

13. Q & A

Q1. How to reconnect Door & Window Sensor (DDLA0z) and Motion Sensor (MDKA0z) to Security Alarm Router (WDG71n) after unplugging or sensor firmware updating?

A1: Press the ZigBee button on both Motion Sensor(MDKA0z) and Door & Window Sensor(DDLA0z) separately once(about 1 sec) to reconnect with Security Alarm Router(WDG71n).



Q2. How long is the Door & Window Sensor (DDLA0z)'s battery life?

A2: It can remain about 6 months, normally use.

Q3. Will the security system still working while powering cut?

A3: The Security Alarm Router (WDG71n) has inserted lithium battery, and both Motion Sensor (MDKA0z) and Door & Window Sensor (DDLA0z) have inserted AAA batteries in order to remain the security system working. So that when it detects the door is opened, the alarm system will still on function. However, you cannot receive the alert message since there is no power on your router (EX: xDSL)

Q4. How to know the battery status?

A4: Sapido APP will send you a push notification to remind you to change battery. Also, you can check by self in "IOT Settings" page. When the battery symbol turn red represents low-power, please change batteries soon.