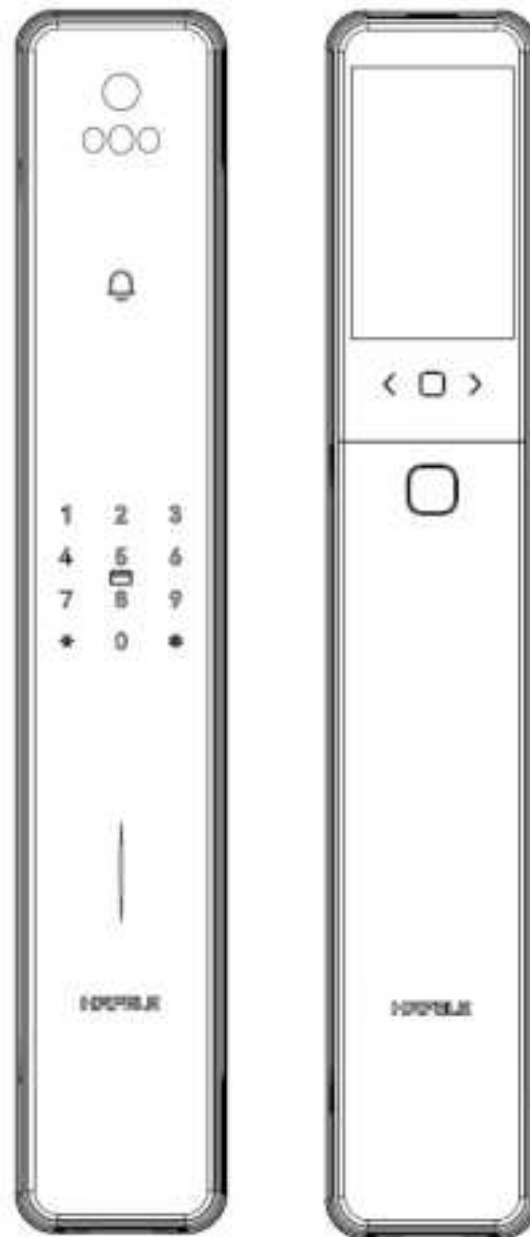


User Manual & Installation Guide

Model: Hafele INFINITY



Disclaimer: The contents of this user manual are subject to change without prior notice to the user in order to enhance performance of the product.

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








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1. Read before use

1.1 Warnings

1. Read and understand all instructions before use.
2. Do not expose the product and accessories to rain or direct sunlight.
3. When cleaning the product, please wipe it with a soft cloth.
4. Do not scrape the fingerprint sensor with any sharp objects.
5. If damage is caused by failure to follow this instructions, the warranty does not apply.
6. Do not expose the product to corrosive substances to avoid damage.
7. Please make sure the battery is fully charged before use. If a low battery warning appears, please remove the battery and charge it immediately.
8. If the lock is not in use for a long time, please take out the battery to maintain its efficiency and extend its lifespan.





1.2 Product specifications



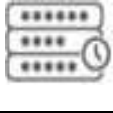



Features	
	Palm ID
	Face ID
	Fingerprint
	Key card
	Password
	Mechanical Key
	Video Door Phone
	Wi-Fi APP
	Door Viewer
	Dual Battery System
	Handle Lighting
	English Voice Prompts
	USB-C Emergency Power

Basic Specification		
User Capacity	<ul style="list-style-type: none"> • Administrator ID (with Fingerprint, Key card and Password) • 400 Users with combinations of Palm ID, Face ID, Fingerprint, Key card or Password. • 30 APP Custom passcodes 	
7 unlocking ways	Palm ID, Face ID, Fingerprint, Password, Key card, Mechanical Key and Smartphone APP	
Door Thickness	33 - 90mm	
Voice guide language	English, male or female voice	
Power Supply	Dual Battery	Main 5000 mAh Li-ion + Backup 2000 mAh Li-ion
	Emergency Power	5V, Type-C USB interface
	Operating Voltage	> 4.8V
Material	Lock panels	Aluminium alloy, Tempered glass
	Mortise lock	Stainless steel
Working environment	Temperature	-20 to +70 Degree Celsius
	Humidity	40%-80%
	Ingress protection	Outdoor unit: IP65 Indoor unit: IP53

1. Read before use

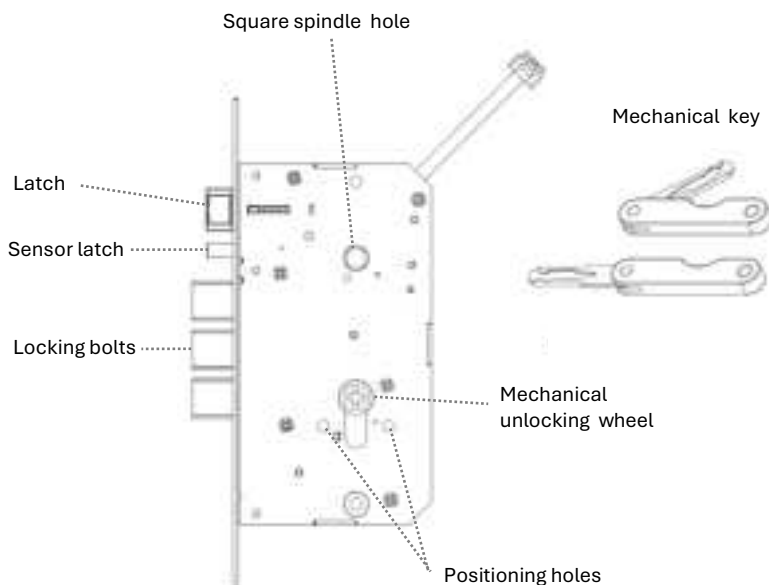
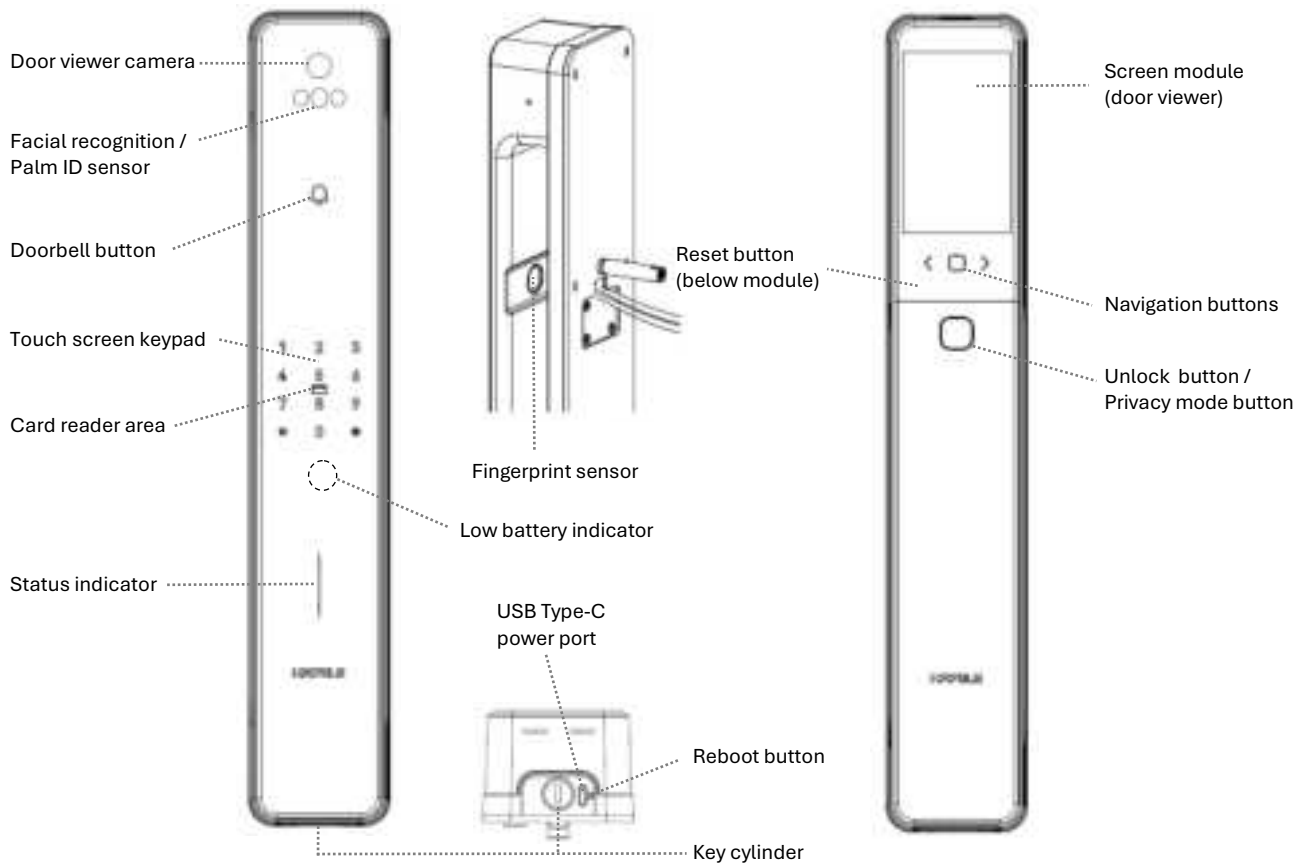
1.3 Additional features

Locking Modes	
	Auto Locking Mode When the door is closed the bolt will lock automatically.
	Passage Mode (Remain unlocked) After activation the door is unlocked for everybody.
	Privacy Locking Mode When activated from the inside, only local administrators and the mechanical key can open the door from outside.
	Double Authentication Mode In this high security mode, users need to enter a combination of 2 access credentials to open the door.

