Chime Video Doorbell FAQ

1. **Why is Chime the first video doorbell built for Control4 Smart Home OS 3?**
   Chime is the first video doorbell engineered to leverage the power of a Smart Home OS to deliver the experience that homeowners want.
   • See and talk to visitors at the door while controlling your smart home while you're home or away.
   • Experience the best front-door, full audio and video experience with Control4 interfaces, not just your mobile phone.
   • Make your smart home smarter with Control4 automation: When the Chime doorbell is pressed or motion is detected, automate the Control4 smart home to do exactly what the homeowner wants—inside and around the home.
   • While talking to someone at the front door, simultaneously turn on the front porch lights or unlock the front door without jumping out of the call, or simply enable the Welcome scene to let your guest inside with a single button click.
   • With Control4 history view, view a week of Chime events and video recordings from the Control4 mobile app or touchscreens.
   • And so much more. Learn more by visiting the Control4 Dealer Portal!

2. **How many models of the Control4 Chime Video Doorbell is SnapAV announcing?**
   Four models are being announced:

Model	Description
C4-VDB-E-SN	Chime Video Doorbell PoE Satin Nickel
C4-VDB-W-SN	Chime Video Doorbell Wi-Fi Satin Nickel
C4-VDB-E-B	Chime Video Doorbell PoE Black
C4-VDB-W-SN	Chime Video Doorbell Wi-Fi Satin Nickel

3. **What Chime models will be shipping at launch?**
   The Chime Video Doorbell PoE Satin Nickel model will start shipping on October 13.

4. **When can we expect the remaining Chime models to start shipping?**

Model	Description	Shipping Date
C4-VDB-W-SN	Chime Video Doorbell Wi-Fi Satin Nickel	Targeted shipping date of late November 2020
C4-VDB-E-B	Chime Video Doorbell PoE Black	Targeted shipping date of January 2021
C4-VDB-W-SN	Chime Video Doorbell Wi-Fi Satin Nickel	Targeted shipping date of January 2021

5. **What mounting accessories are included when you purchase Chime?**
All models include a mounting bracket and screws/anchors for mounting. The Wi-Fi models also include an adapter for connecting to a mechanical chime.

6. **Are accessory kits available, and when will they begin shipping?**
Yes, accessory kits are sold separately for the PoE and Wi-Fi models. Each kit includes a wall plate (designed to cover a 1-gang box) and two 15-degree wedges (left and right). In addition, a Control4 Video Doorbell Junction Box will be available for new construction. All accessories will begin shipping late November 2020.

Model	Description	Shipping Date
C4-VDB-JBOX	Chime Video Doorbell Junction Box	Targeted shipping date of late November 2020
C4-VDB-E-ACC	Chime Video Doorbell PoE Accessory Kit	Targeted shipping date of late November 2020
C4-VDB-W-ACC	Chime Video Doorbell Wi-Fi Accessory Kit	Targeted shipping date of late November 2020

7. **What countries is Chime sold in?**
Chime is available for sale worldwide.

8. **Can Chime be installed independently without a Control4 system?**
No, Chime can only be installed in a project with a Control4 system.

9. **What Control4 OS version is required for Chime?**
OS 3 Release 3.2 is required.

10. **What size is Chime?**
Chime is one of the smallest and most elegant doorbells on the market. It's sized at 130 × 40 × 28 mm (5.12 × 1.58 × 1.10 in.).

11. **How wide is the field of view that Chime delivers?**
Chime offers a near 180° field of view so you can see more of your property.

12. **What is the audio quality of Chime?**
Audio for Chime is built on a standards-based SIP communication technology that enables natural two-way communications so users can hear and speak at the same time without having to press an intercom button.

13. **Does Chime Video Doorbell support motion detection?**
Chime supports an improved motion detection feature that enables you, the dealer, to name and configure up to five motion zones. You have the controls to dial up and down sensitivity, and you can also indicate the minimum object size, per zone. This gives you great flexibility to dial in the motion detection to meet your customers' needs and minimize those irritating false alerts. This is just the beginning. Stay tuned!

14. With Chime, what features are enabled with a 4Sight subscription?
A homeowner's 4Sight subscription unlocks the power of their mobile experience and gives them:
- A full intercom experience while on the go, enabling the homeowner to receive notifications and communicate with visitors at their front door anytime from anywhere.
- Ability to check on their home anytime by checking the Chime video feed as well as other cameras on their Luma system.
- Event History that enables homeowners to interact and watch event media clips from their mobile device.
- And, not related to Chime but still cool, the homeowner also gets voice control via Alexa and Google Voice with their 4Sight subscription.

15. What's new with Intercom Anywhere?
Intercom Anywhere, Control4's dedicated intercom app, is becoming part of the Control4 OS 3 mobile app, delivering a single app to control your entire Control4 smart home. On October 13, it will be released for Android phones. Apple iOS will be released in November 2020.

