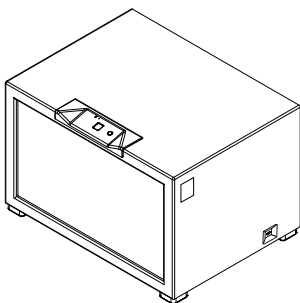




KEEPING YOU SAFE



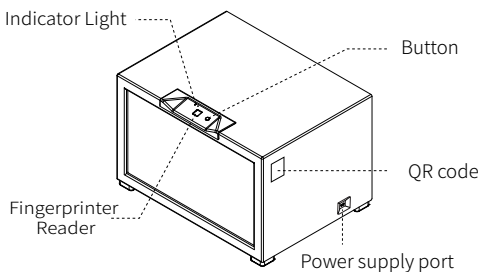
**User manual**

# Packing list

- ◆ Safirst (x1)
- ◆ User manual (x1)
- ◆ Power Adapter (x1)
- ◆ Micro USB wire (x1)

# Tech Spec

Product Model	Safirst HCB1-A1
Color	○ White    ● Black
Dimension	Length 250mm x Width 400mm x Height 300mm
Weight	≈11 kg
Communication type	2.4G Wifi (5G is not supported)
Access modes	APP remote control / fingerprint access
User quantity	1 main user+9 sub-users
Fingerprint quantity	(4 fingerprints+ 1 threated fingerprint) per user
Alert quantity	6
Lock	Electrically controlled lock
Power Adapter	5V / 2A
Battery type	AA alkaline battery x4 (Self purchase)

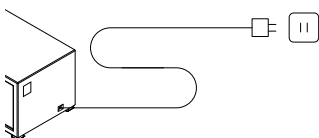


## Use environment

- ◆ Temperature: 0°C ~ 40°C
- ◆ Humidity: relative humidity < 85% (Control panel is not water resistant)
- ◆ Placement: flat surface or wall-hanging (make sure the wall can hold the weight. Drill two holes on the wall, The distance between holes should be the same as the distance of the holes behind the box; Align holes on the wall, and drive in the expansion bolt, outer diameter 10mm, need to buy separately)

## Start to use

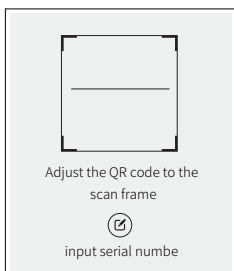
- ◆ Step 1: Plug in the power  
In Safirst's factory setting, press the button can open the door.



- ◆ Step 2: Download APP  
Scan the QR code below, or search "HISS IoT" in the App store, support iOS 10.0, Android 4.4 and higher version.

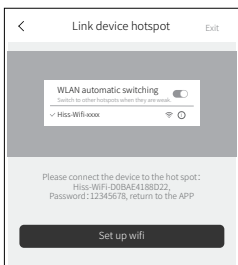
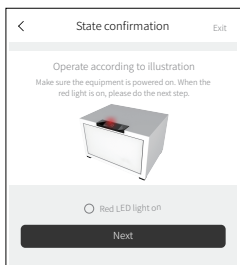
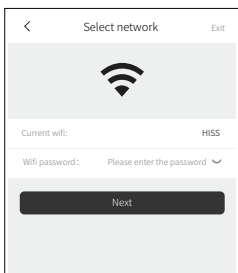
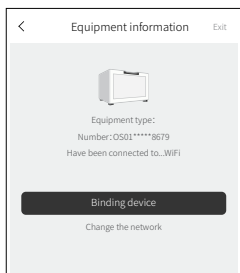


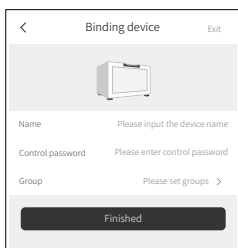
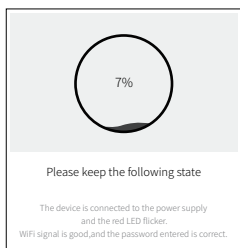
- ◆ Step 3: Add device  
After registration on APP, click the icon "≡" on the upper right of the screen to add your Safirst by scanning the QR code on the safirst.



#### ◆ Step 4: Step up Wi-Fi

- ① After Identify the device by scanning, Click “Bind device”;
- ② Type in Wi-Fi password, and click “next”;
- ③ Mark “red light is shining”, and click “next”;
- ④ Go to Wi-Fi setting on your phone, and select the hotspot of the binding device;
- ⑤ Resume back to the APP and wait for the network setting to be completed;
- ⑥ Type your “device name” (less than 20 characters), “password” (6-Digit numeric code), “Belonging group” (“Group” default optional “all”, you can add other groupings in group management), and click “finish”.

