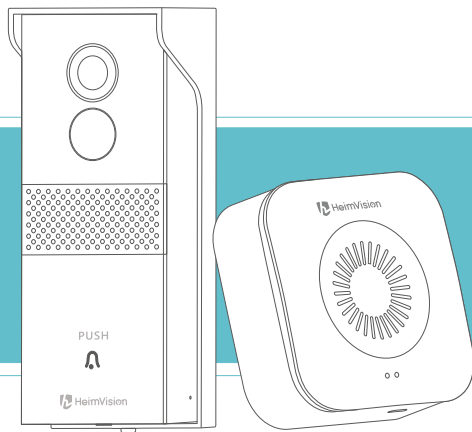


Smart Video Doorbell

Greets 1



USER MANUAL

Please read this user manual thoroughly before use and keep it well for future reference.

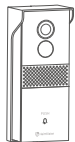
CONTENTS _

SAFETY CAUTIONS	01
PACKING LIST	01
PRODUCT OVERVIEW	02
GETTING STARTED	03
CONNECT YOUR DOORBELL TO A MOBILE DEVICE	06
App Downloading and Installation	06
Account Registration and Login	06
Connect the Doorbell to HeimLife App	07
FUNCTION OVERVIEW	10
Home Page	10
Live Video	12
Video Recording	13
Video Playback	15
Settings	16
Leave A Voice Message	18
Doorbell Sharing	19
PAIR THE DOORBELL WITH THE CHIME	22
TEST THE NETWORK PERFORMANCE FOR YOUR DOORBELL	24
DOORBELL INSTALLATION	24
BATTERY	28
TROUBLESHOOTING GUIDE	29

SAFETY CAUTIONS

- 1 For security, please use the original accessories provided.
- 2 Do not replace the batteries without the official guidance.
- 3 Please obey the local security regulations and policies when installing the products.
- 4 We assume no liability or responsibility for any fires or electrical shock caused by improper installation.

PACKING LIST



Doorbell with Bracket



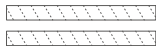
Chime



User Manual



USB Cable



3M Adhesive Tapes



Torx Hex Key



Phillips Screwdriver



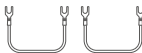
Nameplate Holder



Expansion Pipes &
M3x20 Screws



Reset Pins &
M3x5 Screws



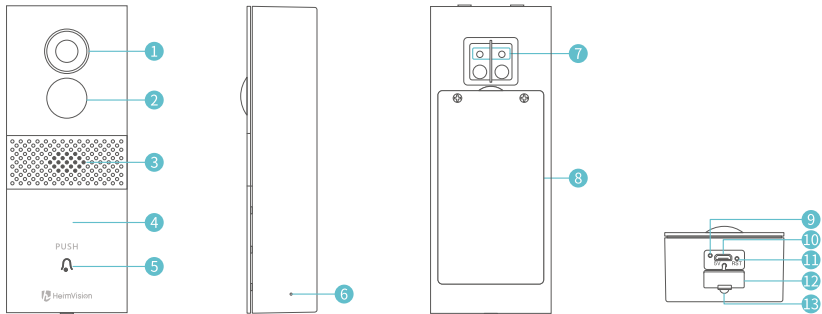
Copper Wires with
2 U-shaped Terminals



Copper Wires with a U-shaped
Terminal & Wire Nuts

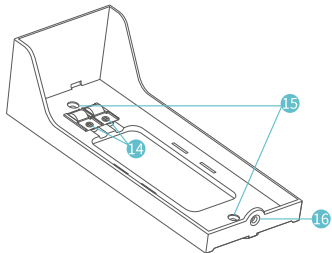
PRODUCT OVERVIEW

Doorbell



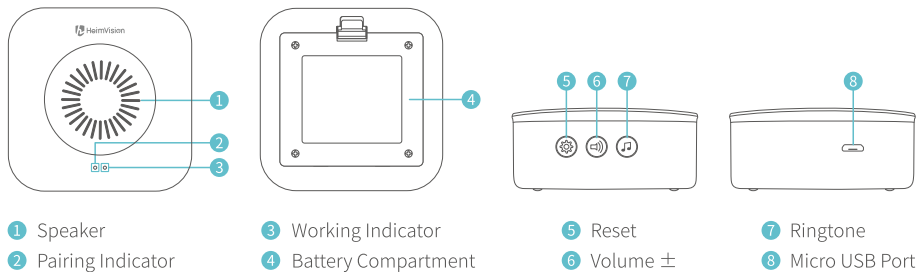
- 1 Camera Lens
- 2 Passive Infrared (PIR) Sensor
- 3 Speaker
- 4 Doorbell Button
- 5 Wifi Status Indicator
- 6 Microphone
- 7 AC Electrical Contacts
- 8 Battery Compartment
- 9 Charging Indicator
- 10 micro USB Port
- 11 Reset Hole
- 12 Rubber Plug
- 13 Screw Hole for M3x5 Screw

Bracket



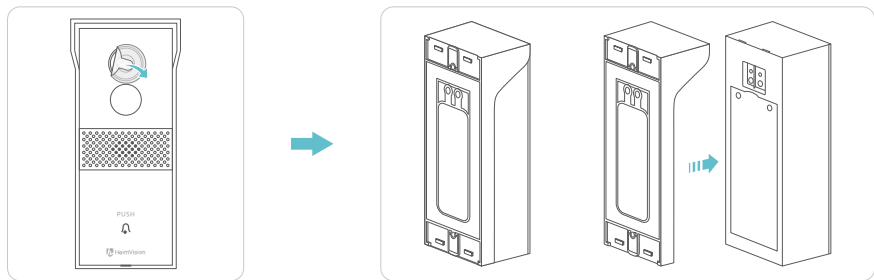
- 14 Screw Terminals
- 15 Screw Holes for M3x20 Screws
- 16 Screw Hole for M3x5 Screw

