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Tilvision HC-007 & QH-885AC

Tilvision Wireless Video Doorbell User Manual

Models: HC-007 & QH-885AC

INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Tilvision Wireless Video Doorbell. Please read this manual thoroughly before using the product to ensure proper function and safety.

The Tilvision Wireless Video Doorbell is a battery-powered, 100% wire-free device designed to enhance your home security. It features two-way audio communication, real-time notifications, and free cloud storage for event photos. The system includes an indoor wireless chime to alert you when a visitor presses the doorbell button.

PACKAGE CONTENTS

Verify that all items are present in your package:

- 1 x Doorbell Camera
- 1 x Indoor Doorbell Chime
- 1 x Accessory Package (screws, wall anchors)
- 1 x 3M Adhesive Tape
- 1 x User Manual (this document)
- 2 x AA Batteries (for doorbell camera)

SETUP GUIDE

1. Battery Installation

The doorbell camera is powered by two AA batteries. Ensure correct polarity when inserting the batteries.

Battery-powered Video Doorbell Camera

100% wire-free, powered by 2 x AA batteries, battery life could last for over 6 months



Image: Illustration showing the Tilvision doorbell camera and the placement of two AA batteries within its compartment. This demonstrates how to correctly insert the batteries for power.

The doorbell is designed for long battery life, typically lasting over 6 months under normal usage conditions.

2. App Download and Account Creation

Download the official Tilvision app from the Google Play Store (for Android devices) or the Apple App Store (for iOS devices). Search for "Tilvision" in your respective app store.

1. Install the app on your smartphone.
2. Open the app and follow the on-screen instructions to create a new account or log in if you already have one.

3. Connecting to Wi-Fi

The doorbell camera supports 2.4GHz Wi-Fi networks only. 5GHz Wi-Fi is not supported. Ensure your smartphone is connected to a 2.4GHz Wi-Fi network during the setup process.

1. In the Tilvision app, tap "Add Device" or the "+" icon.
2. Select your doorbell model from the list.
3. Follow the in-app instructions to connect the doorbell to your home Wi-Fi network. This typically

involves scanning a QR code generated by the app with the doorbell camera.

Free & Unlimited Cloud Storage

Photos will be recorded on the cloud automatically, unlimited storage space.



Image: The Tilvision doorbell camera alongside icons for 2.4GHz Wi-Fi and Photo Cloud Storage, with a smartphone showing the app's event log. This illustrates the wireless connectivity and cloud features.

4. Chime Pairing

The indoor chime needs to be paired with the doorbell camera to function correctly.

1. Plug the indoor chime into a standard power outlet within range of your doorbell camera.
2. Refer to the chime's specific instructions (usually a button press sequence) to put it into pairing mode.
3. Press the doorbell button on the camera. The chime should ring, indicating successful pairing.

Plug-in Wireless Doorbell

When someone press the button on outdoor video doorbell, it'll remind you there's a visitor in front of the door.



Image: A Tilvision wireless doorbell chime plugged into a wall socket in a kitchen, with sound waves emanating from it. This demonstrates the chime's function when a visitor presses the doorbell.

5. Mounting the Doorbell Camera

The doorbell camera is designed for wall mounting. Choose a location that provides a clear view of your entrance and is within Wi-Fi range.

1. Option 1: Screw Mounting

- Mark the desired drilling spots using the mounting bracket as a template.
- Drill holes and insert wall anchors if mounting on masonry or plaster.
- Secure the mounting bracket to the wall with the provided screws.
- Attach the doorbell camera to the bracket.

2. Option 2: Adhesive Mounting

- Clean the mounting surface thoroughly to ensure it is dry and free of dust or grease.
- Apply the 3M adhesive tape to the back of the doorbell camera or mounting bracket.
- Press the doorbell firmly against the desired surface for at least 30 seconds.

The doorbell camera is IP65 weather-resistant, making it suitable for outdoor use in various weather

conditions.

IP65 Weather-Resistant

No matter how heavy the rain is,
the smart video doorbell is always there for you.



Image: The Tilvision doorbell camera mounted on an outdoor wall, with water droplets visible on its surface, emphasizing its IP65 weather-resistant design.