Security & Alarms	
	Random Passcode Random digits can be added before or after the passcode to hide your real code from other persons.
	Panic Exit It is always possible to unlock from the inside with a mechanical lever latch.
	System Lockout After 6 wrong attempts to unlock, the system enter a lockout mode for 90 seconds and sound an alarm.
	Burglar Alarm If the lock detects any mechanical manipulations it will sound an alarm for 120 seconds.
	Door Ajar Alarm If the door isn't completely closed and the bolts are unable to auto-lock, a reminder alarm will sound.
	Low Battery Alarm The lock will remind you to charge the battery with the light indicator and a voice prompt.

1. Read before use

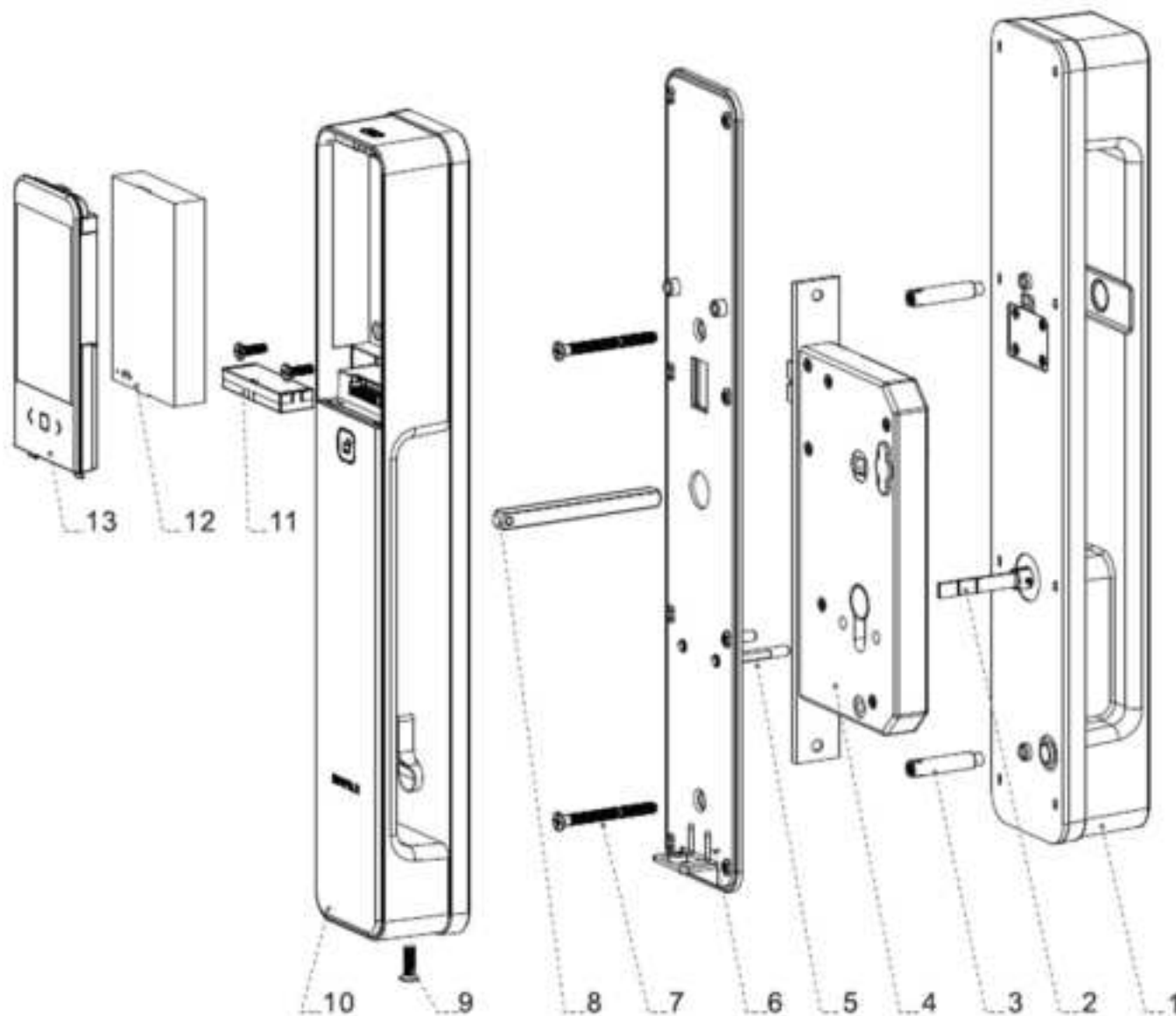
1.4 Product Overview



Packing List	
Outdoor unit	1 pc
Indoor unit	1 pc
Mortise lock pack	1 set
Accessories pack	1 set
Mechanical keys	2 pcs
Battery	1 pc
Drilling template	1 pc
Quick start guide	1 pc

2. Installation guide

2.1 Components



1. Outdoor unit

2. Transmission rod

3. Stud

4. Mortise lock

6. Mounting plate

7. Screws

8. Square spindle

9. Back panel fixing screws

10. Indoor unit

11. Plug-in module (option)

12. Battery Pack

13. Screen module

2. Installation guide

2.2 Screw size matrix

Infinity / Horizon Installation Accessories Instruction

Door Thickness	M5 Screw	Positioning Screw 2pcs	Transmission Rod	Square Spindle
≥33mm <40mm	M5x18mm 2pcs	Cut 4 segments	Cut 4 segments	8x8x32mm
≥40mm <45mm	M5x95mm 2pcs - cut 5	Cut 3 segments	Cut 3 segments	8x8x45mm
≥45mm <65mm	M5x95mm 2pcs - cut 4-5	Cut 2-3 segments	Cut 2-3 segments	8x8x45mm
≥65mm <95mm	M5x95mm 2pcs - cut 1-3	Cut 1-2 segments	Cut 1-2 segments	8x8x65mm
≥95mm <110mm	M5x95mm 2pcs - no cut	No Cut	No Cut	8x8x65mm

M5 Screw

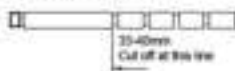


M5x18mm: 2pcs

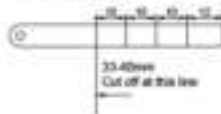


M5x95mm: 2pcs

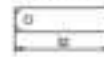
Positioning Screw 2pcs



Transmission Rod



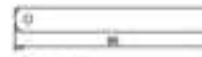
Square Spindle



8x8x32mm



8x8x45mm



8x8x65mm

Lock pin



M5 Stud 2pcs



Ø7x31mm

Hex key 3mm

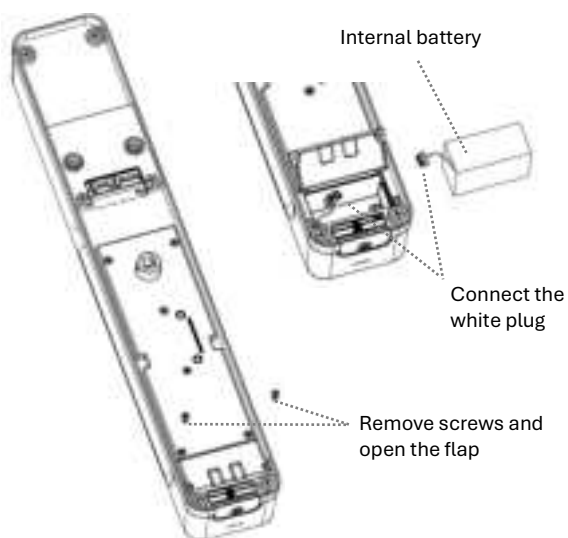


2. Installation guide

2.3 Installation steps

- 1** Before installing the lock body, the internal battery in the back panel must be connected first.

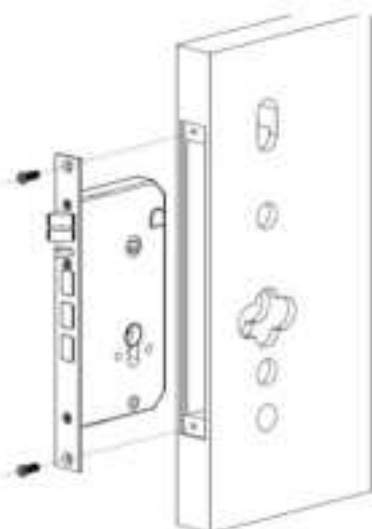
1. Remove 2 screws and open the flap
2. Connect the white plug together.
3. Close the flap and fix the 2 screws again.



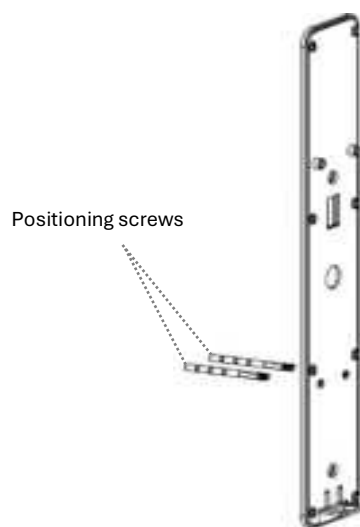
- 2** Draw lines on the door as marked on the drilling template, the suggested distance between the lock and the floor is 1m - 1.1m. Then drill the holes as required.



- 3** Insert the mortise lock into the door and use two pieces of self tapping screws (from mortise lock pack) to fix it in place.



