HeimVision

Smart Video Doorbell

Greets C1

USER MANUAL

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

V1.02

We will update the user manual regularly due to the App update, please scan the QR code or visit **https://www.heimvision.com/pages/download** for the latest version if it's available. Please contact us if you have any problems.

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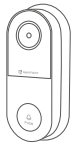
SAFETY CAUTIONS

1. For security, please use the original accessories provided.
2. Please obey the local security regulations and policies when installing the products.
3. We assume no liability or responsibility for any fires or electrical shock caused by improper installation.

PACKING LIST



Doorbell with Bracket

Angle Mount

Chime

User Manual

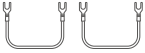
Torx Hex Key

Phillips Screwdriver

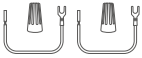
M3x5 Screws

Pin

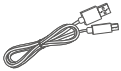
Plastic Anchors &
M3x20 Screws



Copper Wires with
2 U-shaped Terminals



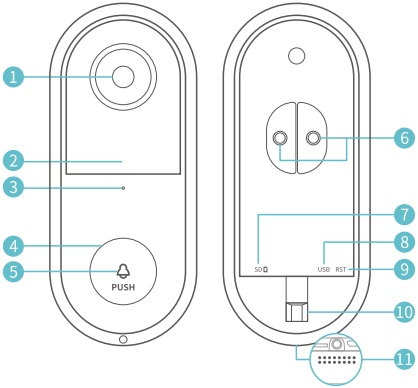
Copper Wires with a U-shaped
Terminal & Wire Nuts



USB Cable

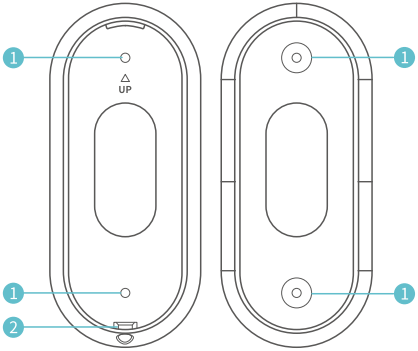
PRODUCT OVERVIEW

Doorbell



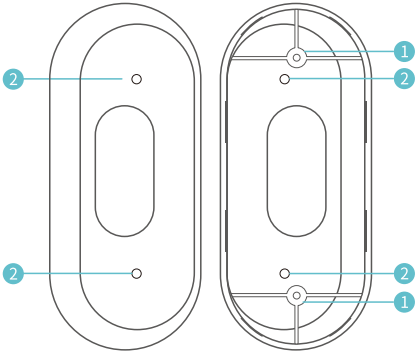
1. Camera Lens
2. IR LED
3. Microphone
4. Doorbell Button
5. LED Indicator
6. Screw Terminals
7. Memory Card Slot
8. Micro USB Port
9. Reset Hole
10. Screw Hole for M3x5 Screw
11. Speaker

Bracket



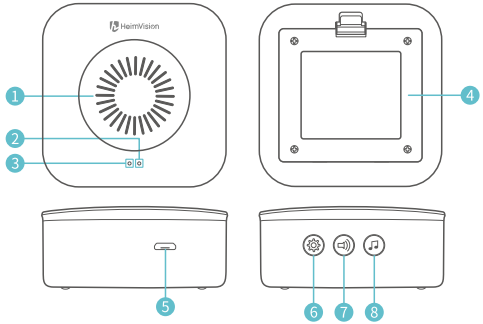
1. Holes for M3x20 Screws
2. Screw Hole for M3x5 Screw

Angle Mount



1. Screw Holes for M3x5 Screws
2. Holes for M3x20 Screws

Chime



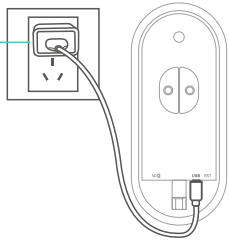
1. Speaker
2. Pairing Indicator
3. Working Indicator
4. Battery Compartment
5. Micro USB Port
6. Reset
7. Volume ±
8. Ringtone

GETTING STARTED

Step 1:

Separate your doorbell and bracket, then power your doorbell through the **micro USB Port**. The doorbell will emit "dingdong" if you press the **Doorbell Button**.

(not included)



Tip:

This is just a test. You could use your phone's power adapter to do this. It is recommended to install the doorbell on your door after all settings are finished.

Step 2:

Search for **HeimLife** on App Store™/Google Play™ or scan the QR codes to download and install our App.

Note:

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

iOS

Android

Step 3:

Launch **HeimLife** App, register an account with a valid email address and log in. Then follow the in-app instructions to connect your doorbell to **HeimLife** App.