Chime

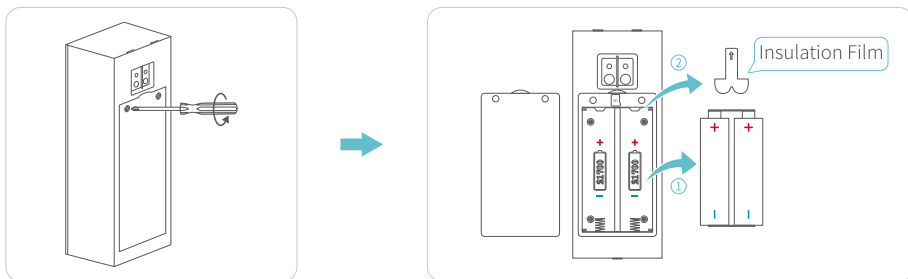


GETTING STARTED

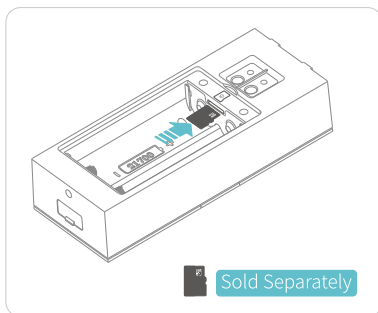
- 1 Remove the protective film from the camera lens, then take the doorbell out from the bracket.



- 2 Unscrew the Battery Compartment Door with the Phillips Screwdriver, take out the batteries, then peel off the Insulation Film.



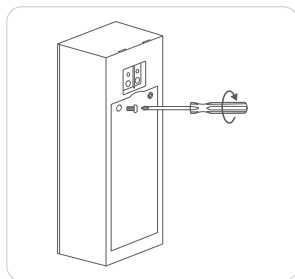
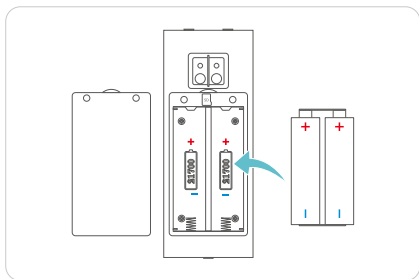
- 3 Insert a memory card (not included) to record videos. Or you can alternatively subscribe to a cloud plan via the App.



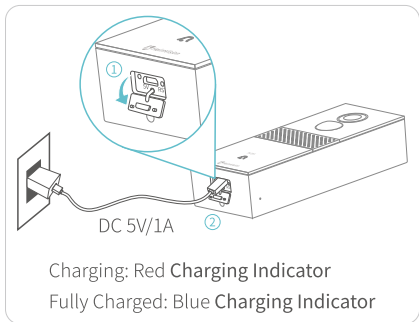
! Notes:

- * The doorbell accepts a memory card with capacity up to 128GB. If it's needed, please contact us or get it from an authorized **HeimVision** store.
- * The doorbell is not designed for 7/24 all day recording. It will be woken up to record videos according to your setting(see page 13-14) after you install a memory card or subscribe to a cloud plan.

- 4 Install the batteries into the compartment and fix the door with the screws. Make sure the positive and negative poles of batteries are correctly aligned; otherwise, the batteries would be damaged.



- 5 Remove the Rubber Plug with care, then charge the doorbell with the USB Cable provided.



! Notes:

- * It takes about 10-12 hours to reach a full charge.
- * You can launch **HeimLife App**, then go to **Settings > Basic Function > Power Management > Remaining Battery** to check the percentage of the remaining battery.

- 6 After a full charge, please insert the **Reset Pin** into the **Reset Hole** and gently press it for 3s-5s until you hear a beep ("bugu") from the doorbell to perform a reset.

CONNECT YOUR DOORBELL TO A MOBILE DEVICE

App Downloading and Installation

Option 1:

Search for HeimLife from **App Store™/Google Play™**, then download and install it to your mobile device.

Option 2:

Scan the QR codes below to download and install.



iOS



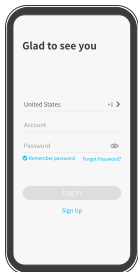
Android

! Note:

* Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of App Inc.

Account Registration and Login

Launch **HeimLife** App, register an account with a valid email address at the first use of **HeimLife** App, then log in.



Notes:

- * Please select the correct country code when signing up and logging in.
- * For a successful connection, please allow **HeimLife App** to use your **WLAN & Cellular Data** when running it.
- * Please turn on the location service on your mobile device and allow **HeimLife App** to access your location.