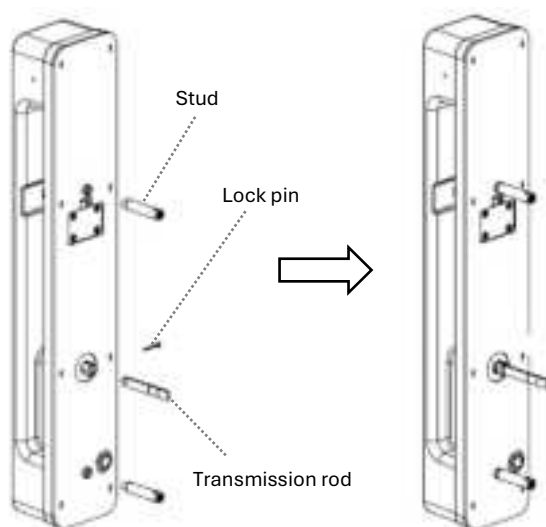
- 4** Adjust the lengths of the 2 positioning screws as per the screws size matrix on page 8. Install the screws in the mounting plate.



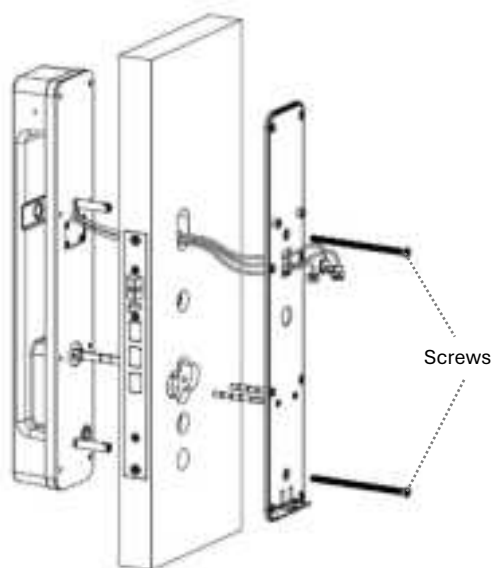
2. Installation guide

2.3 Installation steps

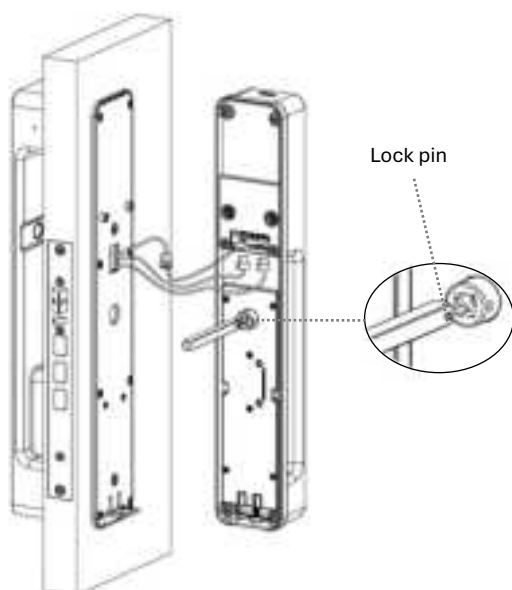
- 5** Install two studs into the outdoor unit. Adjust the length of the transmission rod as per the screws size matrix on page 8. Then use a lock pin to fix it in place.



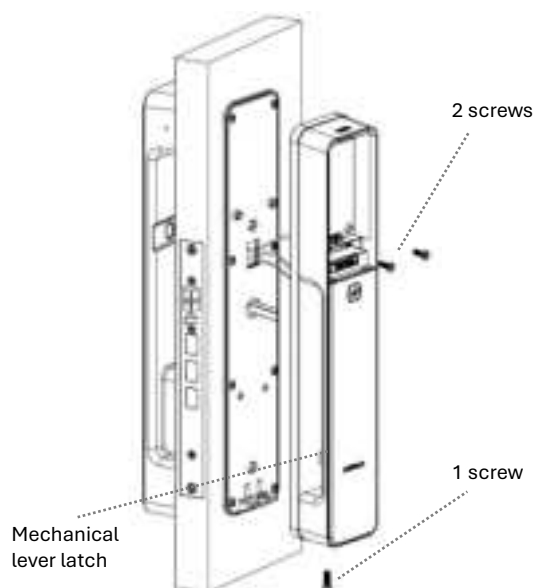
- 6** To install the outdoor unit, pass three cables through the large hole in the door. Make sure the transmission rod aligns with mechanical unlocking wheel of the mortise lock. Then use the screws to fix the outdoor unit to the lock mounting plate.



- 7** Align the square spindle pin to the handle base on the indoor unit. Push the pin in and slide the spindle in place until it locks securely. Connect the cables from the outdoor unit to the matching connectors.



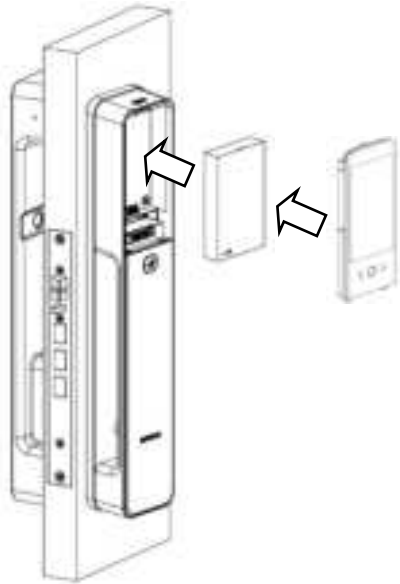
- 8** Align the square spindle and insert the indoor unit on the mounting plate. Then use three fixing screws to secure the unit to the plate. Check the proper operation of the mechanical lever latch.





2. Installation guide

2.3 Installation steps

- 9 Insert the battery pack into battery compartment and Install the screen module by securing the bottom connector first, then click the top part into place.



 **Note:** The installation is now finished. After inserting the battery, the lock should power on. Please proceed with lock settings.

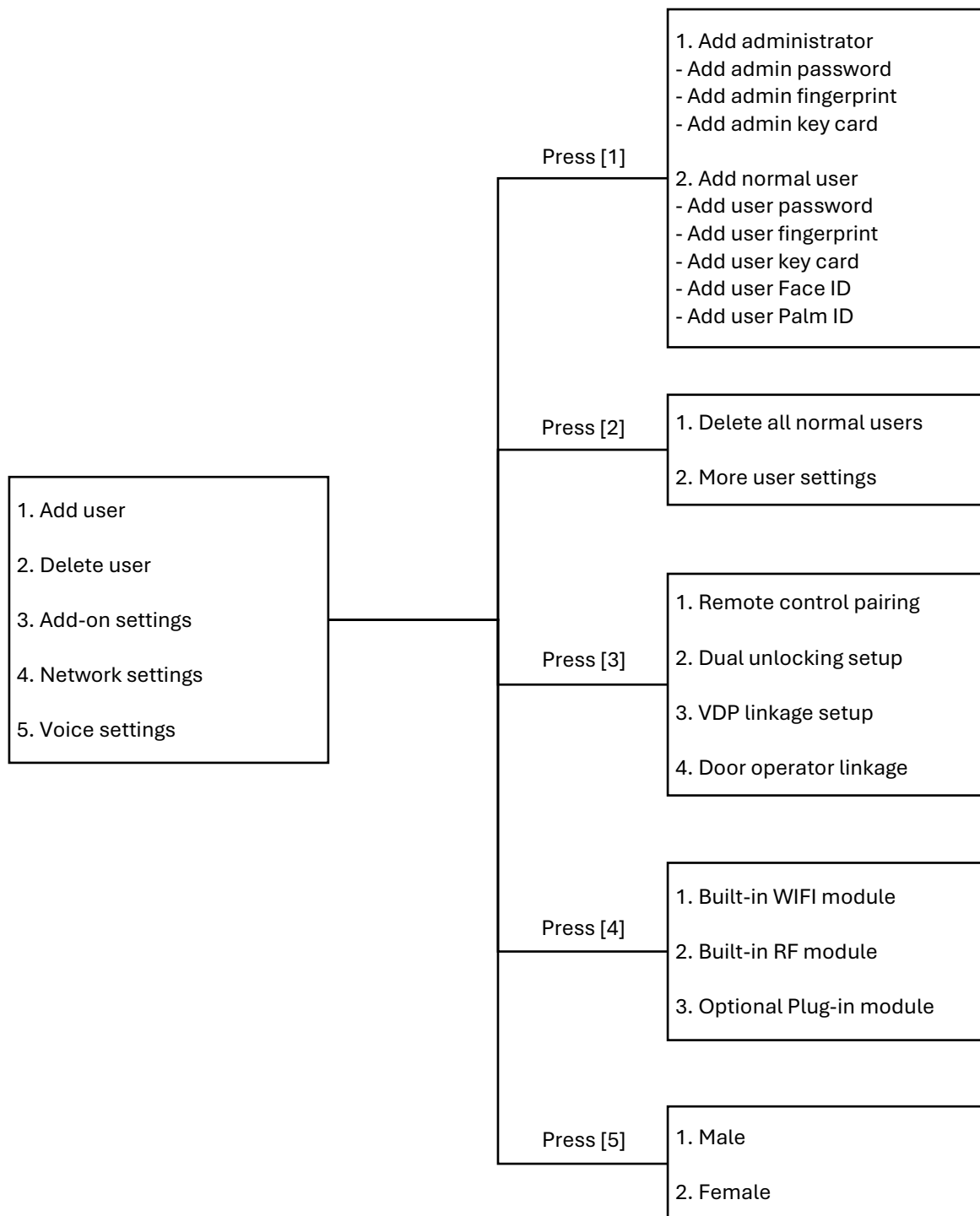
 **Caution:** After first start-up the lock is in **Demo Mode**. Any Face ID, Palm ID, fingerprint, key card or password can open the door.

