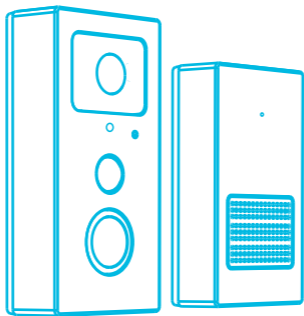


# zmodo™



## Greet Universal

### Quick Start Guide



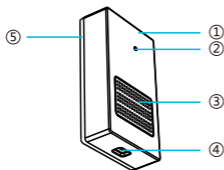
ZM-SHD002W | VER 2.3

## 1 Getting to know your Greet Universal

The Greet Universal Smart Doorbell allows you to answer your door from any location. The Greet Universal is powered by an indoor chime, which is installed in the inside of your home. This quick start guide will help you configure your Greet Universal for initial use. For detailed instructions and troubleshooting, please visit:

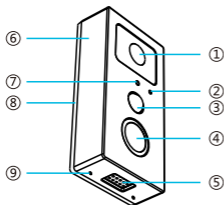
[www.zmodo.com/support](http://www.zmodo.com/support)

### Indoor Chime



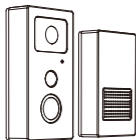
- ① Plastic Cover
- ② LED Light Indicator
- ③ Speaker
- ④ Power Port
- ⑤ Mounting Bracket

### Greet Universal

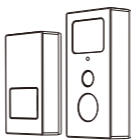


- ① Camera
- ② Microphone
- ③ PIR Motion Sensor
- ④ Doorbell Button
- ⑤ Speaker
- ⑥ Plastic Cover
- ⑦ Light Sensor
- ⑧ Mounting Bracket
- ⑨ Security Screws

## What's in the box:



Greet Universal &  
Indoor Chime



interchangeable  
faceplate  
(Only included in select configurations)



Screwdriver &  
Interchangeable  
Bit



Masonry  
Drill bit



Mounting Screws  
& Anchors (x8)



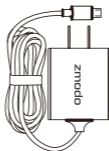
Spare Security  
Screws



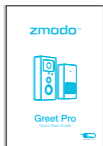
Mounting Level



Power Cable



Power Adapter

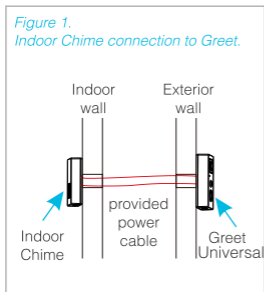


Quick Guide

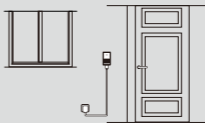
## 2 Mounting your Greet Universal

### Before you begin:

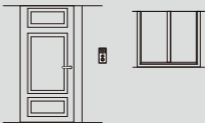
- **IMPORTANT!** Use the guides below to carefully plan out your installation process. Read through the entire quick guide before performing any permanent installation and drilling.
- You will need a hole between your interior and exterior wall that is at least 0.8 inches in diameter. You will feed the provided power cable through this hole to connect the Indoor Chime and Greet Universal. Please see Figure 1.
- You will need to connect your Indoor Chime to a nearby power outlet using the provided power adapter. Please see Figure 2.
- Make sure that you have a strong WiFi connection at the location of your Greet Universal. Visit [www.zmodo.com/support](http://www.zmodo.com/support) for advice on improving your WiFi signal range.



*Figure 2.*  
*Indoor Chime installed on interior wall*

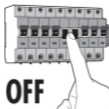


*Figure 3.*  
*Greet installed on exterior wall.*



## Drilling the power cable hole

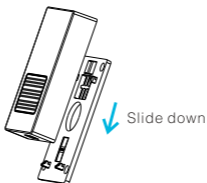
- If you wish to install your Greet Universal at the location of your existing doorbell, please follow the steps below to drill the 0.8 inch hole for the power cable.
- **IMPORTANT!** Before you begin, make sure that the power to your doorbell is turned off. Check your circuit breaker for a switch.