Connect the Doorbell to the HeimLife App

IMPORTANT:

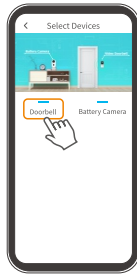
- ① The doorbell can only support a 2.4GHz wifi.
- ② Avoid using special symbols \ or ' in your Wifi name and password.
- ③ Make sure the doorbell and your mobile device are close to the router when connecting.
- ④ Make sure the power of your doorbell is enough when performing a reset.
- ⑤ The explanations of **Wifi Status Indicator**:

Solid Red	Device Abnormal	Solid Blue	Wifi Connected
Flash Red Slowly	Ready for Wifi Connection	Flash Blue Quickly	Upgrading
Flash Red Quickly	Connecting to Wifi	Flash Blue Slowly	Watching Live Video

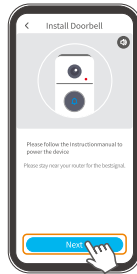
1. Connecting the Doorbell by Scanning the QR Code



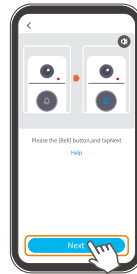
Tap + in the center or on the upper right corner



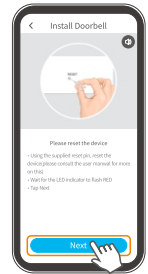
Select Doorbell



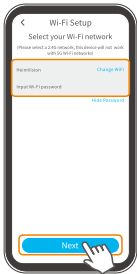
Tap Next to continue



Press the Doorbell Button once, then tap Next



Reset the doorbell, then tap Next



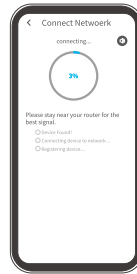
Select your router's wifi and enter the correct password, then tap Next



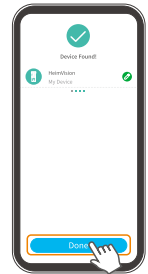
Tap Next to show a QR code



Align the camera lens with the QR code, then tap Next after hearing a beep("bugu")

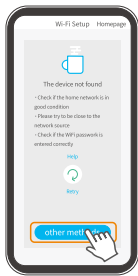


Wait for wifi connection

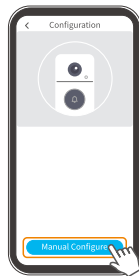


Tap Done to complete the connection

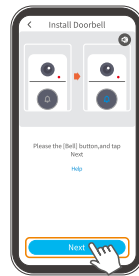
2. Connecting the Doorbell by AP Hotspot



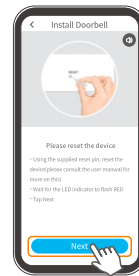
Tap other methods if QR code scanning fails



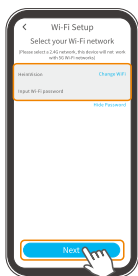
Tap Manual Configure to start



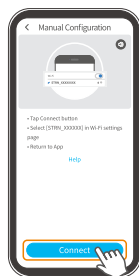
Press the Doorbell Button once, then tap Next



Reset the doorbell, then tap Next



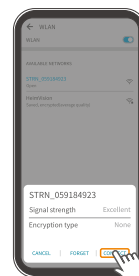
Select your router's wifi and enter the correct password, then tap Next



Tap Connect to enter wifi settings of your mobile device



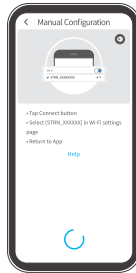
Select the wifi "STRN_XXXXXXX" (no password required)



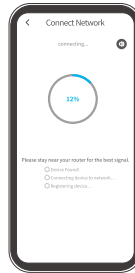
Tap CONNECT to continue



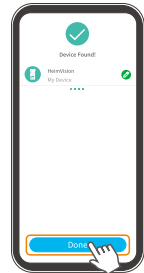
Tap ← to return to App after connected



Ready for connecting



Connecting to wifi

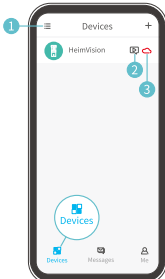






Tap Done to complete the connection

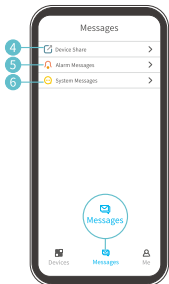
FUNCTION OVERVIEW





Home Page

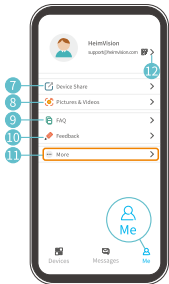
After the doorbell is connected to HeimLife App successfully, it will be listed on the Home Page.









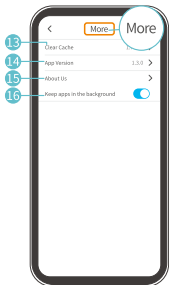
- 1  : hide/show the preview image(s).
- 2  : quick access to the snapshots captured and videos recorded when there was a visitor pressing the **Doorbell Button**, motion or human detected; tap  to watch the selected video.
- 3  : If it's red, tap it to subscribe to or renew a cloud plan; if it's blue, tap directly to the interface of **Cloud**.



- 4  : check all the messages about device sharing.
- 5  : the same as 2 .
- 6  : system operation logs.



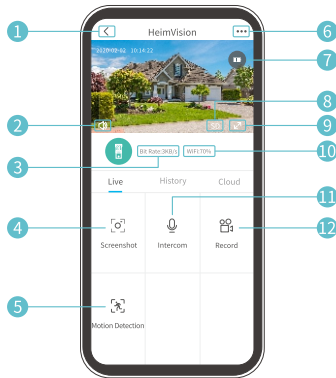
- 7  : share your doorbell with another account (see page 19-21) and check the requests of device sharing.
- 8  : check the photos and videos saved to your Me > Picture & Videos.
- 9  : frequently asked questions
- 10  : contact HeimVision support team directly.
- 11  : check more information about the App.
- 12  : check account information, reset password, find the QR code of your account, log out the App, and more.