OPERATING INSTRUCTIONS

1. Receiving Notifications

When a visitor presses the ringing button on the doorbell camera, your smartphone will receive a push notification in real-time. If the indoor chime is paired, it will also sound an alert.

2. Two-Way Audio Communication

Upon receiving a notification, open the Tilvision app to view the live feed. You can then use the built-in microphone and speaker to communicate with the visitor.

Two-Way Audio Talk with Your Friend Freely

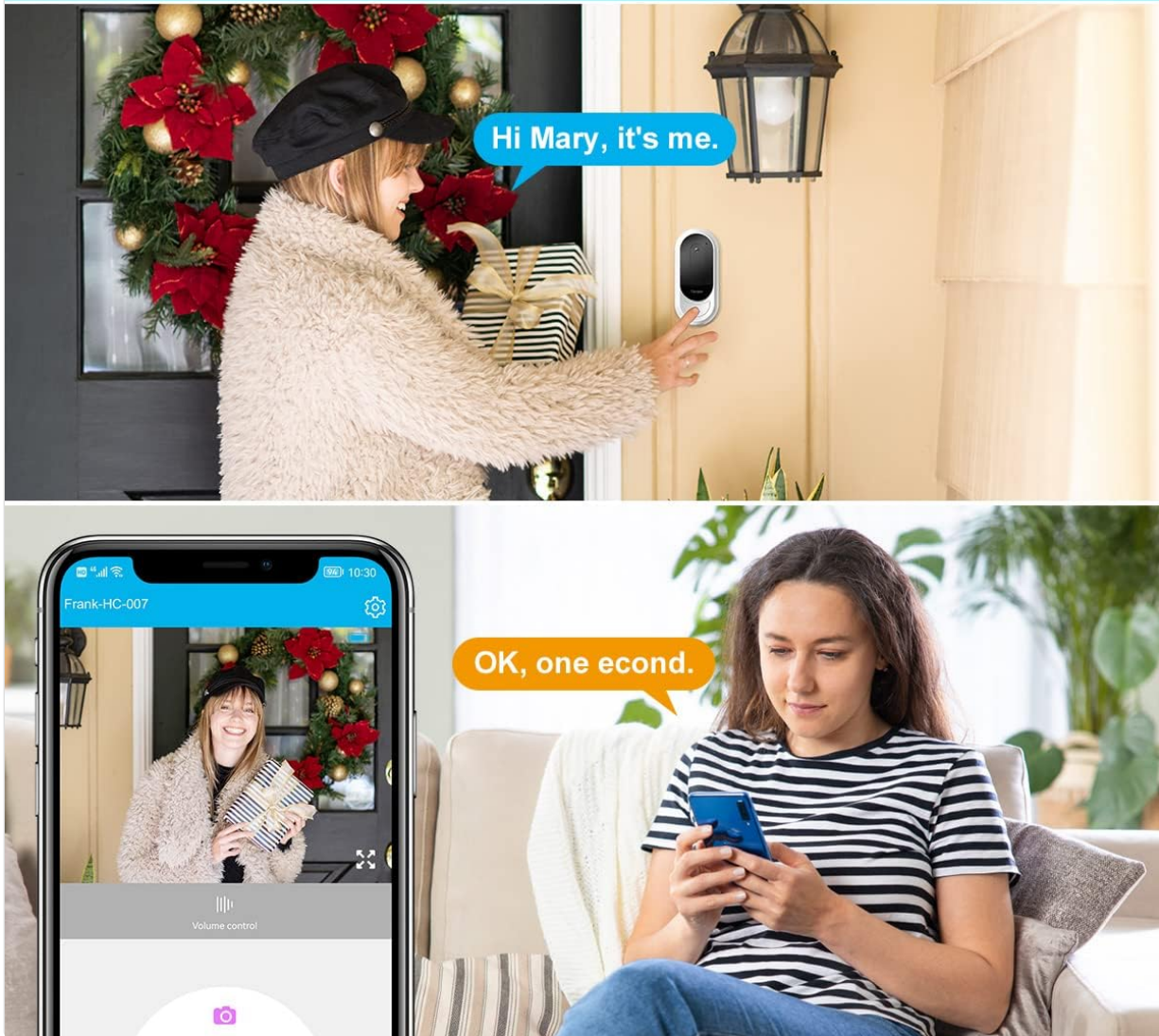


Image: A split image showing a person at a door interacting with the Tilvision doorbell camera, and another person indoors viewing the live feed and speaking into a smartphone. This illustrates the two-way audio feature.