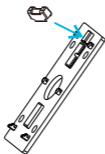
- If you have never drilled through a wall before, consider visiting YouTube or another resource for detailed tutorials.
- 1 **Remove your existing doorbell button.** There should be a small hole in your wall when you remove your doorbell.
  - 2 **Drill a 0.8 inch hole from the exterior of your wall through the interior wall.** Using a power drill and a long drill bit, drill a 0.8 inch hole through your exterior wall until it penetrates the interior wall. **IMPORTANT:** Make sure that you avoid the wiring from your mechanical chime when drilling to avoid shock hazards.
  - 3 **(Optional) Insert a rigid pipe through the hole.** Insert a rigid pipe through to the interior wall to make it easier to feed the power cable through the wall. Grind it down until it is flush with the wall.

## Mounting the Indoor Chime

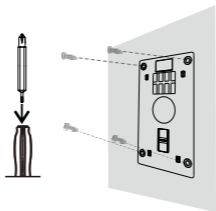
- 1 Remove the mounting bracket from your chime. Take your Indoor Chime out of the packaging and slide down to remove the mounting bracket as shown below:



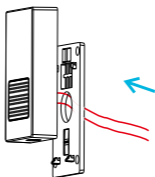
- 2 Mark and drill the appropriate holes in the wall for the mounting bracket. Snap the provided level onto the mounting bracket and align the bracket against the wall where you would like to install your chime. Make sure that the hole in the bracket lines up with the 0.8 inch hole that you drilled in the first part of the installation. Using the bracket as a guide, mark the wall with the four corresponding holes for screws. Remove the mounting bracket from the wall and detach the level. Drill four holes slightly smaller than the wall anchors using the provided drill bit.



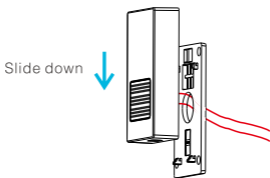
- 3 **Fasten the mounting bracket onto the wall.** Gently tap the wall anchors into the holes with a hammer until the anchors are flush against the wall. Using the Philips tip for the provided screwdriver and the provided screws, fasten the bracket into place.



- 4 **Feed the power cable through the 0.8 inch hole and connect the cable to the back of the Indoor Chime.** Feed the included power cable through the 0.8 inch hole until the other end is exposed from the exterior wall. Remove the yellow protective cover from the end of the power cable, and connect the cable to the port on the back of the Indoor Chime.

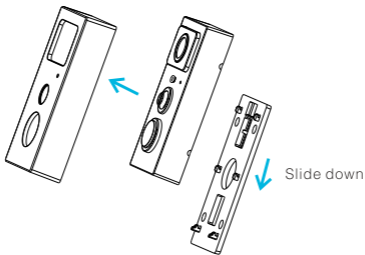


- 5 Attach the Indoor Chime to the mounting bracket. Mount the Indoor Chime into the mounting bracket by pushing firmly and sliding downwards as shown.



## Mounting the Greet Universal

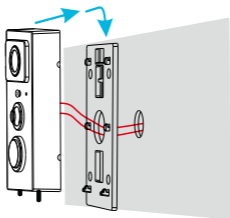
- 1 Remove the mounting bracket and plastic cover from your Greet Universal. Take your Greet Universal from the packaging and slide down to remove the mounting bracket, then pop off the plastic cover.



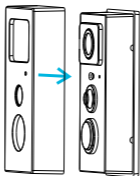
- 2 Mark and drill the appropriate holes in the wall for the mounting bracket. Snap the provided level onto the mounting bracket and align the bracket against the wall where you would like to install your Greet Universal. Make sure that the hole in the bracket lines up with the 0.8 inch hole that you drilled in the first part of the installation.

Follow steps 2-3 from the Indoor Chime installation to mount the bracket for the Greet Universal.

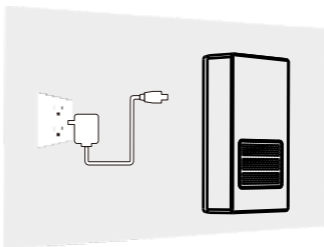
- 3 Connect the power cable to the Greet Universal and attach the Greet Universal to the mounting bracket. Peel off the yellow protective cover from the end of the power cable, and connect it to the port on the back of the Greet Universal. Push firmly and slide downward to fasten the Greet Universal onto the mounting bracket.



- 4 Fasten the security screws and snap on the plastic cover. Tighten the two security screws on the bottom of the Greet Universal until secure, and snap the plastic cover onto the Greet Universal.



- 5 Using the provided power adapter, power on the Indoor Chime. Connect the included power adapter to the power port on the bottom of the Indoor Chime, and plug in the power adapter to a nearby power outlet to power on your Greet Universal.



