

Troubleshooting For Doorbell Solar Charger

Q1: Why is my solar charging panel not working?

A1: Please follow the steps to install.

Step 1: Please check if your device is the following model. The solar doorbell panel is only compatible with following model. Not for other model.

Ring Video Doorbell (2nd Generation - 2020 Release)

Ring Video Doorbell 4

Ring Video Doorbell 3

Ring Video Doorbell 3 Plus

Ring Video Battery Doorbell

Step 2: Please check whether the solar charger panel has been installed correctly according to the steps in the instruction manual. You can also choose to scan the QR code on the manual to view the video to view the installation steps on the video.

1) Installation Steps For Video Doorbell (2nd Generation - 2020 Release).

- A. If your Ring Video Doorbell is already installed, Uninstall it now. You'll need to remove the security screw, pop off the face-plate, then remove the mounting screws.
- B. Tear off the release paper from the back and stick it directly to the wall.
- C. Install the solar charger on wall and attach the back panel on the solar charger.
- D. Fit your Video Doorbell into the Solar Charger, taking care to feed the contractible wire back into the charger. Then, secure your Video Doorbell to the charger with the provided screws.
- E. Re-attach the face-plate to your Doorbell & install the security screw.

2) Installation Steps For Video Doorbell 4/3/3 Plus/Battery Doorbell Plus

- A. If your Video Doorbell is already installed, uninstall it now. You'll need to remove the security screw, pop off the face-plate, then remove the mounting screws.
- B. Tear off the release paper from the back and stick it directly to the wall.
- C. Install the solar charger on wall and attach the back panel on the solar charger.
- D. Loosen the screw terminals on your Video Doorbell. Insert the wire connector from the Solar Charger under both terminals, then re-tighten.
- E. Fit your Video Doorbell into the Solar Charger, taking care to feed the contractible wire back into the charger. Then, secure your Video Doorbell to the charger with the provided screws.
- F. Re-attach the face-plate to your Doorbell & install the security screw.

Step 3: Please check whether the solar charger panel is installed in a location with sufficient sunlight. Note: The solar charging base cannot convert lights or other non-solar light sources into electrical energy. Therefore, the solar charging bracket needs to be installed in a sunny place. And should maintain more than 4 hours of light time every day without other obstructions.

Step 4: Step 4: Please check whether the solar panel is covered with dust or snow. The solar charging stand mainly relies on adjustable solar panels for energy conversion. Please clean up the snow covering the solar panels in time.

Q2: My device is charging slowly, why?

A2: Please adjust the solar panel to a position where sunlight can reach it.

A. Charging efficiency is determined by the time and intensity of light absorbed by the solar charging panel that day. Please install the solar charging base in a sunny location, and the solar charging panel needs to absorb more than 4 hours of sunlight every day.

B. Long periods of rain or snow may cause slow charging.

C. Please clean the dust layer on the solar panel promptly.

Q3: Why is it not compatible with my Ring Video Doorbell (2nd Generation - 2020 Release)?

A3: When installing the Ring Video Doorbell (2nd Generation - 2020 Release), don't forget to install the adapter included in the package. (Note: The converter is packed in a separate bag with the words "Only for the Ring Video Doorbell (2nd Generation - 2020 Release)" marked on it)