Heath Zenith 18000179

Heath Zenith 18000179 Wired Smart Video Doorbell

User Instruction Manual

1. INTRODUCTION

Thank you for choosing the Heath Zenith Smart Video Doorbell. This device enhances your home security by providing real-time video, two-way audio communication, and motion detection capabilities directly to your smartphone. Designed for wired installations, it integrates seamlessly with existing mechanical chimes and operates via Wi-Fi, ensuring continuous functionality even if the internet connection is temporarily lost.

2. PRODUCT FEATURES

- **No Hub Required:** Connects directly to your Wi-Fi network.
- **2-Way Audio:** Communicate with visitors at your door from your smartphone.
- **Night Vision:** Provides clear visibility in low-light conditions for 24/7 security.
- **Motion Detection:** Receive snapshot notifications when motion is detected.
- **Video Recording:** Automatically records and saves footage (memory card not included).
- **Wired Installation:** Designed for hardwired setups, compatible with mechanical chimes (power module included if needed).
- **Weather Resistant:** IP54 rated for outdoor use.
- **No Subscription:** Access all functional features without additional fees.
- **Expandable Memory:** Supports local storage for recorded footage.
- **Wide Angle View:** Captures a broad perspective of your doorstep.
- **Mute Options:** Customize doorbell mute schedules.
- **Voice Changer:** Offers options to modify your voice during two-way communication.

3. SETUP AND INSTALLATION

Follow these steps for proper installation and setup of your Heath Zenith Smart Video Doorbell.

1. **Download the Globe Suite™ App:** Search for and download the Globe Suite™ app from your device's app store. This app is essential for controlling and monitoring your video doorbell.

2. **Physical Installation:** Install the doorbell at your desired location. This device is designed for hardwired installation and requires connection to existing doorbell wiring. A power module is included if needed for compatibility with your mechanical chime.

3. **Connect to Wi-Fi:** Follow the in-app instructions to connect your video doorbell to your home Wi-Fi network. Ensure your Wi-Fi signal is strong at the installation location.

4. **Enjoy:** Once connected, you can begin using all smart features of your video doorbell.
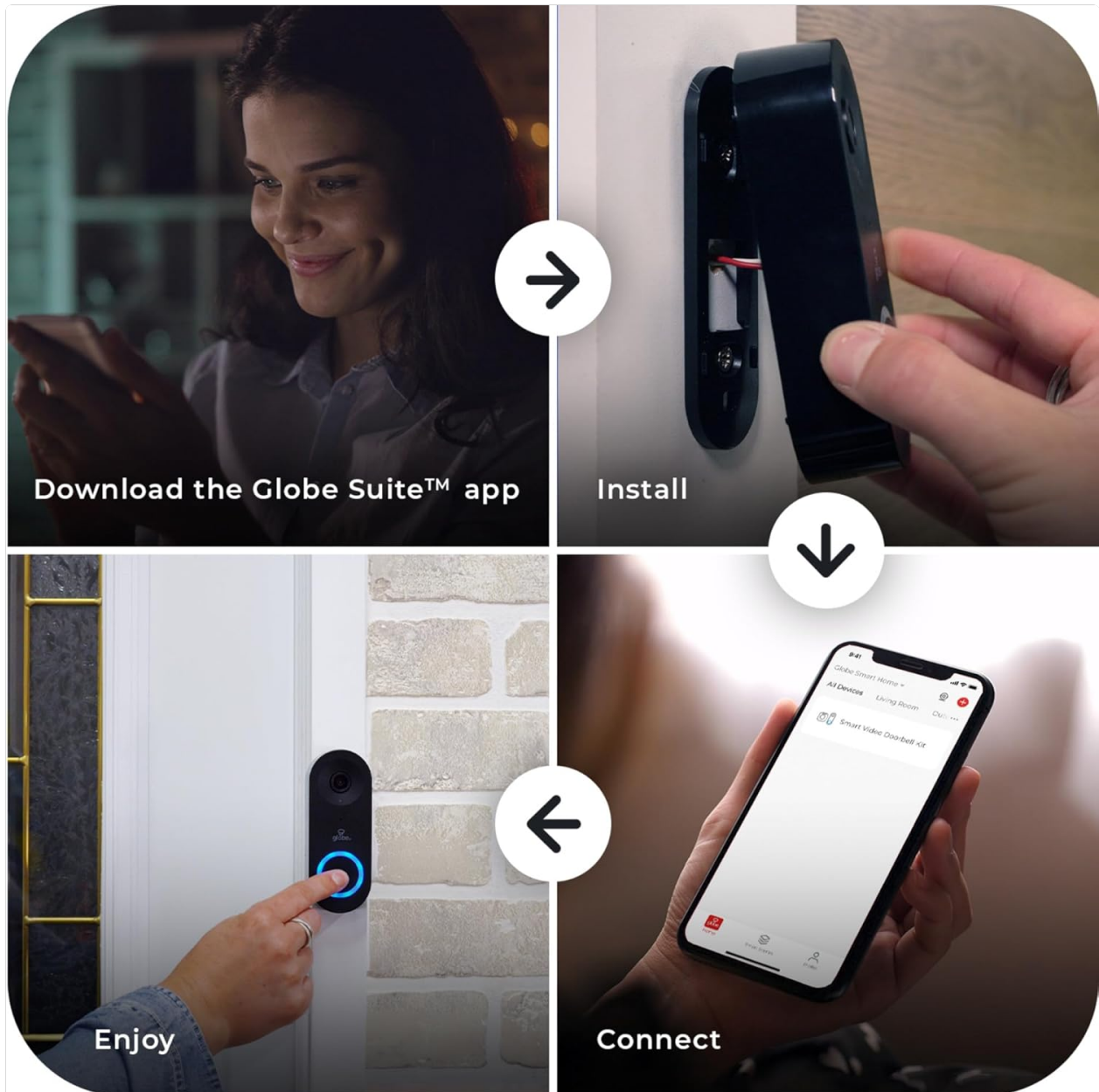

