell settings and create detection regions, refer to [Dealer Admin Help: Setup VUE Video Doorbell](#) for more information. Virtual Keypad users can also configure doorbell settings and create detection regions if desired. For more information, go to [Virtual Keypad App Help: Use the VUE Video Doorbell](#) and [VirtualKeypad.com Help: Use VUE Video Doorbell](#).

Step 6: Mount Doorbell

1. If the back tab is not already secured, place it in its original position by aligning it with the back of the doorbell, then press down until it snaps in place.
2. Align the doorbell with the mounted backplate, then press down to secure the doorbell onto the backplate. Refer to *Figure 8*.

Note: If you need to remove the doorbell from the mounted backplate, refer to *Remove Doorbell from the Backplate* for more information.

Align the doorbell with the mounted backplate, then press down to secure it.



Figure 8: Mounting Doorbell

OPTION 2: CONNECT NEW DOORBELL USING POE (POWER OVER ETHERNET)

Step 1: Remove Existing Doorbell

1. Ensure the existing doorbell works, then shut off the doorbell's power at the breaker.
2. Unscrew the doorbell from the wall. Leave the wiring exposed if you are using the wiring to connect to the new doorbell.
3. If needed, use the included drill template and place it in alignment with the existing wiring. Mark where the mounting holes are located using the template as a guide.

Step 2: Connect New Doorbell to Power

1. Use the included screws to mount the doorbell backplate to the wall. Refer to *Figure 9*.
You can also mount the wedge and backplate to the wall. If you are using the wedge, position the flat side of the wedge against the wall, then place the backplate on top of the wedge. Secure both pieces to the wall using the included screws. The backplate and wedge are located separately inside the box.
2. Lift the back tab on the doorbell to access the Ethernet port.
3. Connect an Ethernet cable to the Ethernet port. Refer to *Figure 10*.
4. Route the Ethernet cable through the center opening of the backplate, then connect the other end of the Ethernet cable to a PoE switch or injector.
5. Place the back tab in its original position by aligning it with the back of the doorbell. Press down to secure it.
6. Restore power at the breaker. Once the doorbell powers on, the LED flashes blue and the doorbell says, "Power on."

IMPORTANT: A mechanical chime can also be used with the doorbell when it is connected to a hardwired network (not PoE). To do this, connect the doorbell to the existing doorbell wiring or transformer first, then connect the Ethernet cable. The mechanical chime does not work with PoE alone. To use a chime with PoE only, use an 1108 Doorbell Module to trigger keypad annunciation.



Figure 9: Drilling the Backplate



Figure 10: PoE Connection

Step 3: Activate Doorbell on Dealer Admin

Enable Doorbell Features

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** you want the doorbell to be associated with.
3. At the top of the screen, select **Edit**.
4. Scroll down to **Virtual Keypad (App & Website)** and ensure the **Standard** or **Virtual Keypad Access** plan is selected.
5. Scroll down to **Video**. At **VUE Video Doorbell**, select the checkbox to enable video doorbell features.
6. In the **Number of Doorbells** drop-down menu, select how many doorbells you want to add to the system. You can add up to 8 doorbells per system.
7. Select **Save** at the top or bottom of the screen.

Connect Doorbell Over Network (PoE)

1. Log in to Dealer Admin (dealer.securecomwireless.com).
2. Go to **Customers** and select the **System Name** the doorbell is associated with.
3. At **Video**, go to **Video Doorbells** and select **+ Doorbell**.
4. Select **Hardwired** if you are using an Ethernet cord for network connection.
5. Enter the **Mac Address** or **UUID Number**, then select **Submit**.

Note: The **Mac Address** and **UUID Number** are printed on the box and on the back of the doorbell. The **MAC Address** can be scanned with a barcode scanner on a mobile device.

6. Wait for the doorbell to be added to the system in Dealer Admin. This may take several minutes. Once the doorbell is added, it displays in the doorbell settings page.

Note: If a firmware update is available, the doorbell automatically updates to the newest firmware during the activation process. This may take up to 15 minutes.