3. Settings

3.1 Local menu table



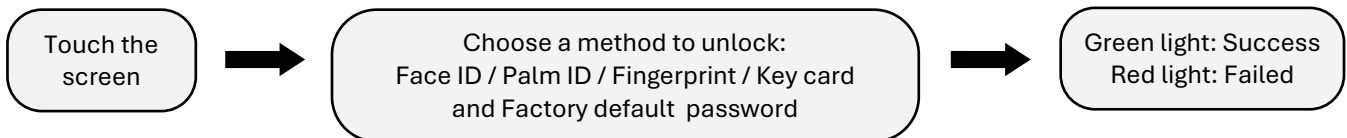
Note: Double click [*] to enter the settings mode. The factory default administrator password is 123456.



3. Settings

3.2 Demo Mode

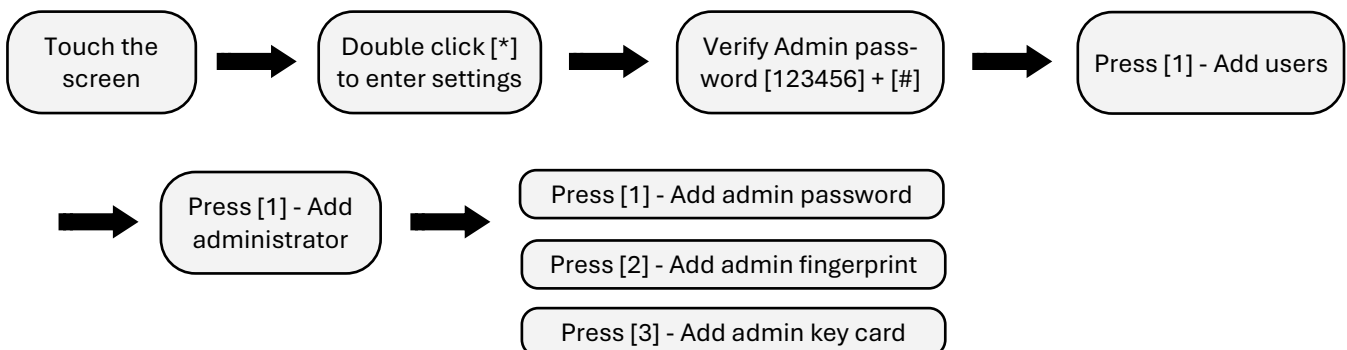
Demo mode (First use or after reset to factory settings)



Caution: Any Face ID, Palm ID, fingerprint, key card or password can open the door.

3.3 First time setting

Add an administrator (Lock owner)



Caution:

- You have to register an admin user first, then proceed with the other lock settings.
- When you do the first registration, the default admin password is 123456.
- Make sure your fingers are clean and dry before using the fingerprint reader. Dirt, oil and moisture can interfere with the recognition.

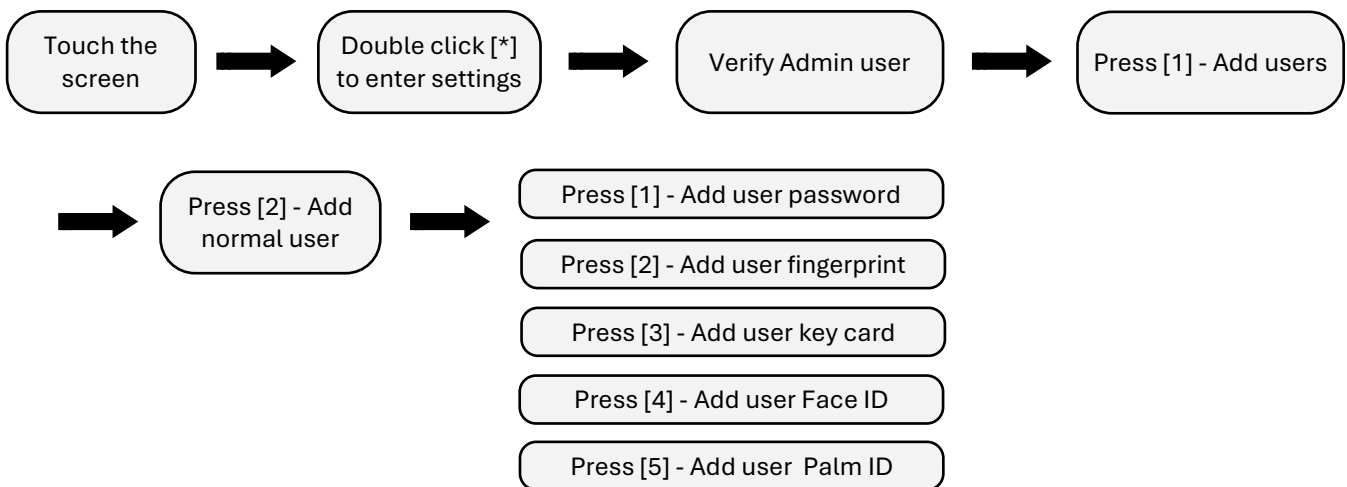
3. Settings

3.4 Add normal users (Register admin user before doing this step)



Note: Only add users locally if no Wi-Fi network is available to pair your lock with the Hafele Smart Living APP. It is recommended to use the smartphone APP to manage users and lock settings.

Note: Locally added users will appear in the smartphone APP, but need to be manually assigned to an APP user.



Note: Face ID; Please follow the instructions:

1. Please stand at an appropriate distance and face the camera (0.3m - 1m).
2. Follow the voice prompt to add face ID:
 - Turn your face to the left side.
 - Turn your face to the right side.
 - Turn your face down.
 - Turn your face up.
3. If the registration fails, please try again following the same steps.

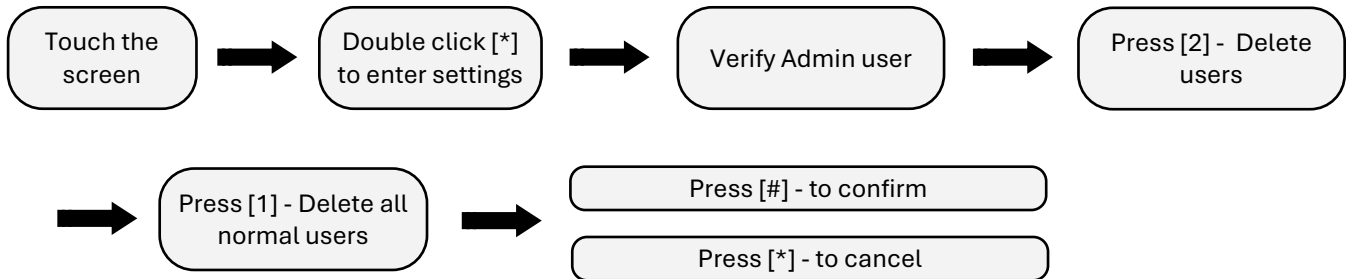


Note: Palm ID; Please follow the instructions:

1. Please show your flat hand with the palm facing the Palm ID sensor above the camera.
2. The appropriate distance between your hand and the lock is 20-30 cm.
3. If the registration fails, please try again following the same steps.

3. Settings

3.5 Delete all normal users



Caution:

- This action will delete all users added locally or by the smartphone APP at once! For individual deletion of the user data, please use the smartphone APP.
- The Admin user will not be deleted, only a restore to the factory settings can delete the admin user.

3.6 Add-on settings



Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.



Caution: They might not be available in all countries and require specialist knowledge to be installed. For further information, please contact your local Hafele offices.

3. Settings

3.7 Network settings



Note: As the factory default setting, all wireless communication modules of the lock are disabled. In order to connect to the Hafele Smart Living APP or a RF remote control, they need to be enabled first.

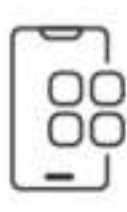
A. Built-in Wi-Fi module setting / Smartphone APP Pairing



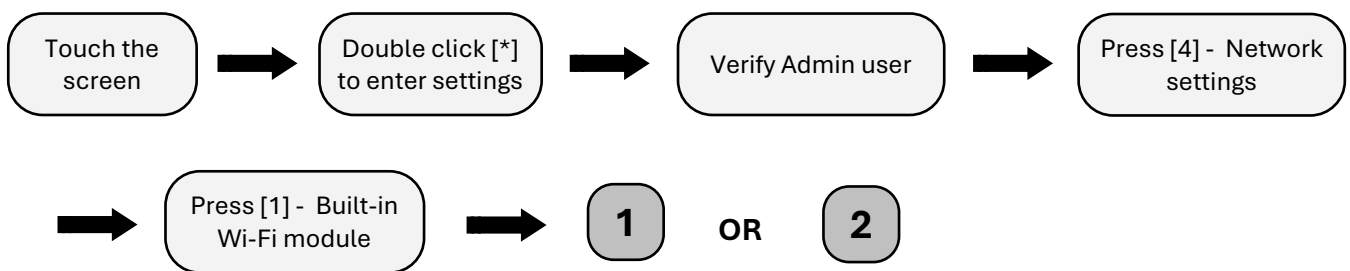
Caution:

- Ensure the back panel screen is installed before proceeding with this setting (The Wi-Fi module is located inside).
- The Hafele Smart Living APP pairing only supports the 2.4 GHz Wi-Fi band. Make sure it is enabled on your local Wi-Fi Access Point.

1. Download the "Hafele Smart Living" application from Apple Store or Google Play



2. Sign up App's account by email or log in if you already have an account.
3. Enable your smartphone's Bluetooth and connect to the Wi-Fi network you want to connect your lock.
4. Enable lock pairing mode:



1

Enable Wi-Fi and start APP pairing process.

2

Disable Wi-Fi and delete APP pairing.