Notes:

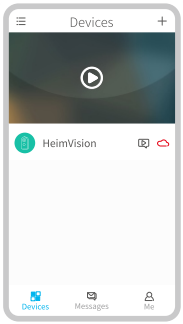
1. The doorbell can only support a 2.4GHz wifi.
2. Avoid using special symbols @~!#$%^&* in your Wifi name and password.
3. Please allow **HeimLife** App to use your **WLAN & Cellular Data** and access your location.
4. Press the **Reset Hole** for about 5s with the **Reset Pin** until you hear a prompt "bugu" to reset your doorbell if the connection failed or you need to switch to another network.
5. A guide to LED 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

FUNCTION OVERVIEW

Home Page

After the doorbell is connected to **HeimLife** App successfully, it will be listed on the home page.



【Devices】:

：Hide or show preview image(s).

：Access to snapshots and recorded videos; tap ▷ to watch the selected video.

：Enter the interface of Cloud directly.

【Messages】:

Sharing History: Shows history of device sharing.

Alarm Messages: Includes snapshots and recorded videos. Tap ▷ to watch the selected video.

System Messages: Contains system operation logs.

【Me】:

Share your device with friends or family.

View the files saved to your mobile device.

Check details about the APP.

Live Video

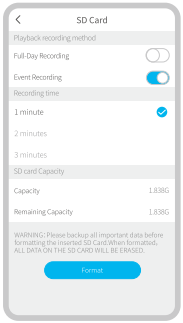
Tap ▷ on the home page to watch the live video from the camera lens of your doorbell.

1. Back to the 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 **Settings**.
7. Toggle between **SD**, **HD** and **FHD**; SD is recommended for smoother streaming.
8. Full screen.
9. Wifi Signal. If the percentage is less than 70%, please check your network connection of the doorbell.
10. Tap and hold to talk with people near the doorbell.
11. Tap to record the live video; tap again to end and save it to **Me** > **Picture & Videos**.

Video Recording

Video Recording by a Memory Card

Install a memory card(up to 128G), then go to **Settings** > **SD Card** to format your card before the first use.



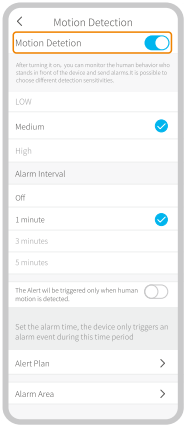
The doorbell comes with **Event recording** by default, which means it only records videos when motion is detected, or a visitor presses the **Doorbell Button**.
If you need to record videos all the time, please enable the option of **Full day recording**.

Video Recording by Cloud

Go to **Home Page** > ☁ or **Settings** > **Cloud Storage Service** to subscribe to a cloud plan. The cloud plan includes the **Event Recording** and **Full Day Recording** as well, please select one as required.

Motion Detection

For **Event Recording**, it is necessary to enable **Motion Detection**. You can go to **Settings** > **Motion Detection** to set more.

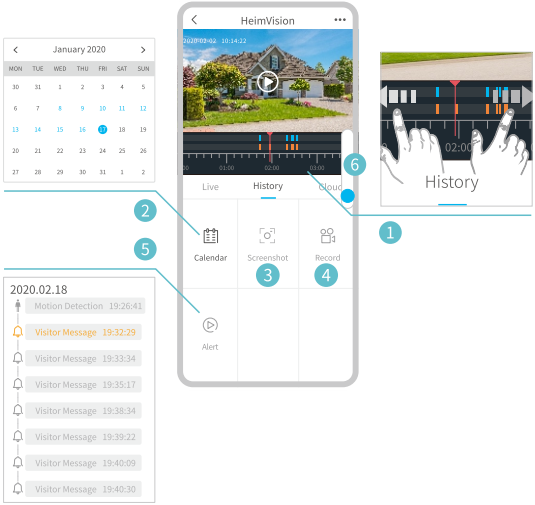


* Setting the sensitivity level of **Motion Detection** to **Low**, and setting an **Alarm Interval** can decrease unnecessary notifications of being disturbed and reduce false alarm.
* Enabling **Alarm only when people appear**, the doorbell will only record videos and send push notifications when it detects motions caused by people.
* Making an **Alarm Plan** and **Alarm Area** can avoid being disturbed frequently as the doorbell will detect motions according to schedules and areas.

Video Playback

Video Playback in a Memory Card

Tap **History** to play the videos recorded in the memory card if you've installed one.



