Hello!

Let's get started

elephant

Thank you for purchasing
elephant **door**™

elephantalarms.com

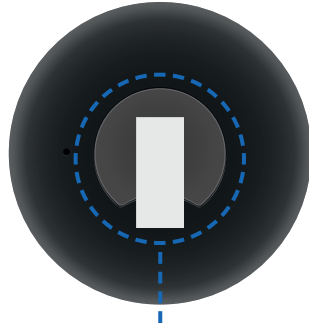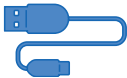## Contents

What's in the box

elephant **door**™

fixing with tape

 1 micro USB cable
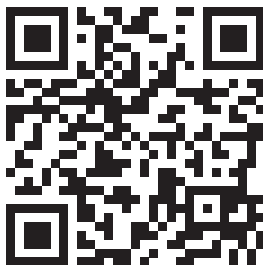
 2 spare tapes for refixing

 1 first launch key

 5 invitations for neighbors and the unique product code

Quick start

1

Download the elephant app.
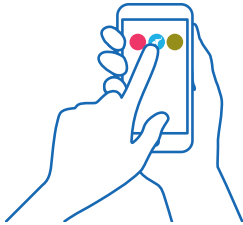You can do that by scanning
the QR code.

2

Make sure you have enabled Wi-Fi and
Bluetooth in your smartphone.
**They are necessary for launching
and using the app and the device.**

Quick start

3
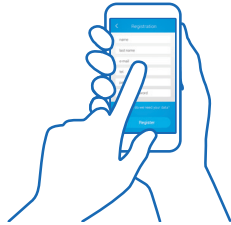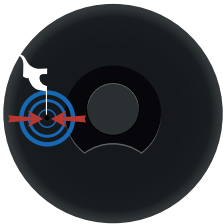

Run the app and follow
the instructions.

4

Register in the app and confirm
the activation message sent to
your email box.

5

To launch the device you
need the first launch key. The
switch can be found in the hole
on the back of the device.

6
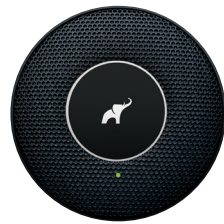
Press the button once. You will
hear a click sound and the LED
of the device will start to blink a
green light every 10 seconds.

Quick start

NOTE! If during the first launch the device does not launch, charge it.

7

To connect to the device scan the QR code in the app. It can be found inside the packaging. You can also enter the password manually.

8

To receive notifications about events, connect the elephant **door**™ device to your Wi-Fi network.

9
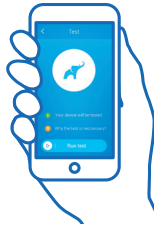
Launch an automated device test.
NOTE! During the test you will hear a **single alarm sound.**

Quick start

10
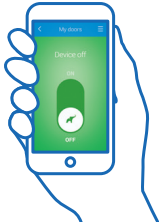
The device status
display means that it
is ready for fixing.

11
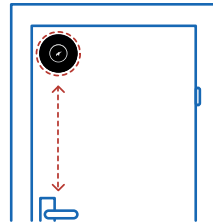
The fixing point is located
on the inside of the door,
above the handle.

12

Before fixing your device, clean
and degrease the door.

13

Remove the protective strip
from the fixing tape.

Quick start

14
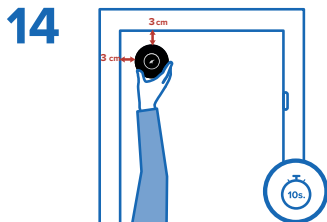
Place your device about 3 cm away
from the side and top edges.
Press and hold it for **10 seconds.**

15
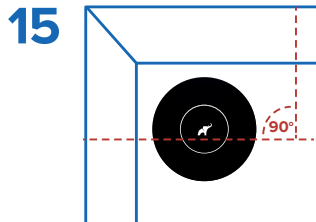
In order for the device to
operate properly, the logo must
be in position as in the image.

16
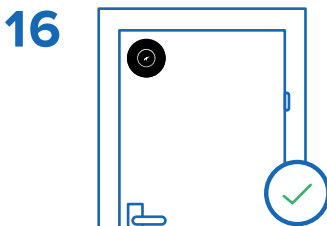
That's it! Your flat is now protected.
Remember to turn your device on.

17

Turn your device on and
off using the app.