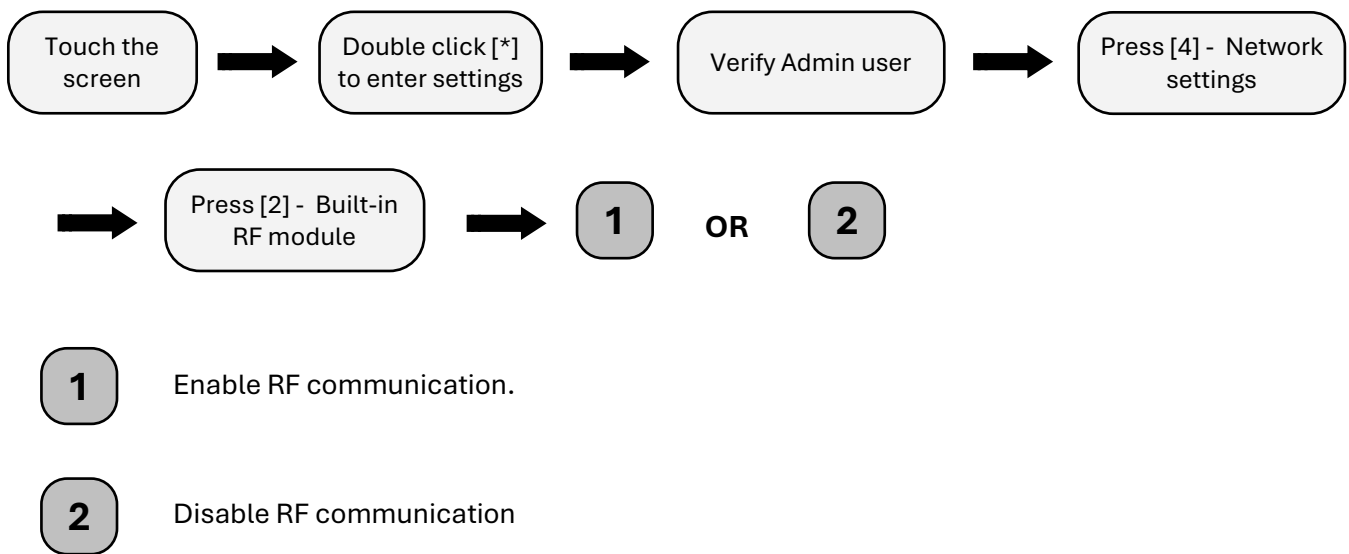
5. Click "Add device" in the top right corner of the APP, the next screen will show any available lock on the top with an "Add" icon.
6. Click "Add" to start the process, then click "Done" to finish the pairing process.
7. You can now manage users and lock settings with your smartphone APP.

3. Settings

3.7 Network settings

B. Built-in RF module setting

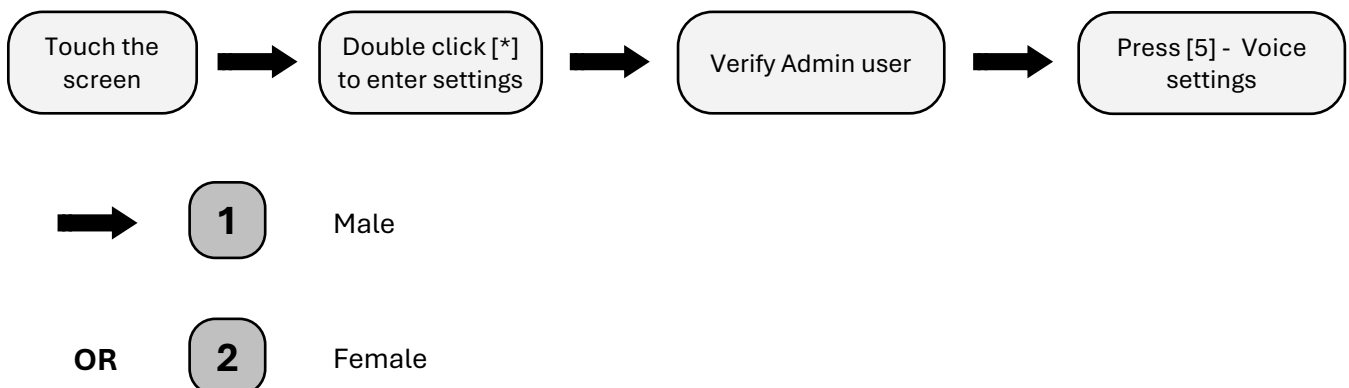
i Note: This function is designated for Hafele wireless communication accessories for additional lock options. Please contact your local Hafele customer service for more information.



C. Optional plug-in module settings

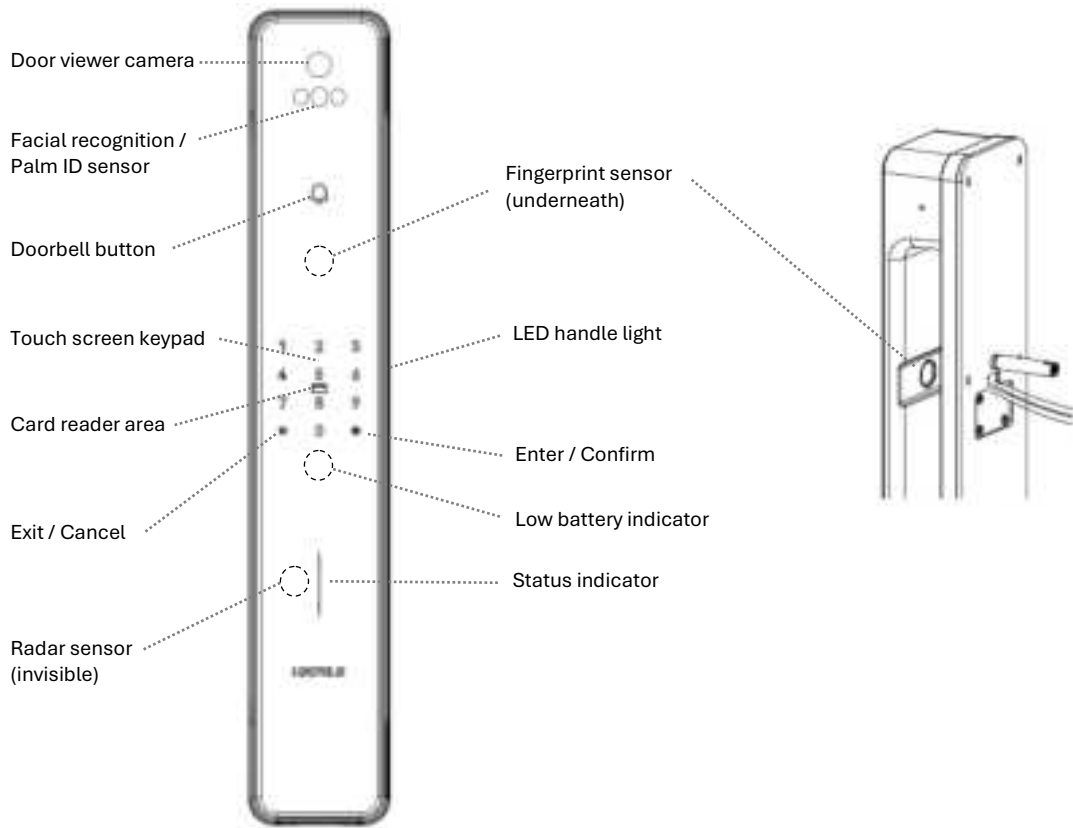
i Note: This function is designated for an IO module expansion to 3rd party systems. It is not used for standard applications and only prepared for customized projects in the future.

3.8 Voice Settings



4. Lock operation

4.1 Outdoor unit description



4.2 Indicator Lights

Status indicator

The indicator light will flash blue when the lock is activated, green if authentication is successful and red when authentication failed.

Low battery indicator

When battery is too low, the indicator light will flash red with voice prompts (Mute mode is excepted).

System locked indicator

If enter wrong user ID for 6 times, the lock will suspend for 90 seconds with an alarm and the status indicator light turns solid red.

LED handle lighting

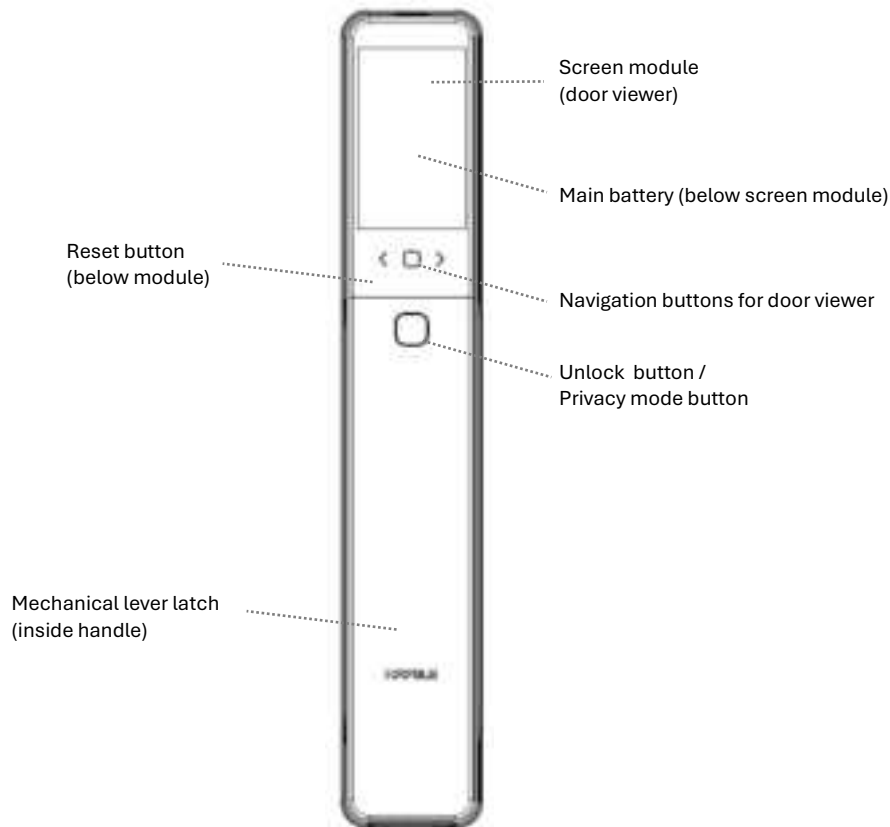
When the lock wakes-up, the inner handle is illuminated with a welcome light to guide your hand. There are 7 colors adjustable via the smartphone APP.