### 3 Mobile Setup

This quick start guide will help you configure your Greet Universal for initial use. For detailed instructions and troubleshooting, please visit:

[www.zmodo.com/support](http://www.zmodo.com/support)

#### Before you begin:

- Make sure that you have a strong WiFi connection at the location of your Greet Universal. Visit [www.zmodo.com/support](http://www.zmodo.com/support) for advice on improving your WiFi signal range.
- Make sure you know the SSID (WiFi network name) and password of the **2.4GHz WPA-PSK/WPA2-PSK WiFi network** that you want your Greet Universal to connect to. Your network cannot be hidden.
- Make sure your network has at least 2Mbps upload speed for each device when live viewing or 4Mbps upload speed for each device when using the Zmodo Cloud Service.
- Download and install the "Zmodo" app from Google Play™ or the App Store™ (*Compatibility: iOS® 7.0+ or Android™ 4.0+*). Launch the app and sign up for a free Zmodo account. All of your devices will be bound to this account.



Zmodo



- Power on your Indoor Chime with the supplied power adapter.

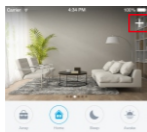


*We are constantly working to improve our product and app. Please visit [www.zmodo.com/support](http://www.zmodo.com/support) for updated instructions, manuals, and more.*

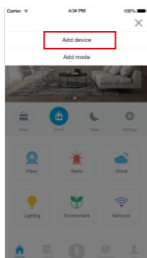
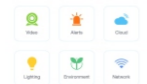


This device can be set up with a Zmodo Beam. If you own a Beam, please follow the instructions in your Beam quick guide to connect your device instead.

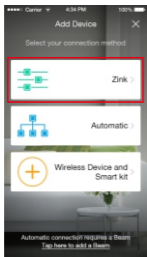
1



Log in and press **+** in the upper right corner. Select "Add Device".





2



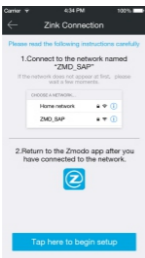
Select the "Zink" connection method to connect your Greet Universal. Your Greet Universal will be added to your Zmodo account.

3



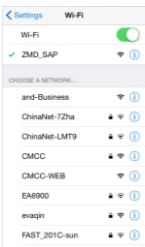
Tap  to proceed (If you're setting up multiple Zmodo devices at once, tap  to add additional units).

4



Follow the on-screen instructions and select “Tap here to begin setup” to go to the WiFi settings page on your smartphone.

5



Select the network named “ZMD\_SAP” and connect to it.

*Note: If you see a “No Internet Connection” error message, please ignore it and connect anyway.*

6

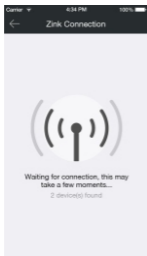


Return to the Zmodo app page and select or enter the SSID and password of the WiFi network that you want your Greet Universal to connect to.

*Note: The WiFi name and password are case-sensitive.*

Tap  to proceed.

7

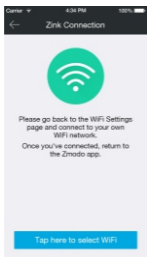


If you see this screen, the app will connect your Greet Universal to your WiFi network. This may take a few minutes. Once it's completed, please skip to step 11.

If you do not see this screen, please proceed to step 8.

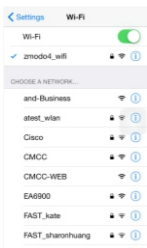
*Note: If you are connecting multiple devices, you will need to wait for the app to find and connect all devices.*

8



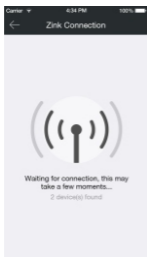
If this app interface appears, please press "Tap here to select WiFi".

9



Select the WiFi network that your Greet Universal will connect to, and connect to it. Return to the Zmodo app once your mobile device is connected to the WiFi network.

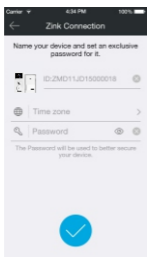
10



The app will automatically search for your Greet Universal and connect it to the WiFi network. This may take a few minutes.

