FAQ

Eliot Connected Doorbell

HOW TO INSTALL MY DOORBELL?

FOLLOW THESE STEPS BEFORE INSTALLING ONTO THE WALL:

- REMOVE THE PRODUCT FROM THE PACKAGING AND INSERT 3 X AA BATTERIES
- INSTALL THE ELIOT APP ON YOUR SMARTPHONE
- WHILE PRESSING ON THE CALL BUTTON LOCATED ON THE FRONT OF THE DOORBELL ALSO PRESS ON THE BUTTON NEAR THE BATTERIES FOR 5 SECONDS LED SHOULD BLINK
- SET UP YOUR DOORBELL WITHIN THE ELIOT APP AND TEST
- NOW YOU CAN INSTALL INTO THE DESIRED LOCATION, SCREW IN THE BASE PLATE, INSERT THE FRONT AND TWIST TO CLIP IN, SECURE THE UNIT BY INSTALLING THE SCREW INTO THE UNDERSIDE

IF THE LED'S BLINK QUICKLY AND MY MOBILE CONFIRMS INSTALLATION FAILED

- CHECK YOUR MOBILE HAS A STRONG CONNECTION ON WI-FI 2.4GHZ
- THAT YOU AREN'T USING 5GHZ WI-FI
- YOUR WI-FI HAS WPA OR WPA2 TO ENSURE SECURITY
- ARE THE BATTERIES YOU ARE USING NEW?
- DOES LED BLINK QUICKLY AFTER YOU HAVE SENT THE WI-FI CODE FROM YOUR PHONE

HOW TO RESET MY DOORBELL?

REMOVE THE DOORBELL FROM THE WALL AND OPEN UP THE BATTERY PANEL, PRESS THE CALL BUTTON LOCATED ON THE FRONT OF THE DOORBELL, ALSO PRESS ON THE BUTTON NEAR THE BATTERIES FOR 5 SECONDS LED SHOULD BLINK, THE DOORBELL IS NOW RESET.

eliot
PROGRAM BY LEGRAND

L1 legrand

DOORBELL APP IN MUTE MODE

YOU CAN SWITCH THE DOORBELL INTO MUTE MODE ON THE APP
THIS WILL STILL ALLOW YOU TO RECEIVE NOTIFICATIONS WITHOUT TONES
YOUR DOORBELL WILL STAY IN MUTE MODE UNTIL IT IS CHANGED BACK ON VIA THE APP.

HOW TO MODIFY THE RINGTONE OF MY DOORBELL?

TO MODIFY YOUR RINGTONE WHEN THE DOORBELL CHIMES GO TO THE ELIOT APP
> SETTINGS **>** SOUNDS

I CAN'T INSTALL MY DOORBELL IN MY SMARTPHONE ELIOT ACCOUNT

- DID YOU TRY WITH NEW BATTERIES?
- DOES THE FRONT LED LIGHT ''ON'' WHEN YOU PUSH THE BUTTON?
- DOES THE LED BLINK SLOWLY AFTER 5S PRESSING SIMULTANEOUSLY THE CALL BUTTON AND THE BUTTON NEAR BATTERIES?
- DOES LED BLINK QUICKLY AFTER YOU SENT THE WI-FI CODE WITH YOUR MOBILE?
- BE CAREFUL TO CONNECT YOUR SMARTPHONE ON 2.4GHZ WI-FI ! DON'T USE THE 5GHZ WI-FI ON NEW INTERNET ROUTER!
- FOR SECURITY REASONS, YOUR WI-FI HAS TO USE WPA OR WPA2 SECURITY MODE.

I AM NOT RECEIVING PUSH NOTIFICATIONS ON MY MOBILE

ENSURE YOUR MOBILE HAS SUFFICIENT INTERNET ACCESS
HAVE YOU ALLOWED NOTIFICATIONS TO BE SENT IN YOUR DEVICE SETTINGS?
IS THE LED SHOWING RED? CHANGE THE BATTERIES IN THE UNIT
IF NONE OF THESE SOLVE YOUR PROBLEM; PLEASE CONTACT OUR SUPPORT SERVICE

Eliot Connected Doorbell

I AM NOT RECEIVING EMAIL ALERTS

- CHECK THE CORRECT EMAIL ADDRESS HAS BEEN ENTERED INTO THE APP
- CHECK YOUR JUNK FOLDER AND MARK AS NOT JUNK
- HAVE YOU ACTIVATED YOUR ACCOUNT SINCE INSTALLATION?
- CHECK YOUR EMAIL ACCOUNT FOR THE EMAIL ADVISING HOW TO ACTIVATE.

THE IMAGE I AM RECEIVING ARE POOR QUALITY

CLEAN THE CENTER PANEL OF THE EXTERNAL UNIT, IF THE PROBLEM PERSISTS PLEASE CONTACT SUPPORT VIA THE APP

I CANNOT FIND PAST IMAGES IN MY ELIOT APPLICATION

ONLY THE PAST 24 IMAGES ARE STORED ONCE THERE ARE MORE THE OLDEST ARE

THE LED LIGHT IS RED ?

CHANGE THE BATTERIES IN THE DOORBELL

DOORBELL IS CHIMING ON THE HOUSE RECIEVER BUT NOT ON MOBILE

CHANGE THE BATTERIES IN THE DOORBELL