Radar sensor

Invisible from the outside, this sensor may be enabled for face or palm recognition or the automatic person detection in the smartphone APP.

4. Lock operation

4.3 Indoor unit description



4.4 How to lock & unlock the door

1. Locking the door

- a.) The door will lock automatically 6 seconds after closing (auto mode).

2. Unlock from outside

- a.) Facial recognition: Touch the keypad to activate the lock and the facial recognition sensor.
 Note: If the radar detection sensor is enabled, the lock will automatically wake-up and start the facial recognition process.
- b.) Palm ID: Touch the keypad to activate the lock and the palm scan sensor.
 Note: If the radar detection sensor is enabled, the lock will automatically wake-up and start the palm scan process.
- c.) Fingerprint: Place the registered finger on the fingerprint sensor area.
- d.) Key card: Place the registered key card on the card reader area in front of the keypad.
- e.) Password: Touch the keypad to wake-up the lock and input an 6-8 digits password, then press the [#] button to confirm.
- f.) Mechanical Key: Insert the mechanical key and rotate to open the lock.

3. Unlock from inside

- Short press the unlock button located on the indoor unit.
- Use the mechanical lever latch to manually unlock.

4. Lock operation

4.5 Privacy mode



Caution: The privacy mode is designed to temporarily block all normal and APP users to open the door. If switched on, only the local administrator or a mechanical key can unlock from outside.

Enable:

Wait for the lock to automatically lock the door. Then long press the unlock button on the indoor unit for 5 seconds until you hear a voice prompt "Privacy Mode On". As a reminder, the unlock button will now flash red every 10s.

Disable:

To cancel the privacy mode, just short press the unlock button and wait for the auto-relock.



Note: When someone tries to unlock from outside, there is a voice prompt "Privacy mode ON".

4.6 Passage mode (Remain unlocked mode)



Caution: When the lock is in passage mode, the deadbolts will not engage after the door is closed. The door remains unlocked.

Enable:

Verify any registered user to unlock the door, all keypad lights are on for 6 seconds, then long press "6" on the keypad for 3 seconds to enable the passage mode.

Disable:

Unlock the door by any credentials, only number "6" will light on, then long press this number for 3 seconds to disable the passage mode.



Note: When someone tries to unlock, there is a voice prompt "Passage mode ON".

> In passage mode : To open the door, any unregistered verification data can unlock it.

> In auto locking mode: To open the door, only registered verification data can unlock it.

4. Lock operation

4.7 Important Information - Wi-Fi APP requirements

Thank you for purchasing a Hafele Digital Door Lock.

For full functionality, this lock is designed to use an INTERNET connection via your **local 2.4Ghz Wi-Fi** network. Many features are only available by using the smartphone APP "Hafele Smart Living".

> For pairing setup instructions please refer to page 16.



Caution: For the best user experience with video calling, it is very important to ensure that the lock receives a **strong 2.4Ghz Wi-Fi signal** from the nearest wireless access point (Wi-Fi Routers or Range Extenders) and an INTERNET connection speed of minimum 50Mbps up/down.

4.8 Hafele Smart Living APP

Hafele Smart Living APP features



Video Door Phone

With a good Wi-Fi and internet connection, you can see and communicate with persons in front of the door from anywhere. If a visitor presses the Doorbell button, you automatically receive an incoming call notification on your smartphone.

Person Detection

If the Radar Detection sensor is switched ON (enable in Settings), the lock will automatically send you pictures via the smartphone APP, when a person remains in front of your door for a while.

APP Remote unlock

The smartphone APP allows you to unlock your door from anywhere. You may also share this permission to other APP users in the family. Note: The lock needs to be in Wi-Fi Active mode, details on page 22.

Member Management

You can fully manage all Family and other Members access credentials. The smartphone APP allows you to add/delete users Face ID, Palm ID, Fingerprints, Key Cards and Passwords.

Temporary Passcodes

You can create Custom Passwords with limited time plans while the lock is active from anywhere. Additionally the APP offers also offer a password generator for offline use. This is useful if you allow someone temporary access to your door.

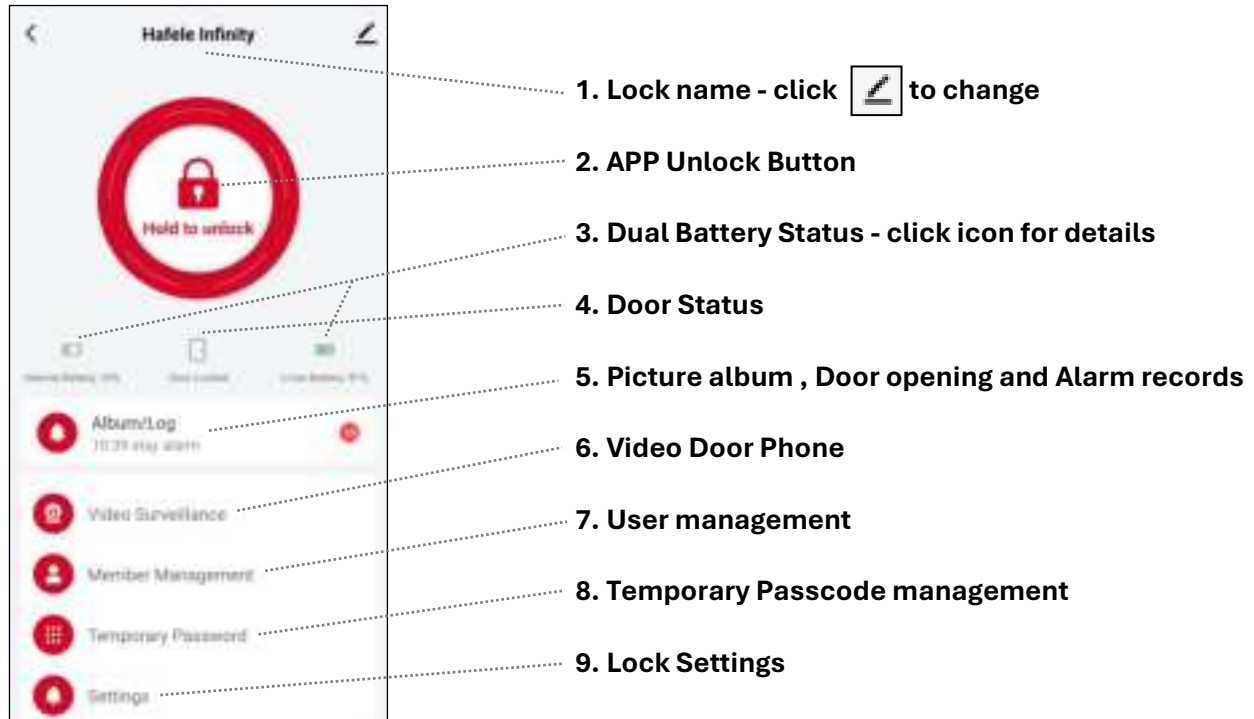


Caution: Extensive use of APP and Video features or leaving your lock in active mode for too long, will reduce the battery life.