When the elephant door™ will not work correctly
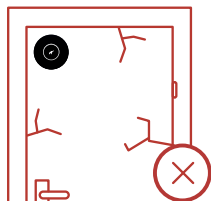
When the paint peals off the door.
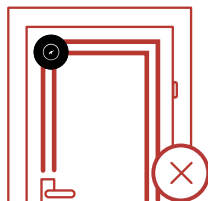
When the door's surface is uneven.
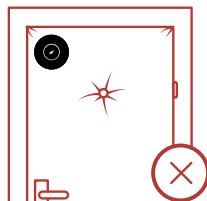
When the door is upholstered.
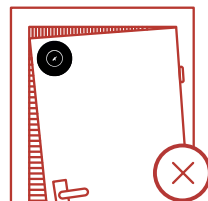
When the door is unstable or wobbling.
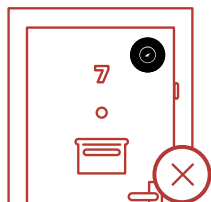
When you fix it on the outside of your door.
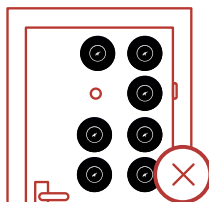
When you fix it in a wrong place.

Using the device

Turn on the device
after you leave your flat.

Turn off the device
before you enter your flat.
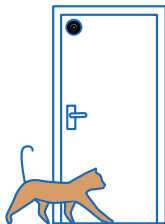
Your family, friends and pets
can freely move around home
when elephant **door**™ is turned on.

If you are turning on the device
when at home, remember to
turn it off prior to leaving home.
**Otherwise, you will activate the
alarm siren.**

Using the device

NOTE: To be able to control the elephant **door**™, you must enable **Bluetooth** on your smartphone.

NOTE: To receive notifications on your smartphone, your elephant **door**™ device must be connected to **Wi-Fi**, and your smartphone needs to have internet access.

Battery and charging
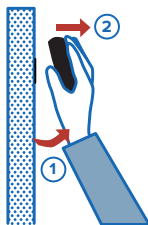
To remove the device for charging, make sure that it is turned off (in standby mode), then tilt it (1) and pull it (2)
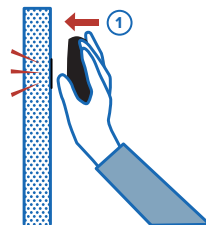
To replace your device after charging, put it against the entire surface of the fixing.

90°
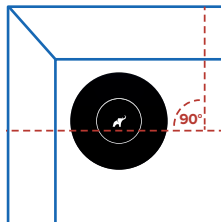
The logo must be positioned as shown above.

Battery and charging

When the battery in your device level is low, the LED will begin blinking red, and you will be notified by the app. At that point, you need to **connect the device for charging immediately.**
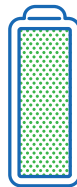
To charge your elephant **door**™ remove it from the door and connect it to the charger. When fully charged, the battery will **last for 40 days.**

Charging a fully drained battery may take up to 8 hours.

When the device is fully charged, the LED is illuminated with white light.
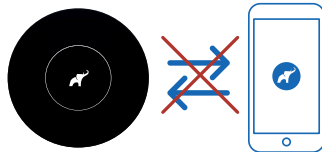
During charging you cannot control the device.

Battery and charging
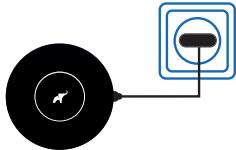
We recommend charging the device through a mains socket. To be able to do it, you need a mains USB adapter.

You can buy it here:
www.elephantalarms.com/store
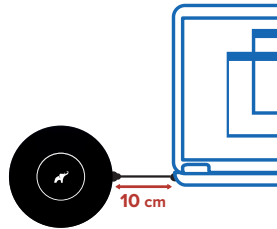
10 cm

WARNING!
When you are charging the device via a USB port in a computer remember to a keep safe distance **(min. 10 cm).**

The device contains a strong magnet that can damage the hard drive of your computer.

How your elephant **door™ works**

The device detects and
analyses door vibration.
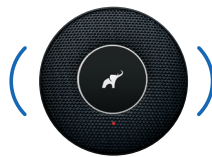
A break-in attempt is
indicated with the single
sound of a siren.
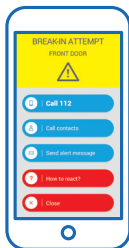
You will be notified when
a break-in attempt
is detected.
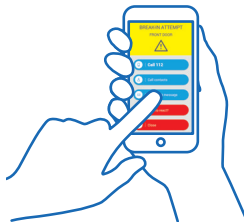
You can use the app
to notify and call your
contacts or call 112.

14

The device detects
a break-in.

