

Smart Door Bell FAQ's

Model – VL-VBN500SX

Frequently Asked questions for Panasonic Smart Door Bell.

1. What should be my internet Speed for seamless video transmission for Smart Door Bell Device (VL-VBN500SX)?
2. What mobile application shall I use with the Smart Door Bell device?
3. Can I use any android tablet device as an internal monitor with the Smart Door Bell?
4. I am unable to get any notifications on Pana Bell App even after completing the configuration. What shall I do?
5. Can we power supply on the Smart Door Bell device continuously?
6. Battery is getting drained too quickly on the device (within a few days).
7. The primary user is getting the notification even after resetting the device.

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1. What should be my internet Speed for seamless video transmission for Smart Door Bell Device (VL-VBN500SX)?

- The upload speed must be 2 mbps for seamless transmission of video for Smart Door Bell device. In common scenario, the upload speed is 1/8th of the available download speed in any network. We can test the upload and download speed using <https://www.speedtest.net/>.

2. What mobile application shall I use with the Smart Door Bell device?

- The mobile application is named “PanaBell” and it can be downloaded from App Store for iOS and Play Store for android devices.

3. Can I use any android tablet device as an internal monitor with the Smart Door Bell?

- Yes, the only thing required is, we must install and configure the Pana Bell App and it should be connected to the internet all the time.

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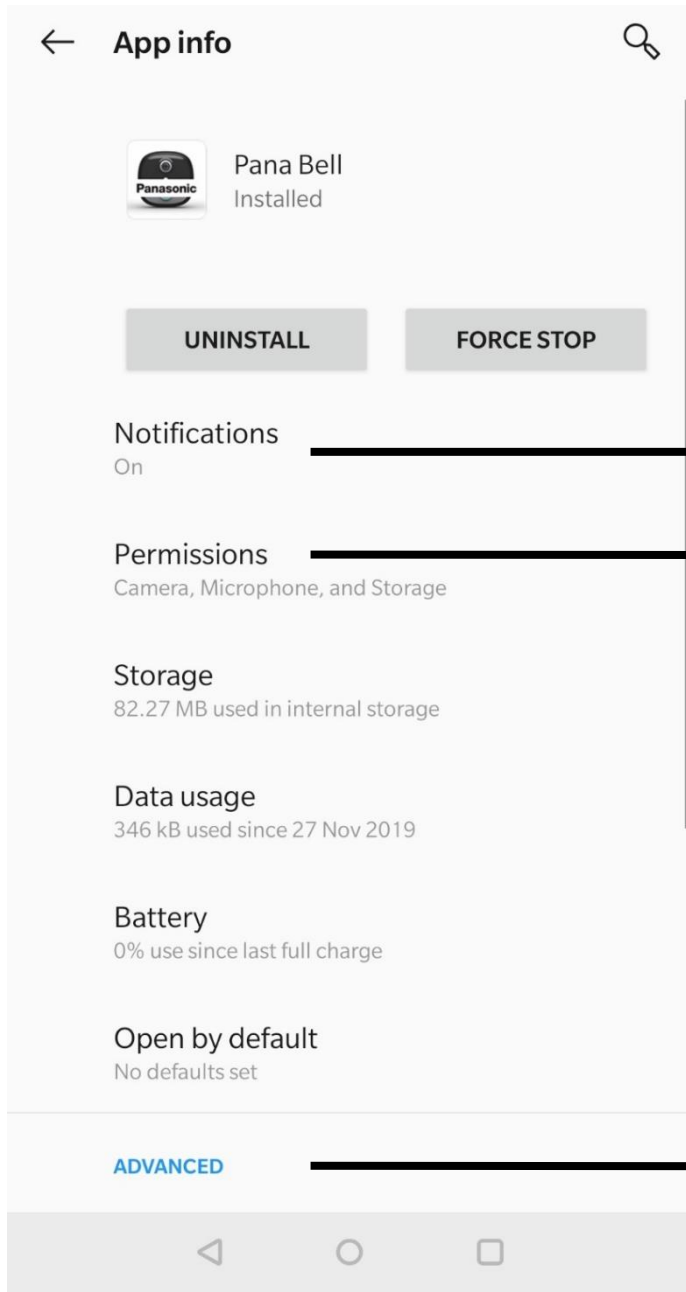
4. I am unable to get any notifications on Pana Bell App even after completing the configuration. What shall I do?

- It must be related to your device's notification setting. Please follow the steps mentioned below to solve this issue.