1. Timeline. Slide leftward or rightward to check the videos. Blue bars stand for the videos recorded when a visitor is pressing the **Doorbell Button**, or any motion/human is detected. In contrast, red bars indicate the moments when the event occurs to start recording.
2. Tap the date with a 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. **Alert.** Check the moments when the event occurs to start recording.
6. Timeline zoom in/out.

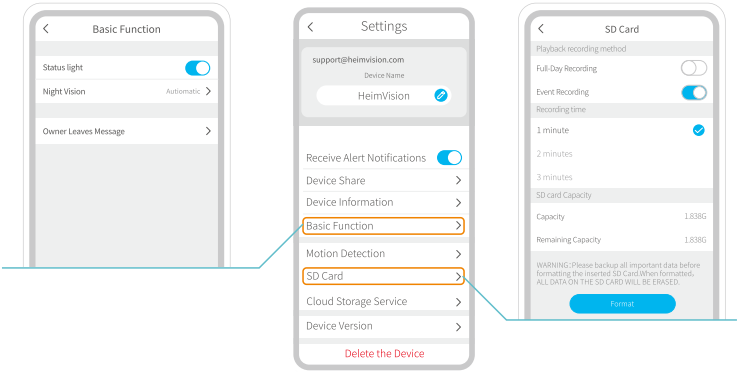
Video Playback in Cloud

Tap **Cloud** to play the videos recorded on the cloud if you've subscribed to a cloud plan.

> **Notes:**
> 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.



- Receive Alert Notifications:
  Turn it on and allow **HeimLife** App to send push notifications to your mobile device.
- Device Share:
  Share your device with friends or family by QR code scanning or by account searching. The person being shared with should also have an **HeimLife** account.

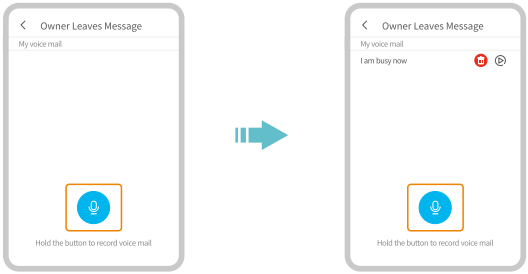
- Basic Function:
  * **Status light:** Turn on/off the LED Indicator on the doorbell.
  * **Night Vision:** Turn on/off the night vision of the camera, or set it to **Automatic** (which means the doorbell will enable the night vision when it detects low-level ambient light). The image will be black and white then.
  * **Owner Leaves Message:** Record voice messages and send one message accordingly to the person who is out of your door.
- Motion Detection:
  Enable/disable **Motion Detection**, and set more about it.
- SD Card:
  Select a recording mode, set the video length of each recording(only available for a memory card), and check the remaining capacity of the memory card or format it.

Leave A Voice Message

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

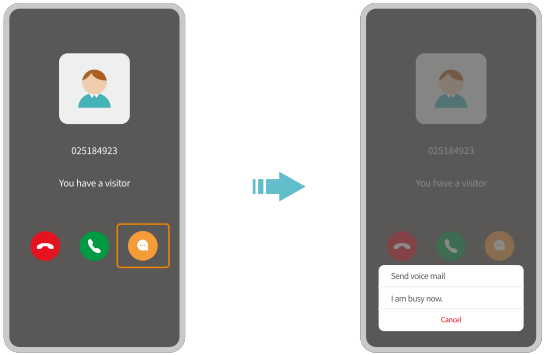
Step 1: Record a voice message

Go to **Settings** > **Basic Function** > **Owner 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.

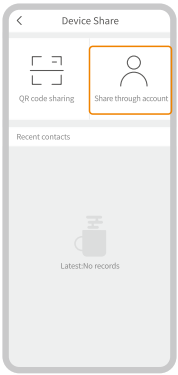
IMPORTANT:

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 memory card. However, four accounts at most can watch the videos simultaneously.
④ All the accounts can receive doorbell calls and notifications, but only one can answer the call.
⑤ Please go to **Home Page** > **Messages** > **Sharing history** to accept or check the requests of device sharing.

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.



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:

Go to **Home Page** > **Me**, then tap the device name, and choose **My QR Code** to show 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.