7. To configure doorbell settings and create detection regions, refer to [Dealer Admin Help: Setup VUE Video Doorbell](#) for more information. Virtual Keypad users can also configure doorbell settings and create detection regions if desired. For more information, go to [Virtual Keypad App Help: Use the VUE Video Doorbell](#) and [VirtualKeypad.com Help: Use VUE Video Doorbell](#).

Step 4: Mount Doorbell

Ensure the back tab is secured on the doorbell. Align the doorbell with the mounted backplate, then press down to secure the doorbell onto the backplate. Refer to *Figure 11*.

Note: If you need to remove the doorbell from the mounted backplate, refer to *Remove Doorbell from the Backplate* for more information.

Align the doorbell with the mounted backplate, then press down to secure it.



Figure 11: Mounting Doorbell

TROUBLESHOOTING

Doorbell Is Connected to Wi-Fi but Does Not Appear on Dealer Admin

If the doorbell successfully connects to Wi-Fi but does not appear in Dealer Admin after several minutes, complete the following steps:

1. Verify that port 4001 is open and not blocked by a firewall or router restriction on the customer's network
2. Confirm the MAC Address entered in Dealer Admin matches the MAC Address on the doorbell box or back label.
3. Test with a cell phone hotspot to rule out network restrictions. If the doorbell connects to Dealer Admin on a hotspot, the issue is with the customer's network configuration.
4. If a firmware update is available, it automatically runs during activation and may take up to 15 minutes. Wait for the update to complete before troubleshooting further.

QR Code Scanning Tips

- Use a laptop or computer screen. If you are using a phone screen, refresh rates can sometimes conflict with the doorbell, which causes scan failures.
- Hold the QR code 6-12 inches from the camera lens.
- Ensure the screen is at full brightness.
- If scanning fails, try a different device to display a QR code.
- If repeated attempts fail, press the **RST** button for 5 seconds to re-enter pairing mode and try again.

MAC Address Tips

- Locate the MAC Address and UUID Number on the box and back of the doorbell.
- Record the MAC Address before mounting the doorbell, as it is difficult to access once installed on the backplate.
- You can use a barcode scanner on a mobile device to scan the MAC Address for accuracy.
- Always use the MAC Address printed on the box and doorbell. The MAC Address the doorbell broadcasts on your network may differ from the one printed on the doorbell box.
- If Dealer Admin returns an "unsupported device" error, verify that VUE Video Doorbell (not Legacy Doorbell) is selected in the Video settings.

ADDITIONAL INFORMATION

Remove Doorbell from Backplate

To remove the doorbell from the backplate, complete the following steps:

1. Use the included SIM ejector tool and insert the rounded end in the pinhole insert. Refer to *Figure 4*. The doorbell releases from the mounted backplate.
2. Lift and pull the doorbell to remove it from the backplate.

Reconnect Doorbell to Wi-Fi

If your Wi-Fi network name and password has changed, you can update the Wi-Fi information for your video doorbell on Dealer Admin. If a Virtual Keypad user needs to reconnect the doorbell to Wi-Fi on Virtual Keypad, refer them to the following documentation:

- [Virtual Keypad App Help: Use the VUE Video Doorbell](#)
- [VirtualKeypad.com Help: Use VUE Video Doorbell](#)

Ensure that you know the Wi-Fi network and password that you wish to connect the doorbell to and that the network provides a 2.4 GHz or 5.0 GHz Wi-Fi signal. Complete the following steps to reconnect the doorbell to Wi-Fi:

1. If the doorbell is already mounted, complete the following steps to remove the doorbell from the backplate. If the doorbell is not mounted, skip to *Step 4*.
2. Use the included SIM ejector tool and insert the rounded end in the pinhole insert. Refer to *Figure 4*. The doorbell releases from the mounted backplate.
3. Lift and pull the doorbell to remove it from the backplate.
4. Remove the back tab from the doorbell, then locate the **RST** button on the back of the doorbell. Refer to *Figure 3*.
5. Use the straight end of the SIM ejector tool and press the **RST** button for five seconds. This only resets the doorbell's network settings. When the doorbell is ready to connect, the LED flashes red quickly and the doorbell plays the following message: "Please scan the Wi-Fi QR Code with the doorbell camera."

