



Wemo Smart Video Doorbell, WDC010

Frequently Asked Questions

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PRODUCT INFORMATION

1. What is the Wemo Smart Video Doorbell, WDC010?

The **Wemo Smart Video Doorbell, WDC010** offers an easy and convenient way to safely monitor your home with an expanded field of view, high-quality video resolution and secure recording capabilities. Working exclusively with Apple® HomeKit® Secure Video, it's an easy way to a simpler, smarter, and more secure home. You'll see everything with a super-wide 178° vertical field of view, and the 4MP high-resolution camera allows for premium zoom clarity. To know more, click [here](#).

2. What is HomeKit Secure Video?

HomeKit Secure Video is a service provided by Apple and part of iCloud®. HomeKit Secure Video allows you to record video from HomeKit-enabled cameras and store these on your iCloud account.

3. What is HomeKit Face Recognition?

HomeKit Face Recognition is a service provided by Apple and part of iCloud. Using your HomeKit-enabled camera or video doorbell and iCloud account, identify visitors to your home using facial recognition and get notified of who's at your door.

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6. Is the Wemo Doorbell Wi-Fi-certified?

No.

7. Is the Wemo Doorbell Apple HomeKit-certified?

Yes.

8. Is the Wemo Doorbell Proposition 65-certified?

Yes.

9. Is the Wemo Doorbell RoHS-certified?

Yes.

10. In what color does the Wemo Doorbell come in?

The Wemo Doorbell is available in two-toned black and grey colorway (WDC010).

11. What are included in the package with the Wemo Doorbell?

Below are included in the package:

- Wemo Doorbell
- Setup guide
- Bracket
- Left/Right wedge
- Screws and screwdriver
- Power kit with connectors

For additional details, click [here](#).

HARDWARE INFORMATION

1. What WiFi standard does the Wemo Doorbell use?

The Wemo Doorbell's wireless standard is 802.11g/n on 2.4 GHz and 5 GHz bands.

2. What WiFi security type does the Wemo Doorbell support?

The Wemo Doorbell supports the following WiFi security types:

- WPA™ Personal
- WPA2™ Personal
- WPA3 Personal

3. Does it support Near Field Communication (NFC)?

Yes. It supports NFC for setting up.

4. Does the Wemo Doorbell have a battery?

Yes. It has an integrated battery that is used for ringing your existing doorbell chime. However, it is not meant to be used to power the doorbell camera.

5. How many buttons are on the Wemo Doorbell?

It has two buttons; on the front and one reset/restore button on the back.

6. What are the dimensions and weight of the Wemo Doorbell?

Below are the dimensions of Wemo Doorbell:

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2.1 in with angle mount)



Yes. The doorbell features three status lights:

- Status light
- Light bar
- Button light

8. What are the operating and storage temperatures of the Wemo Doorbell?

Operating temperatures:

- -20°C to 45°C
- 10% to 80% humidity

Storage temperatures:

- -20°C to 70°C
- 5% to 90% humidity

9. Does the Wemo Doorbell have night vision or low light mode capabilities?

Yes. If the Wemo Doorbell senses low light conditions, it will change to its night vision camera and turn on two IR lights to light your porch.

10. What type of drill bit comes with the Wemo Doorbell?

The Wemo Doorbell includes a 6 mm tungsten carbide masonry drill bit for drilling into stone, stucco, and cement as well as wood.

11. What type of security screwdriver is used with the Wemo Doorbell?

The Wemo Doorbell also includes a Torx T6 Security screwdriver.

12. What type of screws are used to secure the doorbell wiring to the mounting plate?

You will need a 3 mm M3 screw with Philips head.

13. Is the Wemo Doorbell weather-resistant?

The Wemo Doorbell is weather resistant with a rating of IP65. It is not designed to be submerged.

14. How many microphones are in the Wemo Doorbell?

The Wemo Doorbell has one microphone.

15. How many speakers are in the Wemo Doorbell?

The Wemo Doorbell has one speaker.

COMPATIBILITY

1. What equipment are required to use the Wemo Doorbell?

The following are the equipment needed:

- WiFi router
- Wired doorbell system (16-24V AC).
- HomeKit Secure Video
- Latest version of iOS or iPadOS® (recommended)
- A supported iCloud plan and a HomePod®, Apple TV® or iPad set up as a home hub (recommended to be updated to the latest software and operating system)

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3. Does the Wemo Doorbell support HomeKit Secure Video recording?

Yes. More information can be found on the [Apple Support site](#).

4. Does the Wemo Doorbell support Home app Scenes?

The Wemo Doorbell cannot be controlled by a Home app scene but it can be used as a motion sensing device to trigger other HomeKit devices or Home app scenes.