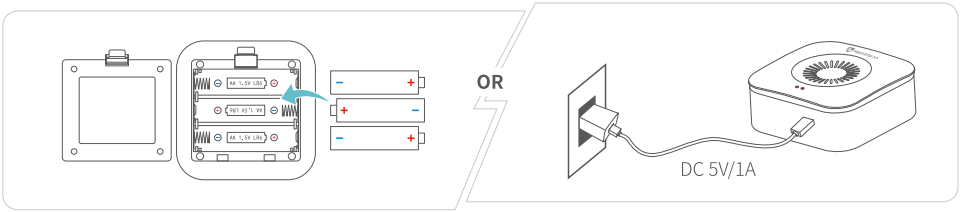
PAIR THE CHIME WITH THE DOORBELL

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.

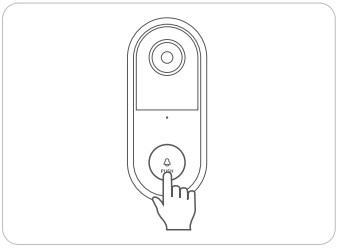


Step 2:

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

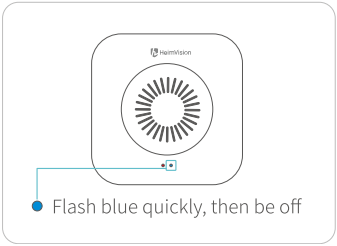
Step 3:

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.



Tips:

① 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.
② Press the **Ringtone** button to select a tone for your chime.
③ Press the **Volume±** button to adjust the volume levels of the ring.
④ 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 YOUR DOORBELL NETWORK PERFORMANCE

After wifi setup and pairing your doorbell with chime, please carry the doorbell to your desired installation position. Then you can check the doorbell network performance on the live video.

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.

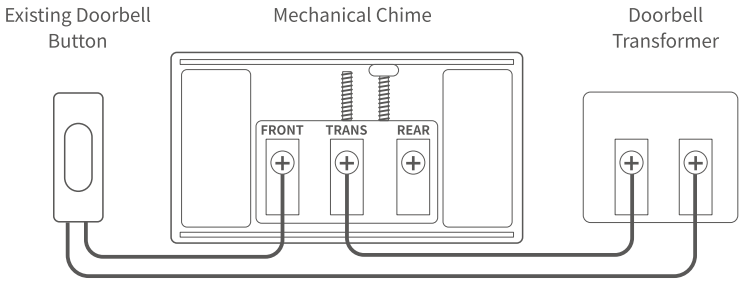
DOORBELL INSTALLATION

IMPORTANT:
Please switch off the circuit breaker at your house firstly and we generally recommend a professional to install the doorbell.

1. Select an installation position.

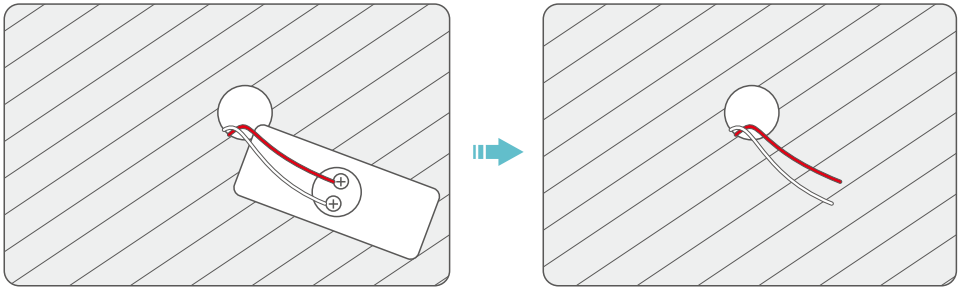
Option A: If you have an existing doorbell

Generally, the existing doorbell button and mechanical chime circuit looks like the image below.



Step 1:

Remove the existing doorbell button and leave the wires out.

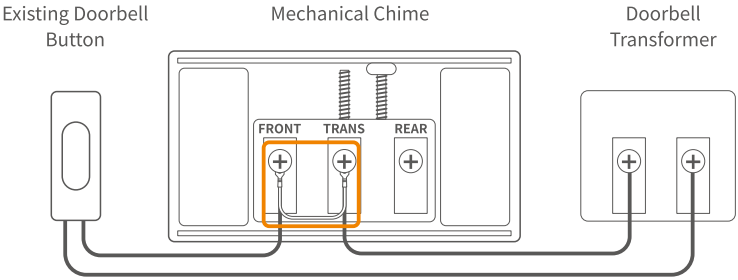


Step 2:

To provide a steady voltage to the new doorbell, we suggest you do the following.

① Remove the cover of the mechanical chime and loosen the screws on "FRONT" and "TRANS".

② Connect "FRONT" and "TRANS" by the provided Copper Wires with 2 U-shaped Terminals.