1. Go to your device Settings > Application or Application & Notification > Pana Bell
2. Ensure to allow all permissions.
3. Ensure the notification is enabled.
4. Ensure it is allowed to send notifications in all conditions.

(This is explained with screenshot on the next page.)

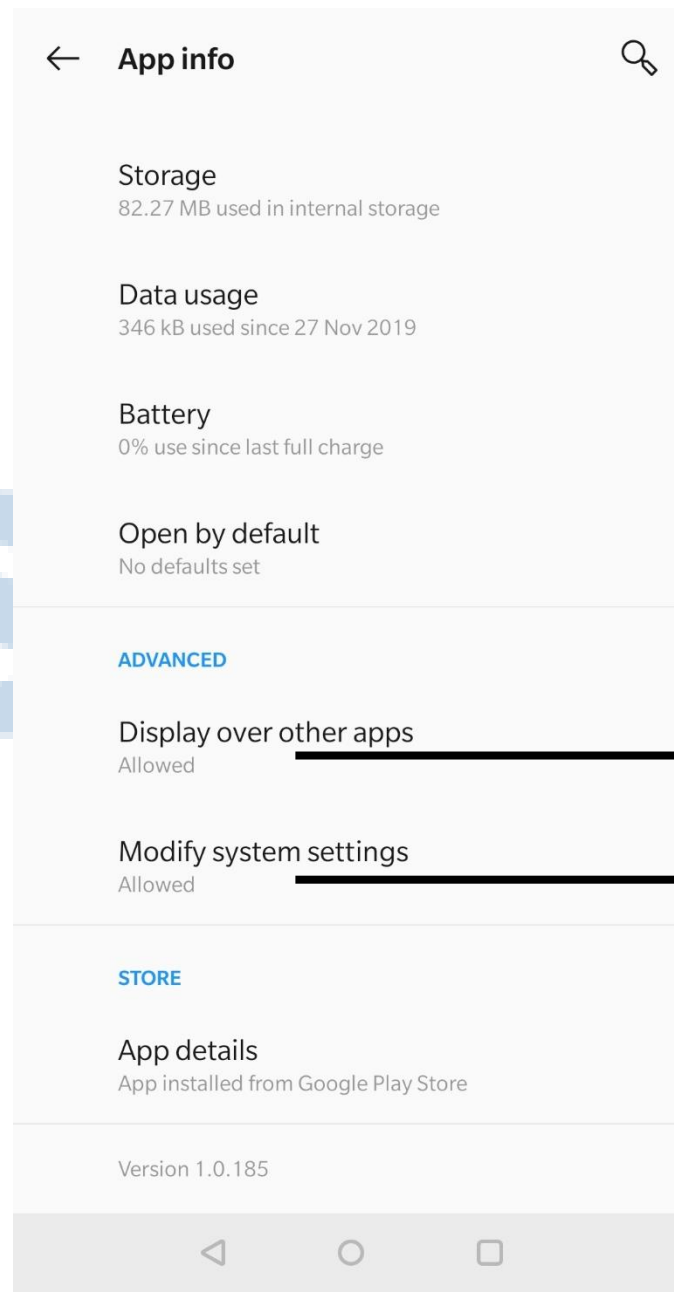
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It must be turned on.

All permissions must be granted.

Go to Advanced notification settings.



Ensure this is allowed.

Ensure this is allowed.

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5. Can we power supply on the Smart Door Bell device continuously?

- Yes, we can use the PSU for smart door bell continuously. It has a overcharge protection circuit for saving the battery from overcharge.
- Power supply with following specs can be used:
 - **5V 1 Amps (with micro USB charging pin).**
 - **12V AC/DC power supply with 1 Amps**
 - **24V AC/DC power supply with 1 Amps**

Note: Please ensure the DC power supply is polarity sensitive which means red cable for positive and black cable for -ve. However the AC power supply unit is non-polar.

6. Battery is getting drained too quickly on the device (within a few days).

- The battery on the smart door bell can give a backup of 6 months in ideal conditions however if the battery is getting drained too quickly ensure the **PIR function** on the device **is turned off**. If PIR is enabled, the device might send a trigger on the cloud every few minutes, which would impact the battery backup performance largely.

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7. The primary user is getting the notification even after resetting the device. How to stop notification to such users in this case?

- If you reset the device and want to add the same on a new/fresh account, please do the following:
 - Delete the device from the old account.
 - Ensure we use a unique password for adding the device to a new account.

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