- 13 Clear Cache : clear the cache of the App
- 14 App Version : check the version of the App
- 15 About Us : check more contact options
- 16 Keep apps in the background : switch it on to always log in to App (for Android device)

Live Video

Tap  on the **Home Page** to watch the live video from the camera lens of your doorbell.



- 1 Back to Home Page
- 2 Turn on/off the live audio from the doorbell
- 3 Real-time bit rate of the live video
- 4 Tap to capture a photo and save to Me > Picture & Videos
- 5 Motion Detection on/off
- 6 Detailed doorbell settings(see page 16-18)
- 7 Battery status of the doorbell. If the battery icon shows red, please charge the doorbell timely
- 8 Image quality. You can toggle between SD and HD, in which SD is recommended for smoother streaming

- 9 Full screen
- 10 Wifi Signal. If the percentage is less than 70%, please check your network connection of doorbell
- 11 Tap and hold to talk with people near the doorbell
- 12 Tap to start recording the current live video; tap it again to end and save it to **Me > Picture & Videos**.

Video Recording

IMPORTANT:

- ① If no memory card installed or no cloud plan was subscribed to, the doorbell will not record any video and you can only watch the live video.
- ② If you've installed a memory card or subscribed to a cloud plan, the doorbell will record videos according to your setting.


Record videos when visitors ring the door

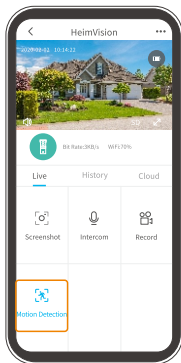
If a visitor presses the **Doorbell Button**, HeimLife App will send a notification to your mobile device and the doorbell will record a video accordingly.

Record videos when any motion detected

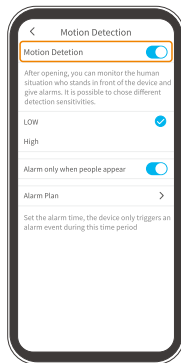
The motion detection function is disabled by default. If recording a video when the doorbell detects a moving object is required, please enable this function following the instructions below.

Option 1:

Tap  **Motion Detection** on the interface of Live Video to enable it.

**Option 2:**

Go to **⋮ > Settings > Detection Alarm > Motion Detection** to switch it on.



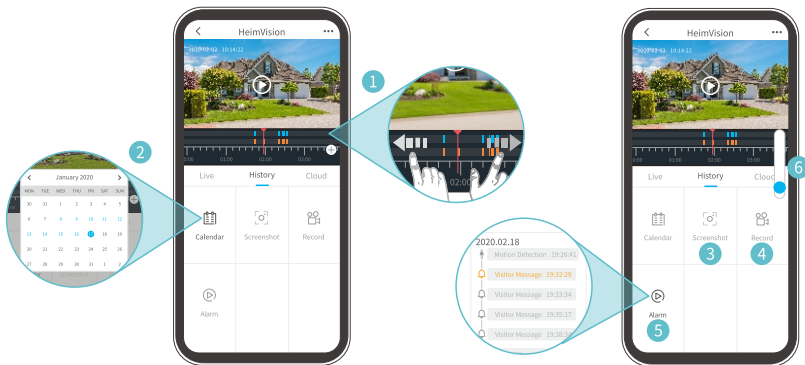
- * Setting the sensitivity level of **Motion Detection** to **Low** can decrease unnecessary notifications of being disturbed and reduce false alarm.
- * Tap **Alarm Plan** to set multiple schedules when motion detection will be enabled to avoid being disturbed frequently.

Record videos only when any human detected

This function helps filter the false alarm caused by the heat source or light which can affect the PIR sensor. Switching on the option of **Alarm only when people appear**, the doorbell will only record videos and push notifications when it detects a people.

Video Playback

Tap **History** to play the videos recorded in the memory card if you've installed one; otherwise, there are no historical videos here.



- 1 **Timeline.** Slide leftward or rightward to check the videos. Blue bars stand for the videos recorded when there was a visitor pressing the **Doorbell Button**, motion or human detected; while orange bars indicate the moments when the event occurred to wake up the doorbell to start recording.
- 2 Tap the date with blue background to play the video recorded on that day.
- 3 **Screenshot:** slide to the blue bar, then tap to capture a photo and save to **Me > Picture & Videos**.
- 4 **Record:** slide to the blue bar, then tap to start recording a video; tap again to end and save it to **Me > Picture & Videos**.

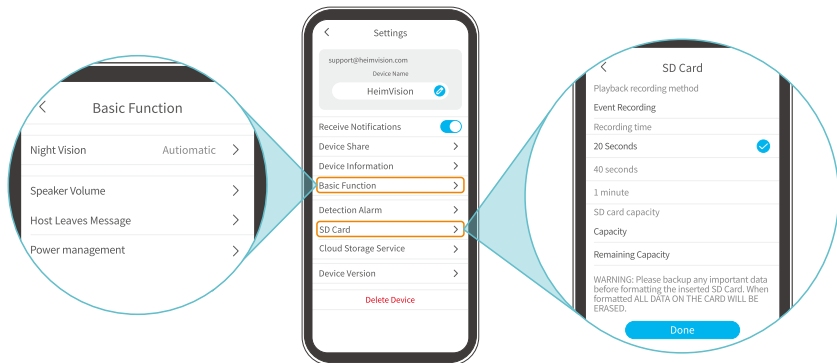
- 5 **Alarm:** check the moments when there was a visitor pressing the **Doorbell Button**, motion or human detected.
- 6 Timeline zoom in/out.