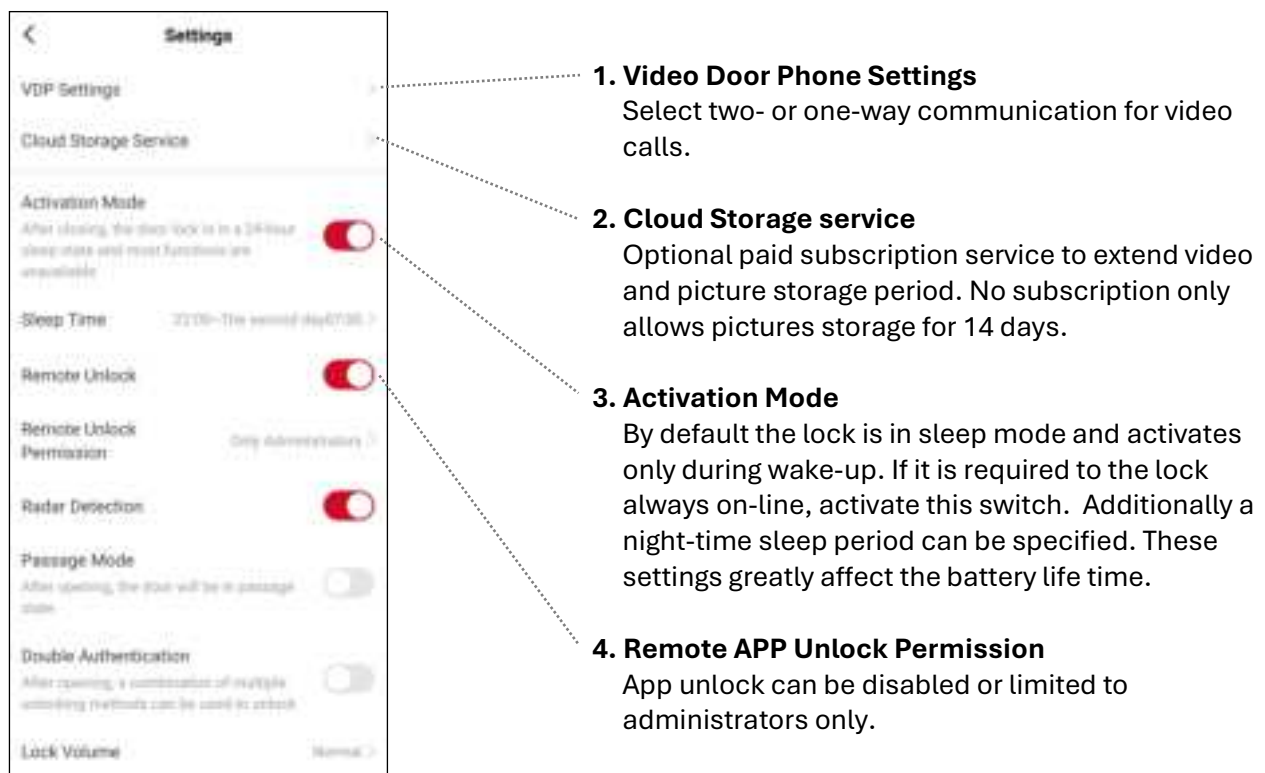
4. Lock operation

4.9 How to use the Smartphone APP

1. Main Screen



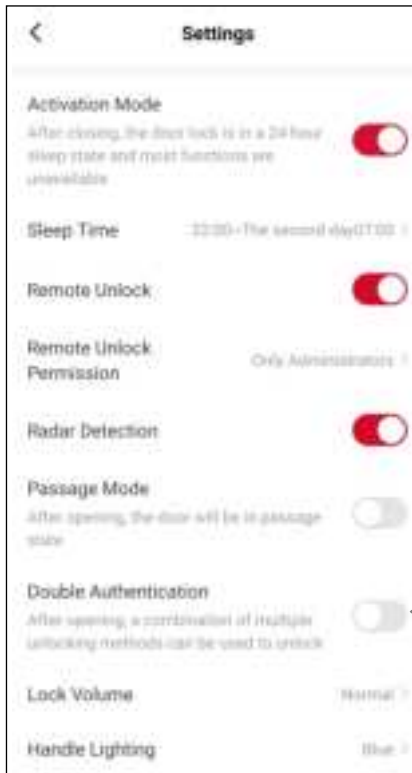
2. Settings (part 1)



4. Lock operation

4.9 How to use the Smartphone APP

2. Settings (part 2)



5. Radar Detection

By default it is disabled. If you prefer automatic person detection for face or palm recognition, enable this option. Note: The range of the sensor is 1.5m, accidental wake-up from passing persons will reduce the battery life.

6. Passage Mode

If enabled the lock will remain unlocked, any person can enter the door.

7. Double Authentication

Also called high security mode. To unlock a person needs to enter any 2 access credentials, for example Face ID + password.

8. Lock Volume

Adjust the lock volume mute to high.

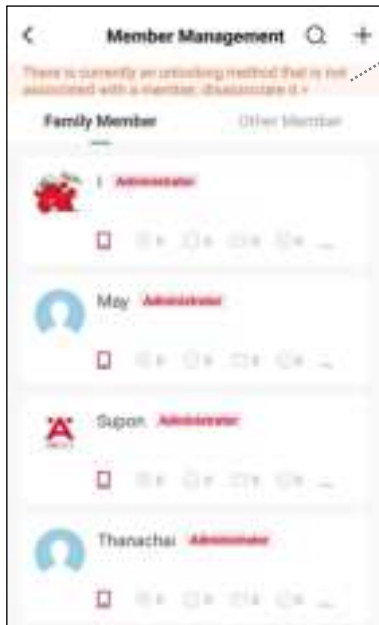
9. Handle Lighting

Adjust the color of the handle light.

4. Lock operation

4.9 How to use the Smartphone APP

3. Locally added users



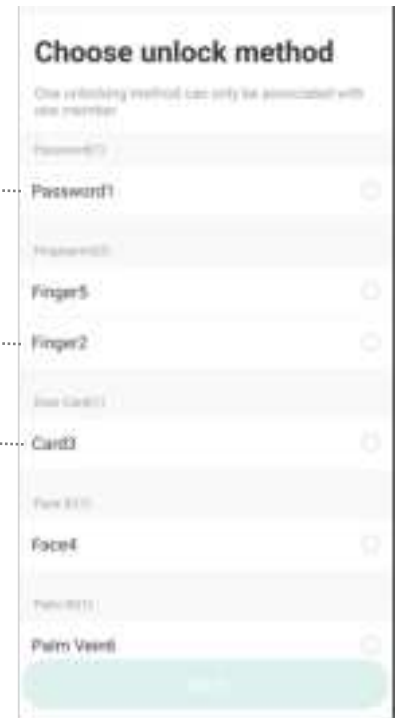
Local Users from the lock's memory

This message appears, for users added via the locks local menu (not the APP). Click this message to see the screen on the right to assign them to APP Users.

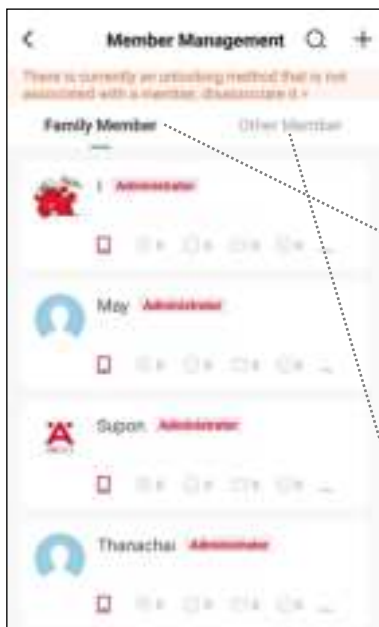
a.) Local administrators also show up here. They are always the first 3 users:

- Password1
- Finger2
- Card3

b.) Locally added normal users will start from Nr. 4, for example: Face4, Finger5, etc.



4. Member management



Member Management

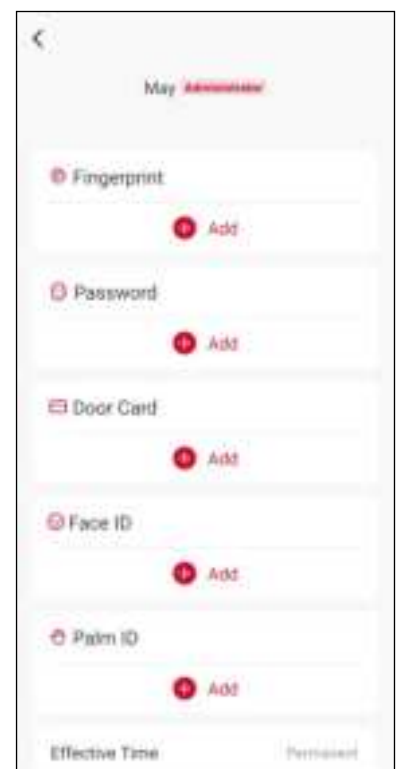
Here you can add/remove and manage all user access credentials for your lock. Select to see the screen on the right.

a.) Family Member

These are the APP users you share your "Home" and all smart home devices, that includes this lock. Users need to sign-up with an APP account to be added. To set permissions or remove, use "Home Management" of the main APP.

b.) Other Member

Users without APP login can be added and removed here.



4. Lock operation

4.9 How to use the Smartphone APP

5. Temporary passcodes

The screenshot shows the 'Add temporary pass...' screen in the Hafele app. At the top, there are back and forward arrows, the title 'Add temporary pass...', and a 'Record' button. Below this, the 'Password Type' section has five options: 'Custom' (highlighted in red), 'Time-Limited', 'One-Time', 'Dynamic', and 'Clearing'. Underneath, there's a prompt 'Please enter 6-8 digits password' with a red 'Randomly generated' button. Further down, there are fields for 'Effective time' (2025/05/27 13:47), 'Expiration time' (Please choose), and 'Password name' (Please enter Suplunk2). A 'Repeat' toggle is at the bottom left. A large red 'Save' button is at the very bottom.

1. Custom passcode (online)

- You can define the passcode digits and set a name for the code by yourself.
- The lock must be active and connected to the APP in order to transfer this code to the locks memory.
- You can check if the code has been successfully transferred by clicking "Record"

2. Time-Limited, One-Time, Dynamic passcodes (offline)

These codes can be created offline and the system automatically assign the digits. The lock will recognize their validity with an algorithm.

3. Clearing code (offline)

Since the codes in Nr. 2 are not actually in the locks memory, they can only be de-activated by entering a clearing code on the lock itself.

Table comparison of passcodes

Type	Must connect to App	How to activate the Code	How to Delete the Code before it expires
Custom	Yes	Unnecessary	After the App connects to the door lock, delete it through the App
Time-Limited	No	The code Activated after use it at least once within 24 hours of the validity period	Use the Clearing Code to delete it
One-Time	No	It can be used only once within 6 hours after creation	Invalid after one use
Dynamic	No	Unnecessary	Expires automatically unavailable
Clearing	No	Use once within 24 hours after creation	Invalid after one use

4. Lock operation

4.10 Dual battery system



Dual Battery System

Your lock is equipped with 2 batteries, one is removable and one is fix inside the back panel.

1. Li-ion Battery Pack

This is the removable and re-chargeable battery pack. When the internal battery reaches less than 20%, it is re-charged by this battery.

2. Internal Battery

This battery powers the lock. When the removable battery pack needs re-charging, you can continue to use all functions of the lock.