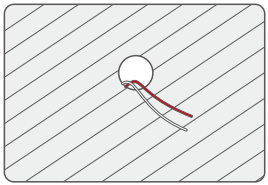
Option B: If you don't have an existing doorbell

Step 1:

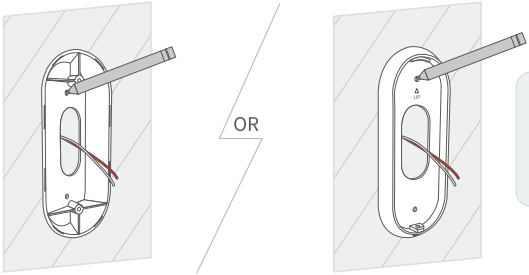
Select an ideal position. The doorbell is suggested to be mounted at least 5.2 feet (160cm) above the ground for the best view and motion detection performance.

Step 2:

Connect wires to your desired position. Your doorbell supports DC 12V or AC 12-24V power.



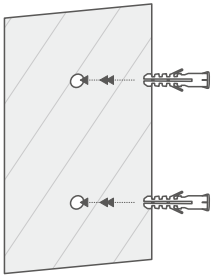
2. Mark the position for holes on the wall.



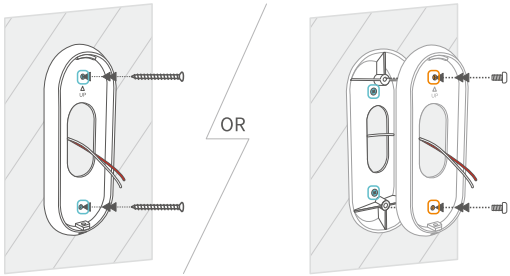
Tip:

The holes differ when you choose to use an **Angle Mount**.

3. Drill 2 holes, then insert the Plastic Anchors.



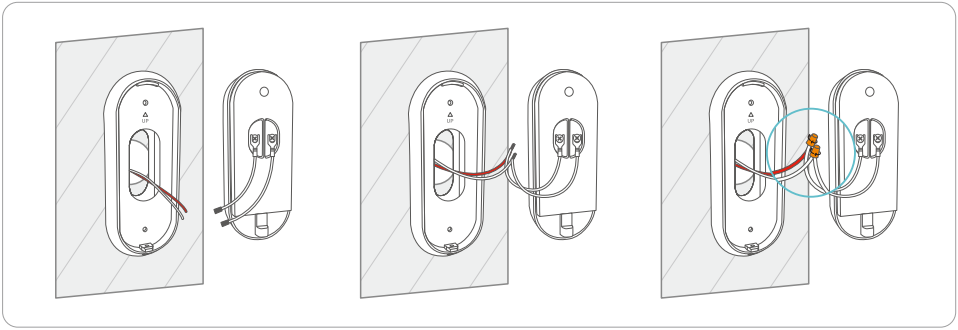
4. Fix the bracket.



M3 x 20 Screws

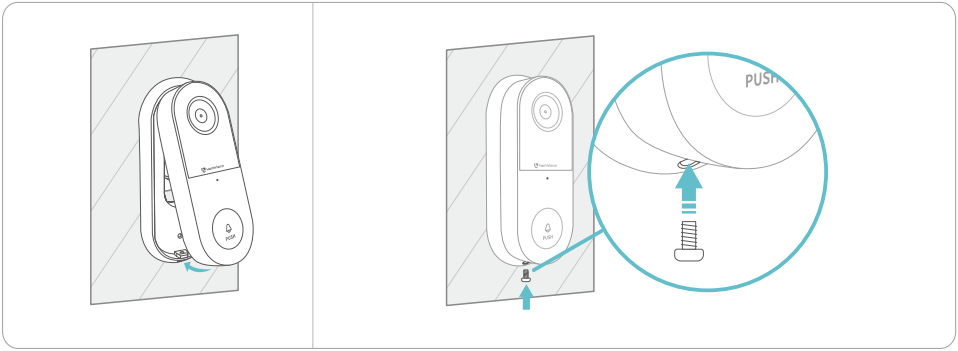
M3 x 5 Screws

5. Connect your doorbell to wires as shown below.



6. Align the top of the doorbell with the bracket and press the bottom of the doorbell until it clicks into place.

7. Tighten the doorbell with a M3 x 5 screw.



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: What 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.

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 memory 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.

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 if 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 Alert 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.

FCC Caution

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

— Reorient or relocate the receiving antenna.

— Increase the separation between the equipment and receiver.

— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

— Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

ISEDC 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

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.

HeimVision

CUSTOMER SUPPORT

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