When **there is a break-in**,
the device will activate the
siren for 3 minutes.
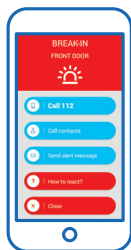
You will be notified when
a break-in is detected.
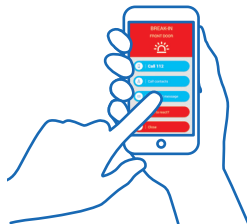
The app lets you call 112, call
and notify your contacts.

Fixing and refixing
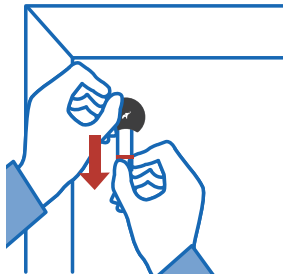
To remove the fixing from the door, hold the fixing with one hand, and pull the tape end with your other hand.
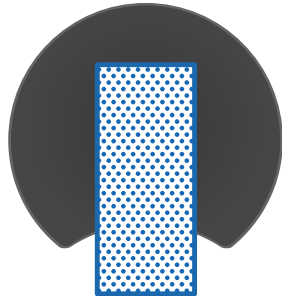
To replace the device, clean the fixing surface, stick the tape (provided) to the cleaned surface, and proceed as per the instructions from page 4 on.

Things you shouldn't do with **your** elephant **door™**
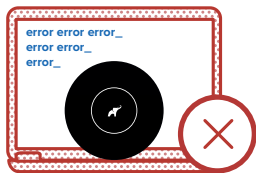
Do not put the device closer to your PC than **10 cm** as it contains a strong magnet.
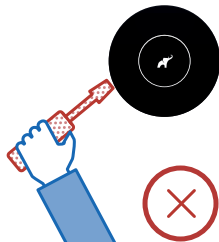
Do not open it or attempt to repair it.

Do not throw it in a bin.
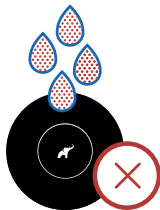
Do not expose it to water.
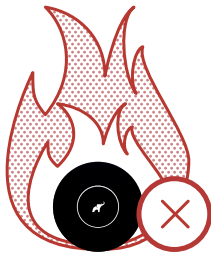
Do not throw it into fire.

LED indicating lamps
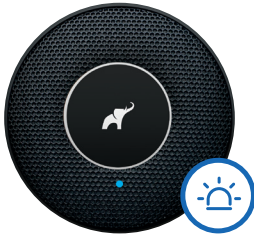
Device is in detection mode
(turned on) – **sensors and
the siren are enabled.**
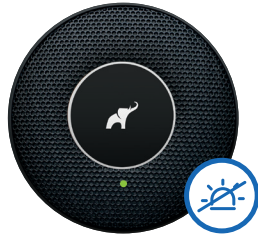
Device is in standby mode
(turned off) – **sensors and
the siren are disabled.**
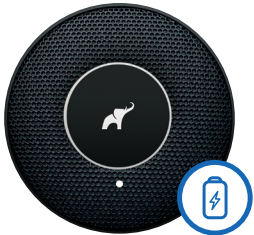
Charging in progress.
Continuous LED light
means that the battery has
been fully charged.

Battery low.
Connect the device
for charging.

Troubleshooting

I lost the key for first launch:
- you can use another thin, rigid object for first launch. It must fit the hole and be longer than 1.5 cm (such as a paper clip)

I don't have a QR code / password for pairing the device:
- check if your code is inside the packaging
- if you have not found it, contact us at **service@elephantalarms.com** and specify your full name and serial number of the device (you can find it on the sticker on the back of the device)

My device is not working / won't switch on / the LED on the front is not blinking):
- check if your device is activated properly: press the button on the bottom of the device.

You should hear a click sound and the LED on the front of the device should start to blink every 10 seconds
- the device may need to be recharged. Connect it to a charger

I cannot pair (connect) my device to the mobile app:
- check whether Bluetooth and Wi-Fi connections are enabled in your smartphone
- check Bluetooth settings in your smartphone – is your device visible? Is the possibility of pairing with new devices blocked?
- check whether the device is active (does the LED blink every 10 seconds)

I cannot scan the QR code in the app:
- try to rescan the QR code in bright light
- enter the 20-digit

password of the device manually (case sensitive)

The fixing of the device does not stay on my door:
- make sure that the place of fixing was degreased and the door meets the requirements of installation
- remove the installation tape from the fixing and stick one of the two spare tape strips. Remember to stick the tape on the same side of the fixing