 **Note:** Pressing the **RST** button for 15 seconds resets the doorbell to its factory default settings. Ensure you only press the **RST** button for five seconds to reset the network settings.

6. Go to the Dealer Admin log in page (dealer.securecomwireless.com), then select **Generate QR Code**.
7. Enter the Wi-Fi network's **SSID** and **Password**, then select **Next**. A QR code displays.
8. Hold the QR code 6-12 inches away from the front of the camera lens until the LED flashes blue. When the doorbell is successfully connected, it plays the following message: "Wi-Fi connected successfully."

 **Note:** If the doorbell does not connect to Wi-Fi, it plays the following message: "Wi-Fi pairing failed. Please try again."

9. Once the doorbell is connected, select **Close**.

LED Status Indicators

LED Behavior	Description
Flashes blue	Doorbell powered on
Flashes red quickly	Doorbell in Wi-Fi pairing mode (ready to scan QR code)
Flashes blue (after scanning the QR code)	Doorbell connecting to Wi-Fi
Solid blue	Wi-Fi connection successful
LED stops flashing	Wi-Fi pairing timed out. Press RST button for 5 seconds to retry.

Add Doorbell as a Camera to the XV Gateway with AlarmVision®

You can add the doorbell as camera to the XV Gateway with AlarmVision®. When added as a doorbell, the device has full doorbell functionality and displays under **Video Doorbells** on Dealer Admin. When added as a camera, the device only functions as a camera and displays under **Cameras** on Dealer Admin. The doorbell can be added in both ways.

To add the doorbell as a camera to the XV Gateway, refer to [XV Gateway with AlarmVision® Help: Add Devices to the XV Gateway](#).

Access Control Harness Wires

The VUE Video Doorbell includes colored wires (black, purple, white, red, yellow, and gray), which may be used for future access control applications. These wires are not needed for standard doorbell installation.

Network Requirements

- Wi-Fi network is 2.4 GHz or 5.0 GHz.
- Port 4001 is open (outbound) for the doorbell to communicate with Dealer Admin.
- If the network has MAC filtering, client isolation, or restrictive firewall rules, the doorbell may connect to Wi-Fi but fail to reach Dealer Admin.
- Test with a cell phone hotspot to verify whether the issue is with the customer's network.

Recommended Transformers

- Single doorbell — 16.5 VAC, 30VA minimum
- Two doorbells on one transformer — 16.5 VAC, 50VA



Note: A 10 ohm 5W resistor is required if you are using an 1108 Doorbell Module.

Reference Documents

Refer to the following documentation for more information:

- [Dealer Admin Help: VUE Video Doorbell](#)
- [DMP Video Doorbell Troubleshooting Guide](#)
- [Virtual Keypad App Help: Use the VUE Video Doorbell](#)
- [VirtualKeypad.com Help: Use the VUE Video Doorbell](#)

VUE VIDEO DOORBELL

Specifications

Sensor and Lens

Image Sensor	5MP (High), 2MP (Medium), & 1MP (Low)
Lens	1.2mm
Field of View	180 degrees (Vertical), 120 degrees (Horizontal)
Video Compression	H.264 & H.265
Frame Rate	25fps
IR Distance	16.4 ft
Resolution	2880 x 1620 pixels

Network

Wi-Fi Frequency	2.4 & 5.0 GHz
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On-Board Storage

64 GB SD card installed
(Supports up to 1 TB)

Hardware

Power Required	8-24 VAC
Power Consumption Max	300mA
Standby	165mA
Operating Temperature	-22°F to 120°F (-30°C to 40°C)
Dimensions	1.7" W x 5" H x 1.5" D

Compatibility

Manufactured for use in the USA, Canada, Mexico, and Australia
Virtual Keypad App and Browser
Dealer Admin

Ordering Information

VUE-Doorbell



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