



*SECURING YOUR WORLD*

# **USER MANUAL**

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***DOORBELL CALL FUNCTION***  
*CONFIGURATION & TROUBLESHOOTING GUIDE*

# Doorbell Call Function – Configuration & Troubleshooting Guide

**Models:** BWL5MP-POE-64G / BWL5MP-POE-64G-R

## 1. Purpose of This Guide

This document provides the required steps and troubleshooting procedures to **enable and validate the call function** on the GSD Doorbell models **BWL5MP-POE-64G** and **BWL5MP-POE-64G-R**.

The call function depends on:

- Correct mobile application version
- Updated doorbell firmware
- Active cloud service
- Proper network (Wi-Fi or Ethernet) configuration
- Correct installation scenario (standalone or NVR-integrated)

## 2. Required Software and Firmware Versions

### 2.1 Mobile Application (OV Connect)

Ensure the **latest version of the OV Connect mobile application** is installed before proceeding.

- **Android:** 1.61.2\_251202 +
- **iOS:** 1.63.3 +

Using older versions may prevent the call feature from appearing or functioning correctly.

## 2.2 Doorbell Firmware Requirement

The doorbell **must be updated** to the following firmware version:

DBWL5MP-POE-64G\_FIRMWARE\_VC54.24.1.3.3\_2025-12-03 (+)

### Firmware Download Link:

<https://gsdgroupinc.com/web/content/23333?download=true>

## 2.3 Firmware Installation Methods

The firmware can be installed using **either** of the following methods:

- **Station 5 VMS**
- **Doorbell Web Interface**
  - Use the **GSD Discovery Tool** to locate the device on the local network
  - Access the doorbell via its IP address using a web browser

Ensure the firmware upgrade completes successfully before proceeding to the next steps.

## 3. Network Configuration

### 3.1 Wi-Fi Connection Setup

For Wi-Fi configuration, please refer to the **Quick Installation Guide** provided with the device.

#### General Wi-Fi Behavior:

- The doorbell creates a **temporary hotspot**
- You connect to this hotspot to configure:
  - Wi-Fi SSID
  - Wi-Fi password
- Once configured, the device connects to the target network

#### Troubleshooting Wi-Fi Issues:

- If the device fails to connect:
  - Press and hold the **reset button on the back of the doorbell**
  - Reattempt the Wi-Fi setup from the beginning

#### Support Contact:

If Wi-Fi issues persist, contact technical support:

**+1-866-791-7020 (Option 5)**

## 4. Cloud Service Configuration (Mandatory for Call Function)

The call function requires an active cloud service.

### 4.1 Identifying Cloud Service Status

If the doorbell was added by scanning a QR code in OV Connect:

- Check whether the device shows a local device label
  - If yes, cloud service is NOT enabled
  - The device was added in standard P2P mode

### 4.2 Enabling Cloud Service via Web Interface

1. Log in to the doorbell's web interface

Navigate to:

**Network → Cloud Service**

2. Enable the cloud service
3. Accept the Terms and Conditions
4. Scan the newly generated QR code using OV Connect

## Channel

Live | Image Control |

Video Cover |

Video Parameters

## Storage

Schedule | Disk

## Alarm

Deterrence | Siren |

Disarming

## Event

Event Settings

## Network

General | Cloud Service |

Email | RTSP | DDNS |

HTTPS

## System

General | Multi-User |

Maintenance | Information

### Cloud Service Configuration

OctaCloud



☒ I have read and agree to [Privacy Statement](#)

Region

Canada



Save

Refresh



QR Code

Binding Information

Binding Information:

Email: Not bound yet.

### 4.3 Cloud Service Activation Issues

If you encounter errors such as “**Operation failure**” while enabling cloud service:

- Send the following information to:  
help@gsdgroup.ca
  - P2P ID
  - Device password
- Request cloud service activation from the support team

This also applies if cloud service was not enabled during initial setup.

The screenshot displays the 'Cloud Service Configuration' window. At the top, the title 'Cloud Service Configuration' is underlined. Below it, the 'Cloud Service' toggle switch is turned on. A checkbox labeled 'I have read and agree to' is checked, followed by a link to the 'Privacy Statement'. The 'Region' dropdown menu is set to 'Canada'. At the bottom, there are 'Save' and 'Refresh' buttons. To the right of these buttons is a red error message: '✖ Operation failure'. Below the buttons, the status 'Not Active' is shown. At the very bottom, under 'Binding Information:', it says 'Email: Not bound yet.'

## 5. Installation Scenarios

The doorbell supports two installation models. The call function behavior depends on the selected scenario.

### 5.1 Standalone Installation

For standalone installations:

- Ensure Wi-Fi or wired Ethernet is configured
- Confirm the doorbell has internet access
- Cloud service must be enabled
  - Refer to Section 4 – Cloud Service Configuration

Once these conditions are met, the call function will operate normally.



## 5.2 POE NVR Integration

When integrated with a GSD NVR with integrated POE ports

- The NVR provides:
  - Power (PoE)
  - Video storage
- **Wi-Fi connection is still required** to enable the call function in V 8.2.4.1 firmware  
*(Exception: If the NVR is running the latest cloud-enabled firmware, this step may not be required.)*

### Required Actions:

- Configure Wi-Fi on the doorbell
- Follow the **Wi-Fi Connection** and **Quick Guide** instructions
- Verify cloud service is active

## 6. Summary Checklist

Before contacting support, confirm the following:

- Latest OV Connect app installed (Android / iOS)
- Doorbell firmware updated to required version
- Network connectivity established
- Cloud service enabled and activated
- Correct installation scenario applied (Standalone or NVR)
- Visitor Mode in OV Connect is not compatible with call function

### Support Contact:

If issues persist, contact technical support:

**+1-866-791-7020 (Option 5)**



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