My phone stopped working / I lost my phone and cannot turn on the device to enter my home. What should I do?
- use another smartphone. Download the app and log into your account. When you are near the device, you can turn it off and access your home without activating the alarm

My elephant door™ is not visible in the app / I cannot control the device:
- make sure Bluetooth and Wi-Fi connections are enabled in your smartphone
- make sure your elephant **door**™ is active
- refresh the device list and wait a few seconds for the device to be visible again
- shut down the app (from the background) and relaunch it

The app does not work on my smartphone:
- uninstall the app and reinstall it
- if the problem persists, contact us at **service@elephantalarms.com** and specify your full name and serial number of the device, smartphone model and operating system

My device does not detect that the door is open / device in detection mode is not responsive:
- make sure the device is active

- make sure the device is in the detection mode (turned on)
- retest the device in the app
- if the problem persists, contact us at **service@elephantalarms.com** and specify your full name and serial number of the device (you can find it on the sticker on the back of the device)

My device activates the alarm by itself / false alarms occurs:
- check whether your door is stable and the hinges are not loose – if the looseness is too large, it may be interpreted as door opening
- when switching the device on, make sure that it is placed in the desired position on the door instead of being in motion or vibrating
- if the problem persists, contact us at **service@elephantalarms.com** and specify your full name and serial number

of the device (you can find it on the sticker on the back of the device)

I cannot create an additional user account in the device:
- check whether the SIM card in your smartphone is active
- check whether the additional user has downloaded and running the elephant app during activation
- deactivate the user using the slide and click "save". Then, create the user account again and click "save". **Note:** the user must have the elephant app running

Why am I not receiving notifications in the application?
- check whether your device is connected to Wi-Fi
- check whether there is an internet connection on your smartphone
- check whether the phone settings have elephant notifications permitted

I forgot my password. How to reset password?

- launch the elephant app and select login option. Click "reset password" and enter your email address. Then, check your email box and click the link to set a new password

What should I do if I want to go away for longer (3 weeks) and I want elephant door™ to protect my home?

- due to safety reasons, we recommend that someone looks after your home when you are away. That person can charge the device during their visit to ensure further protection of your home. Remember to add the above person as an "additional user" when you are away so that they can activate and deactivate the detection mode in the device. In order for your home to be safe when you are away, go over the tips of Elephant Safety Academy www.elephantalarms.com/safetyacademy

The battery does not last long (below 2 weeks of operation):

- make sure you have charged it completely – recharging a strongly discharged battery may last up to 8 hours
- check on another device whether your charging cable charges the battery properly

The battery in the device is not charging:

- check on another device whether your charging cable charges the battery properly
- use another micro USB cable and check if the device is charging. When charging, LED blinks with white light

How to use the device

Before you begin using the elephant **door**™**, please read carefully the information contained in this manual and follow all the guidelines. Keep this manual for future reference.**

Battery notice
The device comes with an integrated lithium polymer battery. The battery may be hazardous and cause serious property and bodily damage, or even death. The User accepts the responsibility for operating the battery. In addition, the User is responsible for any improper use of the battery (while charging, discharging, storing, etc.), and for any damage caused by such improper use of the battery. If there is electrolyte leakage,

avoid contact with the skin and eyes. In case of contact with the skin, wash hands immediately with plenty of soap and water. In case of contact with eyes, rinse them with plenty of cold water and consult a doctor immediately. If you notice unusual smell or see smoke while charging, disconnect the device from the charger without delay. To prevent electrolyte leakage: do not expose the battery to major shocks or vibration, and do not immerse it in liquids. Do not open, do not deform and do not attempt to repair the battery. Do not expose the battery to high temperatures or fire. Do not touch the contacts of the battery, and do not put them in touch with electrical conductors,

e.g. metal objects. Do not saw and do not damage the battery. Never disassemble the battery. If the battery gets damaged or ruptured, use rubber gloves to collect the parts. Avoid inhaling the odours that may appear. Do not throw the battery in a bin. Follow the applicable rules and regulations to dispose of the battery. For more information, please contact your local household waste recycling centre. A dead, unused or damaged battery must be stored in places that are specially designated for this purpose. Protect the product from water and moisture. To reduce the risk of fire or electric shock, protect the product from exposure to rain and/or any other types of moisture.