! Notes:

- * Tap **Cloud** to play the videos recorded on the encrypted cloud if you've subscribed to a cloud plan. Please go to **••• > Cloud Storage Service** to subscribe to, check, renew and change a cloud plan, or enter the activation code.
- * If you have installed a memory card and subscribed to a cloud plan, the videos will be recorded in the memory card and cloud at the same time.

Settings

Tap **•••** to access the detailed settings for the doorbell.



▶ **Device Name:**

Tap  to edit the name of your doorbell.

▶ **Receive Notifications:**

Turn it on and allow **HeimLife App** to push notifications to your mobile device.

▶ **Device share:**

Tap to start sharing your doorbell with your family members(see page 20-21).

▶ **Device Information:**

Check the information about the doorbell, including network, signal strength, virtual ID(serial number of your doorbell. It may be needed when the technical support is required), etc.

▶ **Basic Function:**

• **Night Vision:**

Turn on/off the night vision of the camera, or set it to **Automatic** which means the doorbell will enable the night vision when it detects low-level ambient light. The image will be black and white then.

• **Speaker Volume:**

Adjust the volume of doorbell's speaker.

• **Host Leaves Message:**

Record voice messages (see page 18-19)

• **Power Management:**

Check the remaining power of your doorbell.

▶ **Detection Alarm:**

Enable/disable **Motion Detection**, adjust the detection sensitivity, and set schedules to enable motion detection.

▶ **SD Card:**

Set the video length of each recording(only available for memory card), check the remaining capacity of the memory card or format it.

▶ **Cloud Storage Service:**

Tap to subscribe to, check, renew and change a cloud plan, or enter the activation code.

▶ **Device Version:**

Check the version of the firmware.


▶ **Delete Device:**

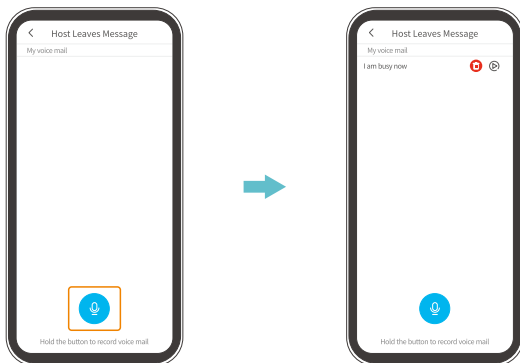
Tap to delete the doorbell permanently.

Leave A Voice Message


This function helps you to quickly respond to visitors when it's inconvenient to answer the door. You can add 3 pre-recorded voice messages at most and the time length of each message can last up to 10s.

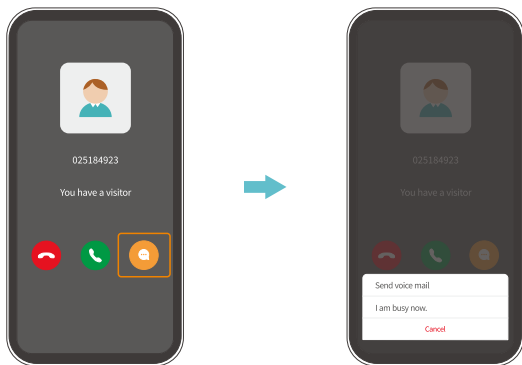
Step 1: Record a voice message

Go to **Settings > Basic Function > Host Leaves Message**, then press and hold the icon  to record a voice message.



Step 2: Leave a voice message

When the visitor presses the **Doorbell Button**, your mobile device will receive a call. Tap the icon , select a voice message, then the visitor will hear it through the doorbell.



Tip:


* You will see the live view from the camera lens of the doorbell after you tap  to answer the call.

Doorbell Sharing

This function allows your family members to access the doorbell.

IMPORTANT:

- 1 Please instruct your family members to download and install the **HeimLife App**, then register an account before sharing.
- 2 There is no limitation on the number of accounts when sharing your doorbell.

- ③ The accounts being shared with can only watch live view and videos recorded to your micro SD card. However, 4 accounts at most can watch the videos simultaneously.
- ④ All the accounts can receive the doorbell calls and notifications, but only one can answer the call.
- ⑤ Please go to  **Messages > Device Share** to accept or check the requests of device sharing.

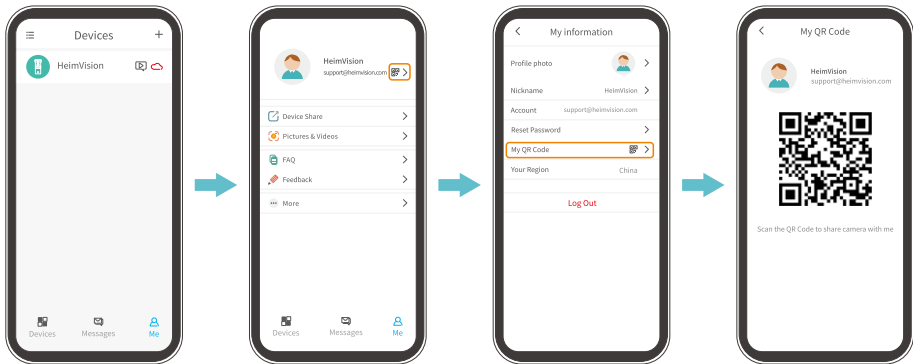
Share by QR Code Scanning

Step 1:

Log in to HeimLife App with your family member's account on his/her mobile device.