5. Does the Wemo Doorbell work with Amazon Alexa devices?

No.

6. Does the Wemo Doorbell work with Google Home™ devices?

No.

7. Does the Wemo Doorbell work with Siri®?

No.

8. Can the Wemo Doorbell be viewed remotely?

The Wemo Doorbell requires a Home Hub device to be viewed remotely.

9. Does the Wemo Doorbell work with the Wemo app?

No. The Wemo Doorbell is compatible with HomeKit only.

10. Does the Wemo Doorbell support Wemo accounts?

No. The Wemo Doorbell is compatible with HomeKit only.

11. Can the Wemo Doorbell be used with Wemo rules?

No. The Wemo Doorbell is compatible with HomeKit only.

12. Can the Wemo Doorbell be used to control non-Wemo devices?

Yes. The Wemo Doorbell can be used as a motion sensor to trigger Home app scenes and control third party HomeKit compatible devices.

13. Can the Wemo Doorbell be used with Android™ devices?

No.

14. Can the video feed of the Wemo Doorbell be accessed directly through a web browser?

No. The video feed can only be accessed through the Home app or on an Apple TV® device.

15. Can the Wemo Doorbell connect to my WiFi network?

Yes. The Wemo Doorbell supports 802.11g/n networks and 2.4 GHz or 5 GHz WiFi bands.

16. What type of power requirements does the Wemo Doorbell have?

The Wemo Doorbell requires using a 16V / 30VA or 24V / 30VA doorbell transformer.

17. Does the Wemo Doorbell work with mechanical doorbell chimes?

Yes. The Wemo Doorbell can be used to ring a mechanical doorbell chime. To do this, you need to use the Wemo Doorbell power kit and enable the Ring Doorbell setting in the Apple Home app.

18. Does the Wemo Doorbell work with digital doorbell chimes?

No. The Wemo Doorbell cannot ring a digital doorbell chime. If you're installing with a digital doorbell chime, you will need to use the Chime Bypass

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[Skip to footer content](#) [Make sure that the Ring Doorbell setting in the Apple Home app is set to OFF.](#)



1. What is needed to set up the Wemo Doorbell?

The Wemo Doorbell needs the following to set up:

- A mechanical doorbell chime
- A 16V/30VA or 24V/30VA doorbell transformer
- The Wemo Doorbell Power Kit
- A Phillips screwdriver

2. Where do I locate the HomeKit code for the Wemo Doorbell?

The HomeKit code can be found on the following:

- On the quick start guide
- At the back of the Wemo Doorbell

NOTE: You will first need to remove the battery cover to view the code at the back of the Wemo Doorbell.

3. How do I add the Wemo Doorbell to an Apple Home network?

For a walkthrough on adding to the Apple Home network, click [here](#).

4. What are the mounting options for the Wemo Doorbell?

For wall mounting instructions, click [here](#).

5. How do I create a Scene in the Apple Home app?

To know how to create a Scene, click [here](#).

FUNCTIONALITY

1. What do the status lights mean on the Wemo Doorbell?

To know the light behavior of the Wemo Doorbell, see below:

Status description	Status light	Light bar	Light ring
Unit OFF (no power)	OFF	OFF	OFF
Rebooting	Solid white	Solid white	Solid white
Setup mode	Flashing blue		Pulse white and blue
Connecting to WiFi			
HomeKit connection error	OFF	Yellow	
Ready	Solid blue	Solid white	
Identify in Home app		Flashing white	
Streaming video	Solid red	Solid white	Solid white
Motion detected		Flashing white	
Doorbell pressed		Flashing blue	
Two-way communication		Solid blue	
Low power / overheat warning	OFF	Solid red	OFF
WiFi reset		OFF	Yellow
Factory restore			Red

For additional information, click [here](#).

2. What is Chime Bypass Mode on the Wemo Doorbell?

Chime Bypass mode is used when you will be using the Chime Bypass connector. This will keep the Wemo Doorbell from trying to ring a doorbell chime.

3. How do I place the Wemo Doorbell into Chime Bypass Mode?

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[Skip to footer content](#) is required to be set when you will be using the Chime Bypass connector. For instructions, click [here](#).



5. How do I enable or disable the ringing of the chime in the Home app?

By default, the Home app sets the ringing of the doorbell to OFF. You can change this in the Home app settings. For instructions, click [here](#).

6. What is the click I hear sometimes from the doorbell?

The click you hear is the camera changing between normal mode and night vision mode. This is a completely normal part of operation.