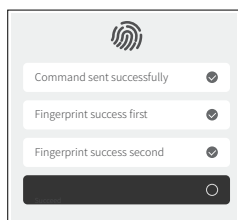
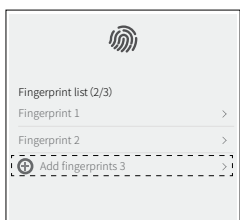
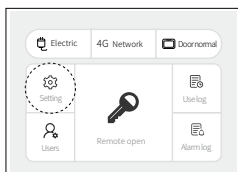
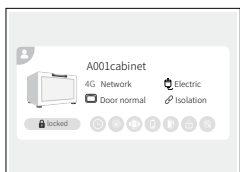




## ◆ Step 5: Add fingerprint

- ① Select the device which you added to enter its control page;
- ② Click “Setting” on the left to enter the setting page;
- ③ Select “Fingerprint management”, and click “add Fingerprint X” (X is a number of range 1-4) or “Threatened fingerprint” .

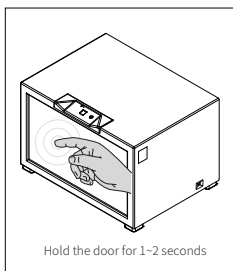
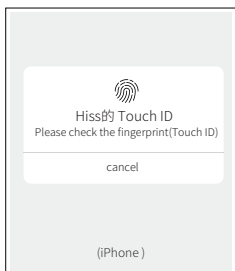
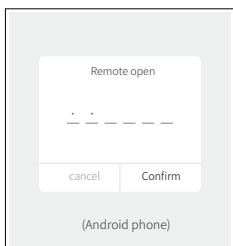
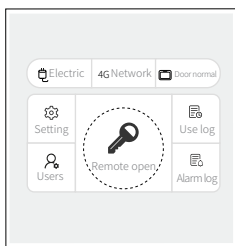
**Note:** Add fingerprint authentication process requires you to put on your fingerprint twice on the sensor.



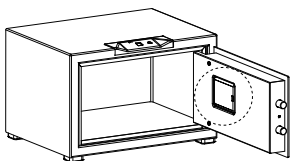
◆ Step 6: Testing open & close the door

- ① Use fingerprint to open the door by putting your registered finger on the sensor, App will display “Door open successfully” when the green light is shined;
- ② When closing the door, make sure to give the door 2 seconds to close and check whether the app display “door close successfully”;
- ③ Use APP’ s remote control to open the door, press “Remote open” in the control page and type in your password, the door will open with the green light flashing.

**Note:** iPhone is supported by Touch ID and Face ID to remotely open the door; When battery is the power supply, device will enter sleep mode in 3 minutes, thus can’ t use remote control to open the door.



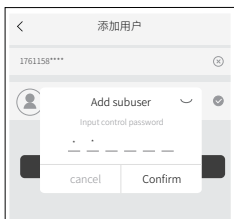
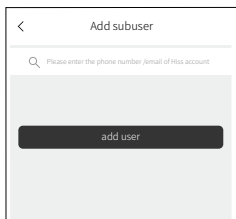
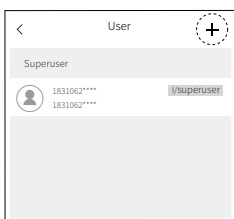
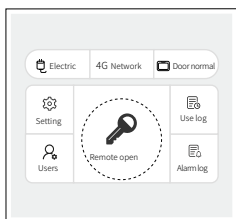
- ◆ Step 7: Insert Battery (not included in package)
- 4 AA batteries can be inserted at the battery compartment on the back of the door.

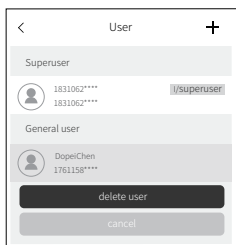


## Add subuser

This product can be used by 1 main user and 9 subusers.

1. please download the "HISS-IOT" APP and complete user registration.
2. open the APP, click the "user management" at main UI to access user management interface.
3. Click "+" on the top right to add subuser.
4. Enter the registered user name in the input box, Click on "search" to find this user.
5. Click "OK" and enter the control password of main user to complete the procedure.
6. if Main user want to delete a subuser, click on the subuser at the user list. Click the "delete user" button and input the control password to delete the subuser.