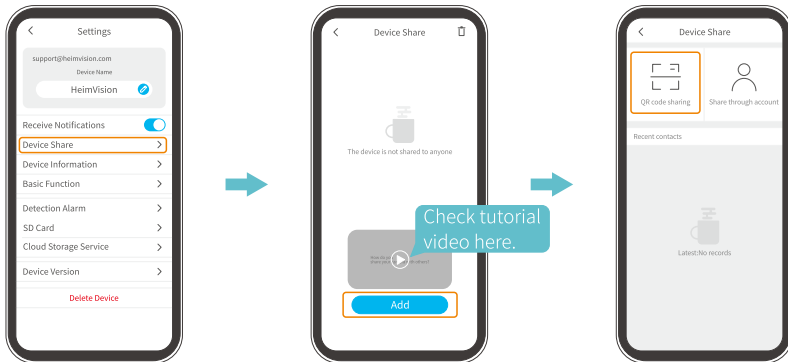
Step 2:

Tap **Me** on the Home Page, then tap  **> My QR Code** to find the QR code.



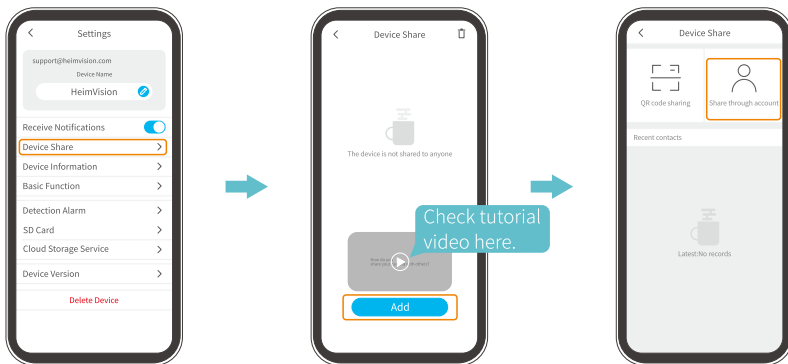
Step 3:

Go to **Settings** of the App on your mobile device, then select **Device Share > Add > QR code sharing** to scan the QR code to share the doorbell.



Share by Account Searching

Go to Settings > Device Share > Add > Share through account, enter your family member's account, then tap Search to share the doorbell.



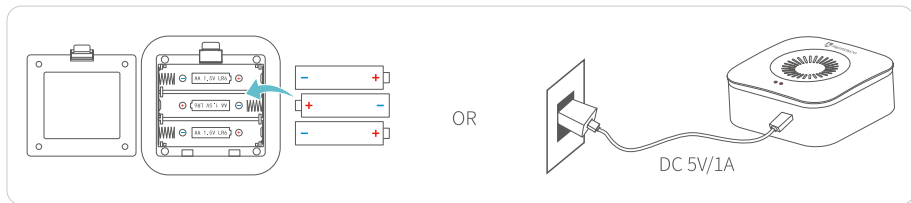
PAIR THE CHIME WITH THE DOORBELL

The doorbell is a signaling device installed near or on a door. When a visitor presses the **Doorbell button**, the chime inside will alert the occupant to the presence of the visitor.

The doorbell has been paired with the chime by default. However, you can pair it with as many chimes as you can. Please refer to the instructions below to pair a new chime.

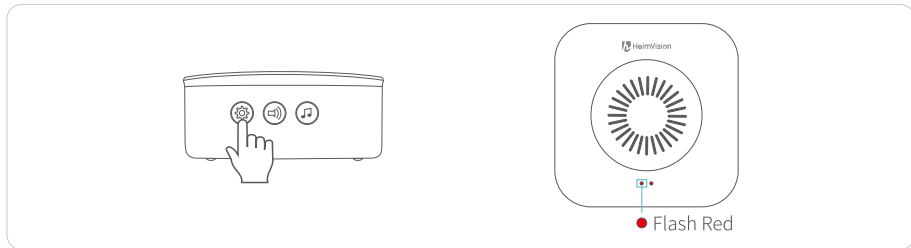
Step 1:

Install 3 pieces of AA batteries into the battery compartment of the chime, or connect the chime with a socket via a micro USB cable.



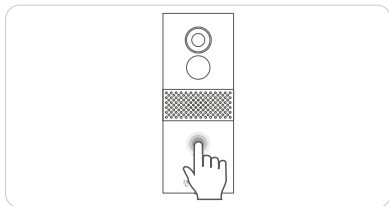
Step 2:

Press the **Reset Button** on the chime **ONLY ONCE** and the **Pairing Indicator** will start to flash red.

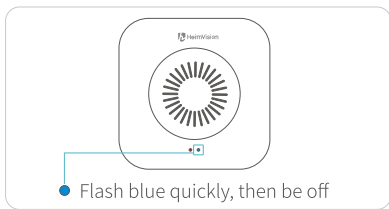


Step 3:

Press the **Doorbell Button** once to start pairing.

**Step 4:**

You will hear two times of "ding-dong" from the chime, and the **Working Indicator** will flash blue quickly, then be off, which indicates a successful pairing.