3. Cloud Storage and Event History

When someone presses the doorbell button, a photo will be automatically saved to the cloud server. You can access and review these history events at any time through the Tilvision app. This service offers unlimited storage space for photos without any monthly fees.

The app also allows you to manually take videos, which will be saved directly to your smartphone. An SD card is not required for this function.

4. Sharing with Family Members

You can share access to your doorbell camera with up to 7 other family members (total of 8 users, including the administrator). This allows multiple users to receive notifications and interact with visitors.

1. In the Tilvision app, navigate to the device settings.
2. Select "Share Device" or a similar option.
3. Follow the instructions to invite family members via their Tilvision app accounts.

Share Wonderful Moments with Your Family Members



Image: A central smartphone displaying the Tilvision app's live view, surrounded by smaller images of different individuals using their phones. This visually represents the ability to share device access with multiple family members.

MAINTENANCE

1. Battery Replacement

When the battery level is low, you will receive a notification through the app. Replace the two AA batteries promptly to ensure continuous operation. Always use fresh, high-quality AA batteries.

2. Cleaning

Periodically clean the doorbell camera's lens and housing with a soft, damp cloth to remove dust and dirt. Avoid using harsh chemicals or abrasive materials that could damage the device.

3. Environmental Considerations

The doorbell camera is IP65 rated, meaning it is protected against dust and low-pressure water jets. It is designed to operate in temperatures ranging from -20°C to 50°C . While weather-resistant, extreme conditions may affect battery life or performance.

TROUBLESHOOTING

1. Doorbell Not Connecting to Wi-Fi

- Ensure your Wi-Fi network is 2.4GHz. The doorbell does not support 5GHz networks.
- Check that your Wi-Fi signal strength is adequate at the doorbell's mounting location.
- Restart your Wi-Fi router and try the connection process again.
- Ensure the doorbell camera is fully charged or has fresh batteries.

2. No Notifications on Smartphone

- Verify that push notifications are enabled for the Tilvision app in your smartphone's settings.
- Check if the doorbell camera is connected to Wi-Fi and online in the app.
- Ensure your smartphone has an active internet connection.

3. Indoor Chime Not Ringing

- Confirm the chime is plugged into a working power outlet.
- Re-pair the chime with the doorbell camera following the instructions in the "Setup Guide" section.
- Ensure the chime is within effective range of the doorbell camera.

4. Poor Two-Way Audio Quality

- Check your Wi-Fi signal strength. A weak signal can affect audio quality.
- Ensure there are no obstructions blocking the doorbell's microphone or speaker.
- Reduce background noise at both ends of the conversation.

SPECIFICATIONS

Feature	Detail
Model Numbers	HC-007 & QH-885AC
Video Capture Resolution	1080p
Connectivity Technology	Wireless (2.4GHz Wi-Fi only)
Power Source	Battery Powered (2 x AA batteries)
Special Features	2-Way Audio, Cloud Storage (photos), Message Notification, IP65 Weather-Resistant
Indoor/Outdoor Use	Indoor/Outdoor
Compatible Devices	Smartphone
Viewing Angle	140 Degrees
Material	Acrylonitrile Butadiene Styrene (ABS)
Product Dimensions (L x W x H)	5.41 x 3.3 x 11.99 cm (2.13 x 1.3 x 4.72 inches)

Feature	Detail
Weight	299 g
Operating Temperature	-20°C to 50°C

WARRANTY AND SUPPORT

Specific warranty information for the Tilvision Wireless Video Doorbell (Models HC-007 & QH-885AC) is not provided within this manual. For warranty details, technical support, or customer service inquiries, please refer to the product packaging, the official Tilvision website, or contact your retailer.