## Light status illustration

### ◆ Light off

- ① Device not connected to power or battery is dead;
- ② Sleep mode when battery is in use.

### ◆ Red light on

Device are not connected to Wi-Fi or haven' t complete the Wi-Fi setting.

### ◆ Red light shining

- ① Shine rapidly with the beep sound means the alert of device;
- ② Shine slowly means the device is currently disconnected and no user is connected to it;
- ③ Red light shines 3 times means add fingerprint or fingerprint authentication fail.

### ◆ Green light on

Device is connected to power and in normal operation condition.

### ◆ Green light shining

- ① Green light shines rapidly with the beep sound means door is opened properly;
- ② Waiting user to add fingerprint.

### ◆ Yellow light on

Device is powered by battery.

## Maintenance

- ◆ The use of alcohol or corrosive liquid to wipe the surface is forbidden.
- ◆ Control panel on the device can only be cleaned without wiping with liquid. Doing this to avoid potential damage to the circuit board.
- ◆ The use of power supply is recommended, Battery is used for emergency power supply.



# FAQ

- ◆ Q1 How to obtain device information?  
Use the APP to scan the QR code which is located at the side of the device, it will return the information about the device.
- ◆ Q2 How to allow other people use your device?  
The first user is the main user of the device, the main user click “user management” in the APP to add sub-users for his/her device.
- ◆ Q3 What to do when fingerprint is not available?
  - ① Make sure the fingerprint sensor on the control panel is clean, dirt on the sensor can decrease its efficiency of fingerprint recognition.
  - ② If door open by fingerprint failed 5 times, device will disable user to use fingerprint authentication for 5 minutes until the next try.
  - ③ Device may be malfunctioned, try to reconnect the power supply to restart the device. If restarting doesn't fix the problem, Please delete the fingerprint by the APP and add a new one.
- ◆ Q4 What to do when remote control is not opening the door?  
When the device is in power by battery, Touch to sensor to wake the device from sleep mode; Check whether the internet connection is stable; Reconnect the power supply to restart the device.
- ◆ Q5 Will device sound an alert when the battery is low?  
When battery life is below 20%, device will trigger an alarm for low battery event. App will display the message “battery low, please replace batteries.” If battery and power supply are both in use. We recommend to change the battery once in a year.
- ◆ Q6 What are the 6 alert type?
  - ① Close door timeout (3mins), ② Fingerprint authentication Failed 3 times.(fingerprint sensor will be disabled for 5 minutes), ③ low battery,
  - ④destructive shock/shaking, ⑤ Device door in abnormal status (Ex: Door not locked when it closes), ⑥ Door opened by Threatened fingerprint.

After-sales service of HISS products is strictly implemented in accordance with Consumer Rights Protection Law of the PRC and Product Quality Law of the PRC. The contents are as follows:

Warranty period:

- 1. Within 7 days from the date of receipt, if the product fails and causes obstacles to use, it can be returned or exchanged free of charge after testing by HISS after-sales service center.
- 2. Within 8-15 days from the date of receipt, if the product fails and causes obstacles to use, it can be exchanged or repaired free of charge after testing by HISS after-sales service center.
- 3. Within 12 months from the date of receipt, if the product fails and causes obstacles to use, it can be repaired free of charge at the HISS authorized service station after testing by the HISS after-sales service center. If it needs to be repaired on-site, it must pay a certain fee.

Tip: It is recommended to keep the package for at least 30 days after receipt because special packing is used during transportation to ensure safety.

Non-warranty Ordinance:

- 1. Unauthorized maintenance, misuse, collision, water intake, accident, incorrect use of accessories;
- 2. Over the warranty period;
- 3. Damage caused by force majeure such as earthquake, fire, flood;
- 4. Intentional damage.

Product Maintenance Record

User Name	
Address	
Phone NO.	
Product Name	
Serial Number	
Pruchase Date	

Maintenance Record

	Maintenance date	Fault Description and Processing	Maintenance Station and Staff
1			
2			
3			
4			

Special reminder: Please keep this voucher as the basis of after-sales service.

# Customer service

Customer service available time: 9:00-18:00,

Phone number: 400-928-1122。

You can also bring up and select “Apply repair” by swiping the APP edge screen to the right.

The user guide may be amended from time to time due to product and technology updates. You can find the newest version of the user guide in the HISS APP or subscribe the HISS official account.



HISS official service No.



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Beijing Zeepson Technology CO., Ltd

Website: <http://www.hiss.com.cn>

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