*Note: If you are connecting multiple devices, you will need to wait for the app to find and connect all devices.*

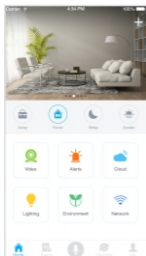
11



Name your Greet Universal and set a password for it. Tap  to proceed.

*Note: The password provides an additional layer of security for your devices. You will not need to use this password when accessing your devices from the Zmodo app. It is not required, but it is highly recommended.*

12



Your Greet Universal has been successfully configured! You can now share or view your Greet Universal.

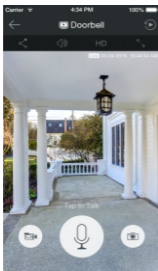
## 4 Main features

Greet Universal allows you to answer your door from anywhere with an Internet connection. See, hear, and speak to your visitors directly from your smartphone.

You can access your Greet Universal's full features by using the Zmodo app on your Android™ or iOS® smartphone.

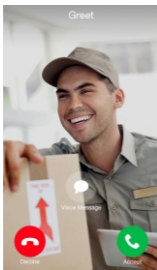
You can also view your Greet Universal using any web browser by logging into [user.zmodo.com](http://user.zmodo.com) with your Zmodo account information.

This section will cover the main features of your Greet Universal.



### View live, on-demand video and record clips

View live video from your smartphone at any time. No need to wait for alerts or a call, just access Greet Pro from your device list to see what's happening on your front porch. Digitally pan Greet Universal's live view by swiping your finger to the left or right.



## Receive calls on your smartphone

When someone rings Greet Universal, your Indoor Chime will sound and you will receive a call on your smartphone. You can choose to accept the call, decline it, or select a customized voice message to play for your visitor.



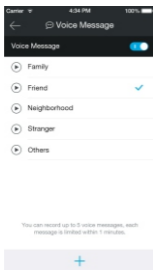
## Hear and speak to your visitors

Simultaneous two-way audio allows you to see, hear, and speak to your visitor at the same time. Tap the microphone button to talk to your visitor, and tap it again to mute your microphone.



## View and save alert clips

Greet Universal automatically records a short video clip whenever it detects motion, you receive a call, or you miss a call. Access these clips in the app and download them to your phone for safekeeping.



## Schedule notifications and record messages

Schedule when to receive notifications and calls from Greet Universal in the device settings. You can also silence your chime for a restful night, and record up to 5 voice messages to play for visitors when you decide not to answer a call.

## 5 Viewing and Recording Options

### Recording Options

Greet Universal is compatible with the Zmodo Cloud Service. Please visit [www.zmodo.com/support](http://www.zmodo.com/support) for information and articles about the Zmodo Cloud Service. The cloud service will allow you to:

- Record continuously and store the footage on our secure cloud servers.
- Create and save video clips from your recordings.
- Access your footage and clips at any time from any location.
- Enjoy more smart features in the future!

### Viewing Options

All of your Zmodo devices will be bound to your Zmodo user account. You can access your camera and other devices by using the Zmodo app with any Android™ or iOS® device. Just download the Zmodo app from Google Play™ or the App Store™.

You can also access your devices from any web browser with our web app. Visit [user.zmodo.com](http://user.zmodo.com) and log in with your Zmodo user account information.

## 6 Status Light Definitions

### ● Solid green

Your Greet Universal is powering on.



### Blinking green

Your Greet Universal is ready for setup.



### Blinking blue

Your Greet Universal is connecting to the WiFi network. Please do NOT turn off or unplug your Greet Universal at this time.

### ● Solid blue

Your Greet Universal has successfully connected to the WiFi network.

If you were unable to connect your Greet Universal successfully:

- Make sure that you are connecting to a **2.4GHz WPA-PSK/WPA2-PSK WiFi network**, and that your network is not hidden.
- Please make sure that you entered the network name and password correctly. Note: Both are case-sensitive.
- You may need to improve your WiFi strength. Visit [www.zmodo.com/support](http://www.zmodo.com/support) for suggestions.

## 7 Support

### Having difficulty?

You can use the Live Chat function in Zmodo app if you have any technical problems.

Please follow the steps below:

Access the "Me" page in the bottom right corner of the Zmodo app and select "Zmodo Support".

For more instructions, troubleshooting, support, and other resources, please visit:

[www.zmodo.com/support](http://www.zmodo.com/support)



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Scan the QR-code below!