● Flash blue quickly, then be off

 **Tips:**

- * The **Pairing Indicator** will be off if there is no doorbell paired within 30s; press the **Reset** button on the chime once to be ready for pairing again.
- * Press the **Ringtone** button to select a tone for your chime.
- * Press the **Volume ±** button to adjust the volume levels of the ring.
- * To unpair the chime with the doorbell, please press and hold the **Reset** button on the chime for 5s to reset it. The **Pairing Indicator** will flash red for three times, then be ready for pairing again.

TEST THE NETWORK PERFORMANCE FOR YOUR DOORBELL

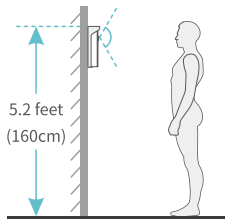
After wifi setup and pairing with the chime, please carry the doorbell to your desired installation position, launch HeimLife App, then tap the icon  on the Home Page to enter the live view and check the network performance.

If the fluency of the live video is not smooth enough, you may need to move the router closer to the installation position or invest a wifi extender between them.

DOORBELL INSTALLATION

Select a position

The doorbell is suggested to be mounted at least 5.2 feet (160cm) above the ground for the best view and motion detection performance.

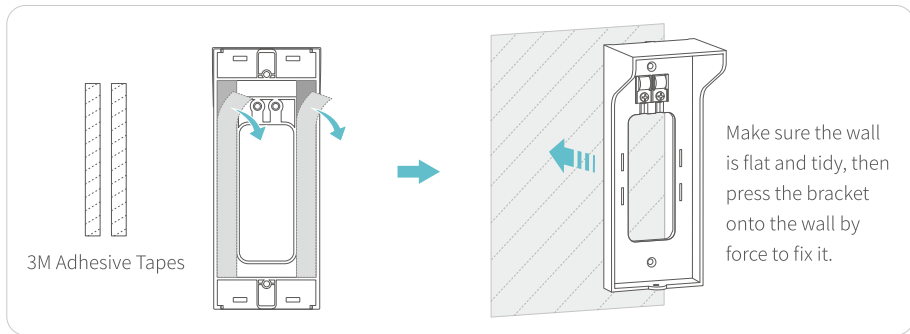


Install the doorbell

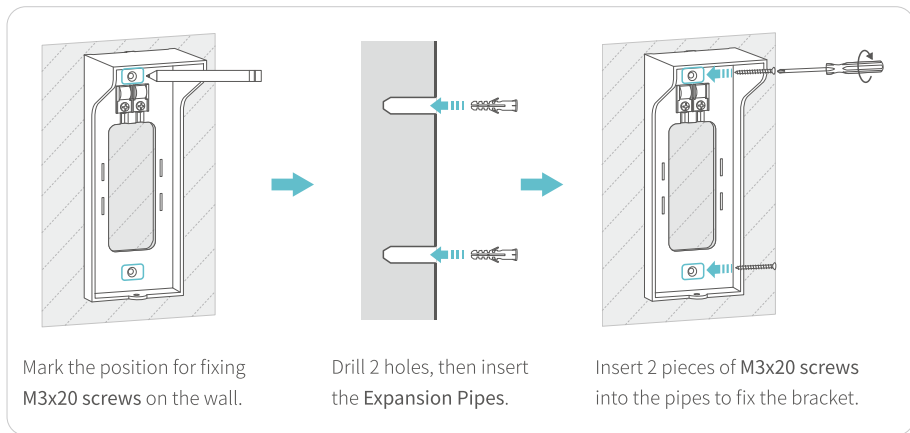
Option 1: Wireless Installation

Step 1: Mounting the bracket.

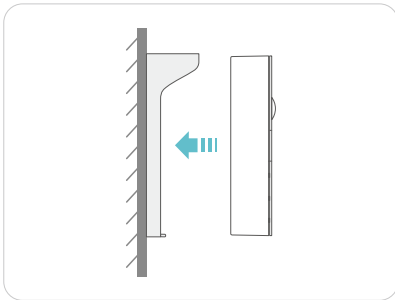
* If drilling screw holes is not allowed on the wall, you can affix 2 pieces of 3M Adhesive Tapes on the back of the bracket, then affix the bracket on the wall.



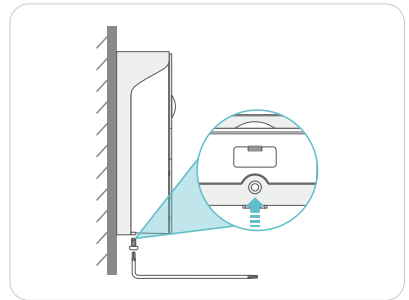
*If drilling screw holes is allowed, please use the screws in the package to mount the bracket onto the wall.



Step 2: Insert the doorbell into the bracket.



Step 3: Tighten the doorbell with the bracket through the M3x5 screw.



Tips:

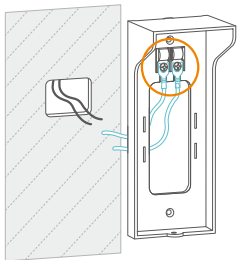
- * If the doorbell needs to be charged, please unscrew the **M3x5 screw** on the bottom, then take out the doorbell from the bracket to charge it.
- * You can install the **Nameplate Holder** on the top of the bracket to show your room number or name.
- * Please insert the **Rubber Plug** into the doorbell to prevent the connectors from water when it's used for outdoor.

Option 2: Wired Installation(Optional)

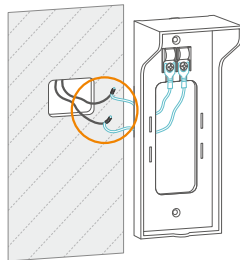
IMPORTANT:

- * Please switch off the circuit breaker at your house first and we generally recommend a professional to install the doorbell.