Charging the battery
Do not connect the Product to other electrical devices. The Micro USB output is designed only for charging the device battery and for updating the device software in case the Manufacturer offers an updated software version. Charging the device with other cable than the one provided by the Manufacturer is not recommended. If the Product is damaged as a result of charging the battery with a Micro USB cable other than that provided by the Manufacturer, the User will be fully liable for such damage. Do not touch the device with wet hands during charging. When the cable is overheating or gets damaged, and when the device is exposed to rain or other liquid, disconnect the device from charging.
NOTE: When being charged, the device does not detect vibrations or door opening, and it does not connect with the Wi-Fi and your smartphone. The device connected for charging does not provide protection and must not be used for this purpose.

Using the device
This device is intended for use indoors in households and offices. It is not fit for use outdoors and in industrial environments. The Product is intended for operation in the temperature ranging from +5°C to +35°C and in the humidity range of 20% to 60%. The Product is intended for use on exterior single or double doors only. The Manufacturer does not guarantee that the device will operate properly on other types of doors, including in particular on sliding, revolving and up-and-over doors. The device must be cleaned with a dry anti-static cloth. Do not clean the device with water and/or chemicals. Do not open the device and do not interfere in the inside of the device in any way. There are no components inside the device that could be repaired by the User. Opening the device may create a health hazard. The device may only be opened by the Manufacturer's dedicated support team. Do not throw, kick, hit, clasp, crush, break, smash, bite or swallow the Product and any of its parts. Do not throw the device in a bin. The Product houses a lithium polymer battery and other electronic components that need to be stored in places designated for this purpose.

Information about radio waves
The operating frequency range of the device is:

2.4 GHz - 2.5 GHz.
The maximum power of the radio frequency in the device operating frequency range is: 58 mW.

Proper disposal of the device (waste electrical and electronic equipment)

This sign featured on the device, on the packaging and in the attached documentation indicates that the device, including its accessories (e.g. the charger and USB cable), must not be disposed of with other household waste at the end of its working life. The device and its accessories must then be separated from other wastes and transferred to an approved electric and electronic waste equipment disposal and recycling unit. For more information concerning the disposal and recycling of the device, please consult your city/

town hall or municipality, specialist household waste collection points, or the shop where you purchased the device. Failure to comply with these instructions may have a negative impact on the natural environment and human health. For this reason, controlled waste disposal, aware and responsible recycling, and future reuse of the materials are required.

Proper disposal of the battery housed in the device.

The Product comes with a lithium polymer battery. This sign featured on the battery, in this User's Manual or on the packaging indicates that the battery that comes with the device must not be disposed of with other household waste at the end of its working life. The battery must then be separated from other

wastes and transferred to an appropriate waste battery collection point running an organised waste battery collection system and operating locally free of charge. Otherwise the battery could harm human health or the natural environment we must protect.

Other risks

Do not put the device close to electronic equipment, especially PCs, hard drives and smartphones. The device houses a strong magnet that may cause serious damage. The device may be hazardous for pacemaker recipients. Extreme caution is recommended. The device has an integrated alarm siren of high sound intensity. Please exercise caution when testing and using the device. Prolonged close-range exposure of the auditory system to the device may lead

to discomfort or even to permanent hearing impairment. The device comes with an in-built RGB LED. The LED lights up and blinks in various colours, depending on the status of the device. Individuals sensitive to light and/or suffering from epilepsy must exercise caution when testing and using the device.

Declaration of conformity with European Union directives
Elephant Sp. z o.o. declares that the elephant **door**™ and all its components comply with the following directives:
a) 2014/53/EU (RED),
b) 2014/35/EU,
c) 2014/30/EU (EMC),
d) 2012/19/EU (WEEE),
e) 2011/65/EU (RoHS),
f) 2009/125/EC (ErP);
g) 2006/66/EC.
The full wording of the EU Declaration of Conformity is available on the following website:
www.elephantalarms.com
The technical documentation required for conformity assessment is available at the following address:

Elephant Sp. z o. o.
ul. Heweliusza 18,
60-281 Poznan, Poland
e-mail: info@elephantalarms.com
www: elephantalarms.com
Tax ID: PL 7831740648

The device has been manufactured for use within the European Union. The Manufacturer does not guarantee compliance with any standards and regulations in force outside the European Union.

elephant **door**™
Smart security system

Producer
Elephant Sp. z o.o.
Made in EU
Product Code: ED1.0
©2015 Elephant Sp. z o.o.
All rights reserved.
App Store and iOS are trademarks of Apple Inc. registered in the U.S. and other countries. Android™ a trademark of Google Inc.

CE

Have a safe day!

Any questions?
Go to **elephantalarms.com**