16. Does SnapAV plan to continue to sell the Control4 DS2 Door Station?
We are continuing to sell the DS2 and recommend dealers specify it for jobs that require a flush-mount solution and and/or integrated access control, including a keypad and relay controls.

17. How does Chime compare to the Control4 DS2?
Chime is designed to be installed in every Control4 install. Chime offers a Wi-Fi version for retrofit projects, making it easier to add a Control4 doorbell solution into more homes. Chime and DS2 both support Control4 history view, enabling homeowners to see what happened in the smart home throughout the day; however, Chime also records motion events, camera snapshots, and video clips that can be viewed from the last seven days.

18. Will SnapAV release an update to the DS2 that enables a history of video clips?
The team is working on this functionality. Stay tuned!

19. Does the Control4 history view showcase events beyond Chime?
Yes, Control4 history view enables homeowners to view events from the security system, intercom, IP cameras, door and gate sensors, locks, and relays connected to the Control4 system.

20. How long are events stored in the cloud?
Video clips and camera snapshots can be stored in the cloud for seven days as part of your 4Sight subscription. We will have options to extend storage beyond seven days in the future. Stay tuned!

21. Can I save videos locally to an NVR?
Yes, Chime supports continuous recording to a local NVR. Please reference our Education Smart Skill for more details: "Adding the video stream of a Chime Video Doorbell to a Luma NVR."

22. Can you save snapshots/recordings on the local device to be shared with family or law enforcement?
There is no ability to save/share from a touchscreen, but from a phone or tablet you can save to the device or share via the Share Sheet functionality built into the OS. Simply long press the event, and you are on your way. Share with family members for an important/funny moment caught on camera or with law enforcement if there was a break-in and the perpetrator was caught on camera.

23. Does the Chime Wi-Fi model support both 2.4 and 5 GHz?
Yes, Chime supports both 2.4 GHz and 5 GHz Wi-Fi frequencies.

24. When should I install a PoE version of Chime vs Wi-Fi?
To reduce interference and ensure connectivity, we recommend using the PoE model on new construction and retrofits where running a wire is possible.

25. Will Chime continue to work if the internet goes down?
If the internet is down, but the local/home network continues to function, Chime will continue to work with touchscreens. Any features that require the internet (including mobile phones, notifications, and history view) will not work.

26. What is the dealer and MSRP for Chime, and how did SnapAV decide on this pricing?
$285 Dealer/$400 MSRP. As we studied the market and surveyed dealers, we were told that at $400, dealers have a big opportunity to move customers away from DIY products and offer customers something that is much better—bringing them into Control4, which is a much bigger opportunity for dealers than simply selling the doorbell. And remember that there is a recurring revenue element, as customers need 4Sight to get the full experience, and you get a piece of that every year. And the best part: Chime is a great selling point for new and existing customers.

27. Is an adapter available for the DS2, DS2 Mini, and DS1?
No, a retrofit adapter is not currently available for the DS1 or DS2 products.

28. What options are available to install Chime in a new construction project?
For new construction, you have two choices: (1) Purchase our Junction Box accessory that is designed to enable a beautiful, seamless installation while also giving room to house your Ethernet cable and eventually the Chime dongle. (2) A simple 1-gang electrical box is supported, as well, but it's important to note that a 1-gang electrical box is wider than the Chime video doorbell and will require an accessory wall plate to finish the installation properly.

29. The electrician installed a 1-gang box for the mechanical chime's low-voltage line as well as the Ethernet cable. Now what?
Control4 offers a simple Chime Video Doorbell Accessory Kit that includes a sleek backplate that will elegantly attach and cover a 1-gang box. For future installations, we suggest supplying your wire installer with a Chime Video Doorbell rough-in box.

30. Why is my mechanical chime inside not ringing when the doorbell button is pressed?
If your installation is hooked up to a mechanical chime, simply access the Chime Video Doorbell driver in Composer and toggle the mechanical chime to *on*.

31. **When it comes to privacy, what is SnapAV's stance around the video that's captured from video doorbells?**
Control4 does not share or use customer information or information about their connected devices. What happens in the home stays in the home, and we're committed to customers' privacy.

32. **What Control4 Education Smart Skills are available for Chime?**
The Education team has developed a host of Smart Skills to learn more about installing your next Chime video doorbell. The Smart Skills can be found on the Control4 Dealer Portal Education section. Smart Skills for Chime include:

- "Physical Installation of WiFi Chime Video Doorbell"
- "Physical Installation of PoE Chime Video Doorbell"
- "Programming Events from a Chime Video Doorbell"
- "Configuring Motion Detection on a Chime Video Doorbell"
- "Creating Intercom Buttons for a Chime Video Doorbell"
- "Adding and Configuring the WiFi Chime Video for a Control4 System"