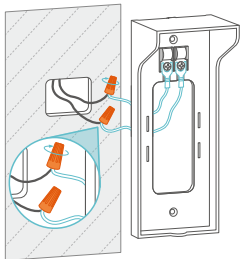
If you prefer to use the electrical wires to uninterruptedly supply power to the doorbell, the copper wires in the package will be needed.



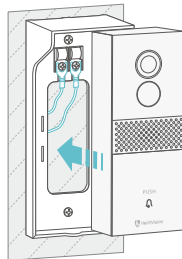
Step 1:
Connect the U-shape terminals of the **Copper Wires** with a **U-shape Terminal** to the **Screw Terminals** of the bracket.



Step 2:
Connect and twist wires together as instructed in the picture.



Step 3:
Use the wire nuts to make sure the strong connections.



Step 4:
Fix the bracket onto the wall, insert the doorbell into it, then tighten them together.

! Notes:

- * The voltage of the your wires should be 12-24V.
- * If you've installed a doorbell before, please use the **Copper Wires with 2 U-shape Terminals** to connect Greets 1 with your old doorbell's **Screw Terminals**. Please contact us at support@heimvision.com if you need further assistance.

BATTERY

This doorbell utilizes an advanced low power technology. If there is no visitor or no motion detected, the doorbell will enter sleep mode.

💡 Tips:

- * If the doorbell is woken up frequently, its battery capacity will be consumed quickly. Charging the doorbell regularly is recommended.
- * The recommended operating temperature of the doorbell is 14°F~122°F (-10°C~50°C) . Battery performance may drop at low temperature. At -4°F(-20°C), the battery may drain in a short time, or even may not charge. It will work normally as the temperature rises.

SPECIFICATIONS

Frequency Range	Wifi:2412-2472MHz
Maximum Conducted Peak Output Power	Wifi:10.37dBm(802.11b), 14.53dBm(802.11g), 12.22dBm(802.11n20), 13.26dBm(802.11n40)

TROUBLESHOOTING GUIDE

Q1: How should I do if the wifi connection failed?

- * Please make sure your doorbell is connecting to a 2.4GHz wifi, not a 5GHz wifi.
- * Move the doorbell and your mobile device closer to your router when connecting.
- * Check if the wifi password you entered was wrong or if there are special symbols in the password.
- * Make sure the power of your doorbell is enough and your router did not disconnect power.

Q2: How can I tell the 2.4G wifi and 5G wifi?

- * Please try to check the user manual of your router or call the customer support from the seller.
- * If it's still unsolved, please contact us directly.

Q3: Do I need to always connect my mobile device to any wifi if I'd like to watch the videos?

- * No, you don't. You can use **WLAN** or **Celluar Data** to watch them only if your doorbell is well connected to your router's wifi.

Q4: Why does the doorbell push notifications when there are no moving objects?

- * If there is a visitor pressing the **Doorbell Button**, you will receive the notification in App as well even when motion detection is disabled..
- * If motion detection is enabled, you can go to **Settings > Detection Alarm** to set the sensitivity to **Low** and set schedules for motion detection to reduce the false alarms.

Q5: What will happen when the mircoSD card runs out of space?

- * The oldest footage will be overwritten by the latest one. Please back up the important videos timely or delete the unnecessary videos to release more space. Alternatively, you can subscribe to a cloud plan.


Q6: Does the doorbell work with Google Home or Alexa?

- * Sorry, this model does not support Google Home or Alexa currently.

Q7: Why does the doorbell disconnect to wifi sometimes?

- * Please check the network connection of your mobile device and the router.
- * If the doorbell can't receive a strong signal, please try to move your router closer to the doorbell, or invest in a wifi extender.
- * Make sure the power of your doorbell is enough and your router did not disconnect power.

Q8: Can I disable motion detection?

- * Yes, you can. If you switched it on, you can go to the interface of **Live Video**, then tap on  **Motion Detection** to disable it, or go to **Settings > Detection Alarm > Motion Detection** to switch it off.

Q9: How many doorbells can I connect to the same account?

- * You can add many as you can, but we recommend 10 doorbells at most for better experience.

Q10: How many chimes can be paired with the same doorbell?

- * There is no limitation on the number.

Q11: Why can't I receive the push notifications on the mobile device?

- * Make sure you have allowed **HeimLife App** to push notifications to your mobile device.
- * When you watch the live view from the doorbell, you will not get the notifications.
- * Go to **Settings** to check if the option of **Receive Notifications** is switched on.

Q12: How many accounts can a doorbell share with?

- * There is no limitation on the number.

Q13: Can I directly watch the videos on a computer via a browser?

- * Sorry, this product does not support it currently.

ISED Warning

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage, et
- (2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

L'appareil est conforme aux directives d'exposition aux RF, les utilisateurs peuvent obtenir des informations canadiennes sur l'exposition aux RF et la conformité. La distance minimale du corps pour utiliser l'appareil est de 20 cm.

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE

DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

 The symbol indicates DC voltage



RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

This product can be used across EU member states.



CUSTOMER SUPPORT

North America support@heimvision.com

United Kingdom support.uk@heimvision.com

日本 support.jp@heimvision.com



www.heimvision.com



[@HeimVisionOfficial](https://www.facebook.com/HeimVisionOfficial)



[@heimvision_official](https://www.instagram.com/heimvision_official)