Low battery alarm is ON if:

- a.) The battery pack has less than 10% charge
- b.) When you remove the battery pack for charging.

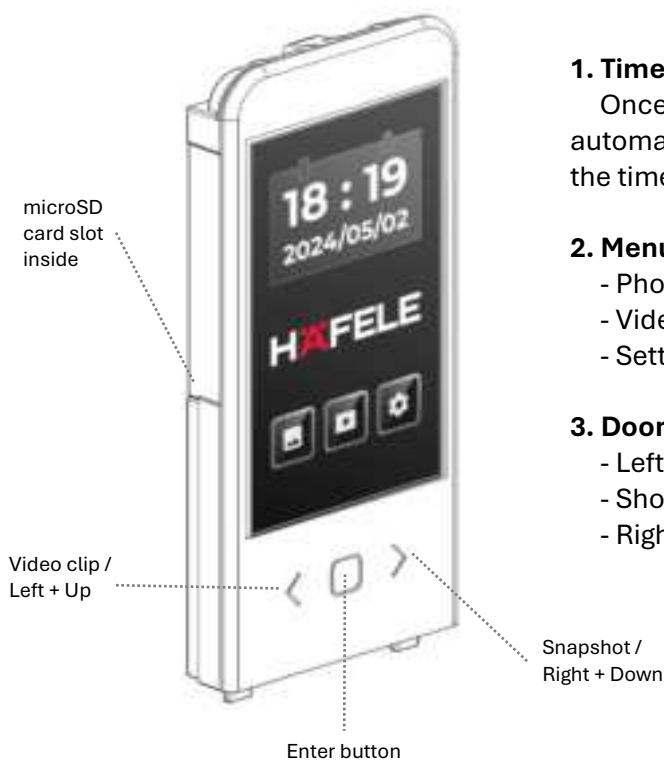
4. Lock operation

4.11 Digital door viewer

Screen module

The lock features a digital door viewer on the indoor unit with the following key features:

- Camera view from the outdoor unit
- Capture photos (optional microSD card required)
- Record video clips (optional microSD card required)
- Door viewer menu for playback and settings



1. Time / Date

Once connected to a Wi-Fi with internet, it will automatically update. (For offline use, you can update the time & date in the menu.)

2. Menu Icons (no touchscreen)

- Photo Viewer
- Video Player
- Settings

3. Door Viewer Menu navigation buttons

- Left + Up
- Short press: Enter / Long press: Back
- Right + Down



Note: To enable Snapshot and Video clip features a microSD with max. 32GB must be installed and formatted inside the screen module (optional, not included with lock).

Max. **32GB**

4. Lock operation

4.11 Digital door viewer

How to use the Door Viewer

1. Activate the screen by pressing the "Enter button"

The camera view will display and you have the following options:

- Press **left side button** to take a "Video clip"
- Press **right side button** to take "Snapshot"

2. Enter the menu by **long pressing** the "Enter button" while the screen is on.

3. Select options with "Left/Right" buttons highlighting one of the menu points:

a.) Photo Viewer


- Browse photos with "Left/Right" buttons.
- Return to camera view by long press "Enter button" and select "Switch back to camera view".

b.) Video player

- Browse videos with "Left/Right" buttons. Play the video by short press "Enter button".
- Return to camera view by long press "Enter button" and select "Switch back to camera view".

c.) Settings Menu



Use the "Left/Right" buttons to move the  symbol to select a menu point:

- **Short press** the "Enter button" to select.
- **Long press** the "Enter button" to return to the previous menu.

1. Date/Time

Manually set lock date and time.

2. Auto Power Off

Adjust the screen off time from 10, 20 or 30 seconds.

3. Time of Recording

Adjust the video recording time from 5, 10 or 15 seconds.

4. Number of Photos

Adjust number of pictures taken when you snapshot button from 1 to 3.

5. Format

When inserting a new microSD card, it must be formatted here to work properly.

6. Default Setting

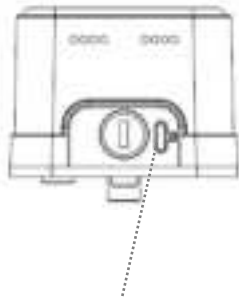
Reset all menu settings to defaults (no data is deleted).

5. Service features

5.1 Emergency power supply

Emergency power

If the batteries are completely empty and the lock is without power, perform these steps to recover normal operation:

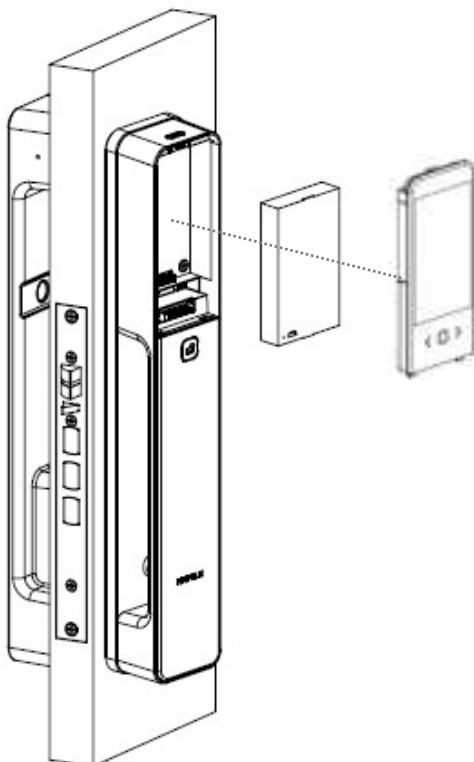


USB Type-C power port

1. Connect a 5V power supply to the USB Type-C port at outdoor unit, wait 10s for the lock to startup and unlock the door.
2. Remove the Li-ion battery pack and charge it full (a full charge takes 5-6 hours).
3. Insert the fully charged Li-ion battery. Connect the 5V power supply to the USB-C port again, wait 10s for the lock to start-up, then remove the cable.

The lock will now start to re-charge the internal battery again, which acts as the main battery. Details of the dual battery system are explained on page 26.

5.2 Battery removal



Battery removal

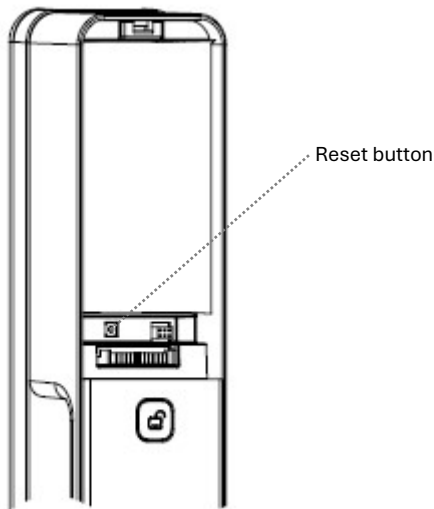
1. Press the OPEN button on top of the indoor unit and carefully tilt and lift the screen panel outwards.
2. Insert a charged battery pack and re-install the screen module by securing the bottom connector first, then click the top part into place.

5. Service features

5.3 Restore factory settings



Caution: This action will delete all data, APP and accessories pairing information, settings and all user data!



Restore factory settings

1. Locate the "Reset" button under the screen module of the indoor unit.
2. Gently press the reset button with a paper clip or similar until you hear 5 short beeps and a voice prompt "Please wait".
3. The lock will now reboot and confirm with a voice prompt "Initialization Successful".

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
First startup - no power	Ensure the secondary battery has been connected before the lock installation.	Page 9 - 2.3
Door lock has no power	<ol style="list-style-type: none"> 1. Startup the lock by connecting a power bank via the USB-C port. Unlock the door and charge the main battery immediately. <p>Attention: If the internal and the main battery is completely empty, you need to connect 5V power again to startup the lock for 30 seconds, even you just inserted a freshly charged main battery.</p> <ol style="list-style-type: none"> 2. Unlock the door by mechanical key. 3. To unlock from inside, please use mechanical lever latch to unlock the door. 	Page 29 - 5.1
Door lock has power, but appears to be frozen	Locate the reboot button, use a paper clip or similar and carefully press the micro switch. You will feel a click and the lock will reboot.	Page 6 - 1.4
Forgot admin user access	Perform a reset to factory settings.	Page 30 - 5.3
Continued on next page...		

5. Service features

5.4 Troubleshooting guide

Problem description	Possible solution	Reference page
After entering PIN code + '#' button, the door does not open	Clean the touchpad surface with a cloth and make sure that you input the correct PIN code.	Page 19 - 4.4
Enter enrolled user data but the door does not open	<ol style="list-style-type: none"> 1. Privacy mode may be activated. 2. Open by mechanical key. 3. If non of above solutions are not working, please contact Hafele service center 	Page 20 - 4.5
Auto lock does not work	<ol style="list-style-type: none"> 1. Make sure the passage mode is disabled 2. Ensure the small sensor latch is engaged 	Page 20 - 4.6
Cannot pair lock with the Hafele Smart Living application	<ol style="list-style-type: none"> 1. Make sure the Bluetooth and Wi-Fi on the smartphone is enabled and only connect with 2.4 GHz Wi-Fi band. 2. Make sure the Hafele Smart Living APP has the location services permission enabled in your smartphone. 	Page 16 - 3.7 A
Cannot connect lock with the Hafele Smart Living application	<ol style="list-style-type: none"> 1. Make sure the Wi-Fi and internet connection on your smartphone and your home are working properly. 2. Restart the application to refresh the connection. 	Page 21 - 4.7
Door viewer does not save any pictures or videos	<ol style="list-style-type: none"> 1. Make sure you have inserted a working microSD card with maximum 32GB size. 2. Format the card before first use. 	Page 27 - 4.11