

Tech Note

RS-3240 Doorbell Camera Power Supply Requirements

Revision 1.0

Release Date: 12/11/2018

Voltage Requirements:

The UltraSync doorbell camera supports input voltages between 16VAC and 24VAC, with a maximum power consumption of 14.4VA (W). It is recommend to use a 24VAC 20VA or a 16VAC 20VA transformer with 18 to 20 gauge wire when installing the camera.

Troubleshooting:

1. Make sure there are no other devices (such as an address light box) connected to the transformer.
2. Measure the transformer AC voltage without the doorbell camera connected. A typical 16VAC doorbell transformer will generate between 18VAC and 21VAC when measured in an open circuit with doorbell button removed or not pressed. Make sure there is at least 20VAC at the doorbell wires. If not, change the doorbell transformer to 24VAC 20VA.
3. After installing the doorbell camera, measure the AC voltage across the two terminal screws. It should read at least 19VAC when it is fully powered on.
 - a. Measure the voltage after turning on night vision mode, motion detection recording, and starting two-way audio. It should read at least 17VAC when all the functions are enabled.
 - b. With night vision mode and motion detection recording on, press the doorbell button on the camera to measure the voltage. Doorbell should operate without interruption. If doorbell camera experiences an interruption or significant voltage drop, change the transformer to 24VAC 20VA.

Please refer to the [UltraSync Doorbell Camera Installation Guide](#) for a wiring diagram and details.