

FAQ of doorbell w3/w5/V30

1. Does it water proof? Can it work in rain?

Nope. It can't work in rain. Please make sure it's in a cool and dry place.

2. Which battery and how many should I use?

The doorbell requires at least 1 x 3.7V 18650 battery with tip in head. Flat head battery is not workable, please check below picture for your references.

1 battery is enough for w3, w5 and V30 doorbell. 2 or 3 batteries is optional.



3. How to install batteries on doorbell? Help! there's smoke after install the batteries.

Please make sure all batteries are installed with correct direction. Please check below picture for your references.



4. How to connect to WIFI? Why I got “connection fail” notice?

Please use **SAME** 2.4G WIFI for your phone & doorbell on setup, 5G is not workable.

If you still can't connect via 2.4G WIFI, please try:

1. Download the update software in our website FAQ area and update the rom to latest version
2. Take a good quality picture like below and send back the QR code in battery case, we will reset the QR code in system for you. Please note this QR code is used for factory reset only, not used for APP downloading or APP setup.

If you still can't make it, please send the doorbell back for return & refund or replacement.



5. Why I always got notification when some people or animal just walk by?

Please turn of the PIR detection in APP setting.

Device settings -> Detection sensitivity ->Off

Therefore, you may get a better stand-by time as well.

6. I need chime, batteries & charger set, how can I get one of those?

We will be happy to offer the accessories as follows(All price are in GBP):

Please note: Chime is not universal, our chime is only compatible to our doorbell, the chime you bought from another merchant may not compatible to our doorbell as well.

Chime: £5.00

16GB TF card: £4.00

32GB TF card: £5.00

Batteries & Charger set (Include 2 x 18650 batteries and 1 USB charger) : £15.00

Safety screw: Free

Delivery cost of each delivery: £5.00

Please send payment via PayPal to eric@maxwe.net and inform us. We will send out the package in 2 working days from our UK warehouse.

7. I still can't make it work!

Maybe the doorbell have other issue, please send back for replace, or return & refund. Please send back doorbell with all accessories and package.

Please write to support@maxwe.net for return address and contact.

If you have other questions, please don't hesitate to contact us via email:

support@maxwe.net, thanks.

Maxwe Support Team