Figure 3.1: Overview of the installation and setup process, from app download to enjoying the doorbell's features.

4. OPERATING INSTRUCTIONS

The Heath Zenith Smart Video Doorbell offers various functionalities accessible through the Globe Suite™ app.

- **Answering Your Door:** When someone rings the doorbell, you will receive a notification on your smartphone. Open the Globe Suite™ app to view live video, talk to the visitor using the 2-way audio feature, and listen to their response. This allows you to answer your door from any location.

Figure 4.1: Answering your door remotely using the Globe Suite™ app.

- **Live View and Recording:** Access the live view of your doorstep at any time through the app. You can view, talk, and record footage in full high definition 1080p. Recorded footage can be played back later (requires a memory card, not included).

Figure 4.2: Live view, 2-way audio, and recording features within the app.

- **Motion Detection and Night Vision:** The doorbell provides motion detection alerts with snapshots when activity is detected. Night vision ensures clear video capture even in complete darkness, enhancing security around the clock.

Figure 4.3: Motion detection notifications and night vision capabilities.

- **Mute Options and Scheduling:** You can configure mute options and set personalized schedules for when the doorbell chime should be silenced. This is useful for avoiding disturbances during specific times.

Figure 4.4: Setting mute schedules within the Globe Suite™ app.

5. MAINTENANCE

To ensure optimal performance and longevity of your Heath Zenith Smart Video Doorbell, consider the following maintenance tips:

- **Regular Cleaning:** Gently wipe the camera lens and the doorbell surface with a soft, damp cloth to remove dust and dirt. Avoid abrasive cleaners.
- **Firmware Updates:** Periodically check the Globe Suite™ app for available firmware updates. Keeping your doorbell's firmware up-to-date ensures you have the latest features and security enhancements.
- **Wi-Fi Connection:** Ensure your Wi-Fi network is stable and provides a strong signal to the doorbell for uninterrupted operation.
- **Memory Card (if used):** If you are using a memory card for local storage, periodically check its status and ensure it has sufficient space. Replace if necessary.

6. TROUBLESHOOTING

If you encounter issues with your Heath Zenith Smart Video Doorbell, refer to the following common problems

and solutions:

- **Doorbell rings unexpectedly or at odd hours:** Check your mute schedules within the Globe Suite™ app to ensure no unintended schedules are active. Verify that motion detection sensitivity is not set too high, causing false alerts from minor movements.
- **No alerts on phone when doorbell is pressed:** Ensure your phone's notification settings for the Globe Suite™ app are enabled. Check the app's internal settings for doorbell press notifications. Verify your phone has an active internet connection.
- **Poor video quality or connectivity issues:** Ensure the doorbell is within range of your Wi-Fi router. If necessary, consider moving your router or using a Wi-Fi extender to improve signal strength. Restarting your router and the doorbell (by temporarily cutting power) can often resolve connectivity problems.
- **2-Way Audio not working:** Check your phone's microphone and speaker permissions for the Globe Suite™ app. Ensure the doorbell's microphone and speaker are not obstructed.
- **Doorbell not powering on:** Verify that the doorbell is correctly wired and receiving adequate power. Consult a qualified electrician if you are unsure about the wiring.

7. SPECIFICATIONS

Feature	Specification
Manufacturer	Heath Zenith
Part Number	18000179
Item Model Number	18000179
Item Weight	4.5 ounces
Product Dimensions	1.17 x 1.75 x 4.5 inches
Color	Black
Material	Plastic
Power Source	Corded Electric
Voltage	16 Volts
Wattage	10 watts
Installation Method	Surface Mount
Mounting Type	Door Mount
Special Features	Motion Sensor
Included Components	Smart Video Doorbell
Batteries Included	No
Batteries Required	No

8. WARRANTY AND SUPPORT

The Heath Zenith Smart Video Doorbell is backed by a **1-year limited manufacturer's warranty**. This warranty covers defects in materials and workmanship under normal use.

For technical support, troubleshooting assistance, or warranty claims, please refer to the contact information provided with your product packaging or visit the official Heath Zenith website.