7. What is the field of view for the Wemo Doorbell?

The Wemo Doorbell has a 178° x 140° x 223° (vertical x horizontal x diagonal) field of view.

8. What is the angle of the angle wedge?

The angle of the angle wedge is at 20°.

9. Can the Wemo Doorbell be used outdoors?

Yes, in a covered location. The Wemo Doorbell should not be exposed to direct rain or sun.

10. Can the Wemo Doorbell be used as a motion sensor?

Yes. It can be used to trigger Home app scenes.

11. Does the Wemo Doorbell support two-way communication?

Yes. The Wemo Doorbell has a microphone and speaker. Using the Apple Home app, you can communicate with people near the doorbell.

12. Why does my Wemo Doorbell keep switching between night vision and normal video modes?

The Wemo Doorbell switches to Night Vision mode once it detects a lack of visible light in the location it is placed in. If the area becomes illuminated again it can cause the night vision to turn OFF until it becomes dark enough to require night vision mode again.

13. Can the doorbell sound be disabled on the unit itself?

No.

14. Do I need any subscription services to use the Wemo Doorbell?

Basic doorbell, live video feed, and two-way audio communication using the Wemo Doorbell does not require a subscription service. Video recording and facial recognition do require a subscription service with through Apple.

15. What do I need a HomeKit Secure Video subscription for?

The HomeKit Secure Video subscription allows you to record video clips from your doorbell. These clips are stored directly to your iCloud account and shared with users in your Home. HomeKit Secure Video services and subscriptions are provided by Apple. Please visit the [Apple support site](#) for more information on HomeKit Secure Video.

16. Can I use my Wemo Doorbell without a Home Hub?

Yes. The Wemo Doorbell can be used without a Home Hub, but you will be restricted to local network viewing only and unable to do any recording or facial recognition functionality.

17. Why should I use a Home Hub with my Wemo Doorbell?

Using a Home Hub with your Wemo Doorbell allows you to use services such as HomeKit Secure Video to record video clips from your doorbell, view your doorbells live video feed while remote as well as using the facial recognition feature of the Home app.

18. How does the Home app facial recognition work with the Wemo Doorbell?

Facial Recognition requires a HomeKit Secure Video subscription and a Home Hub. Facial recognition is processed locally using your Home Hub and not the Wemo Doorbell. For more information on Facial Recognition, please visit the [Apple support site](#).

19. Why does the preview image in the Home app seem blurry?

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[Skip to footer content](#) : down the camera image and zooms in on it for the preview. This causes it to appear blurry. As long as your WiFi is not overloaded, your Wemo Doorbell will be in full resolution and not blurry.



The Wemo Doorbell has a resolution of up to 1200x1600.

22. Does the Wemo Doorbell record video from before a motion event?

Yes. The Wemo Doorbell records up to 4 seconds of video prior to a motion event.

23. What is the aspect ratio of the Wemo Doorbell video?

The Wemo Doorbell has a 3:4 aspect ratio.

24. Is there anything else that can be used as a chime if I don't have a mechanical chime?

If you have a HomePod mini®, it can be set up to play a chime sound as well as do announcements of visitors if you have facial recognition set up.

TROUBLESHOOTING

1. How do I reboot the Wemo Doorbell?

To know how to reboot your Wemo Doorbell, click [here](#).

2. How do I reset the WiFi settings of the Wemo Doorbell?

To know how to do a WiFi reset on your Wemo Doorbell, click [here](#).

3. How do I factory restore the Wemo Doorbell?

Restoring the Wemo Doorbell will erase all settings and place it back into a default factory state. To know how to factory restore the Wemo Doorbell, click [here](#).

4. How do I resolve general control issues on the Wemo Doorbell?

For troubleshooting instructions, click [here](#).

5. The doorbell chime is not ringing when the doorbell is pressed. How do I fix this?

For troubleshooting instructions, click [here](#).

6. The doorbell won't connect to my WiFi. What should I do?

For troubleshooting instructions, click [here](#).

7. The Home app says the doorbell is not available, but I am still getting notifications. Why is this happening?

For troubleshooting instructions, click [here](#).

8. The doorbell makes a clicking noise when it is getting dark. How do I fix this?

For troubleshooting instructions, click [here](#).

9. The Home app says I cannot view the doorbell that someone else is using it. What should I do?

For troubleshooting instructions, click [here](#).

10. I can't view my Wemo Doorbell video feed while I am remote. What should I do?

For troubleshooting instructions, click [here](#).

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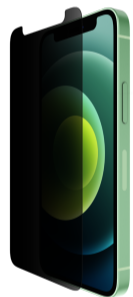
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