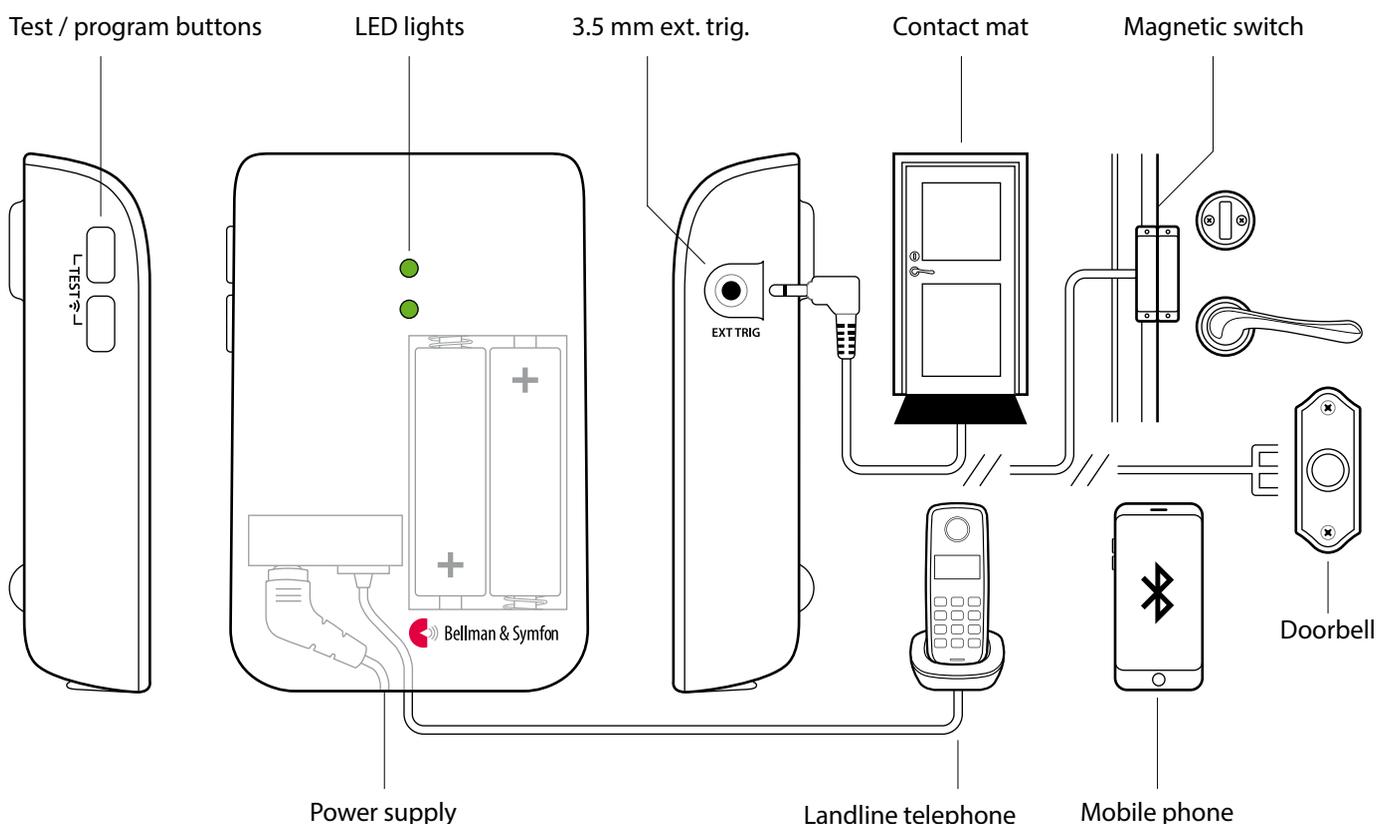




VISIT_001ART011-EN

Visit Mobile phone transceiver

Buttons and connections



Technical specifications

In the box

- BE1433 Mobile phone transceiver
- Power adapter and power cable
- 2 × 1.5V AA alkaline batteries
- Pre-mounted telephone cord
- Telephone splitter
- Screw and wall plug

Compatibility

- iOS11 and later
Android 6 and later
- iPhone 6S and later
Modern Android devices

Power and battery

- Mains power: 5 V DC / 1000 mA
- Backup batteries: 2 × 1.5 V AA Alkaline

Dimensions and weight

- Height: 100 mm, 4.0"
- Width: 65 mm, 2.6"
- Depth: 27 mm, 1.1"
- Weight: 120 g, 4.2 oz. incl. batteries

Activation

- A mobile device via Bluetooth
- A landline telephone
- A contact mat or magnetic switch
- A doorbell connected to the ext. trig
- The test buttons

Environment

- For indoor use only.
- Temperature: 0 to 35 °C, 32 to 95 °F
Humidity: 15% to 90%, non condensing

Accessories

- BE9023 Magnetic switch
- BE9026 Contact mat
- BE9253 Ext. trigger cable, 3.5 mm

Connectivity

- RJ11 analogue telephone input
- 3.5 mm ext. trig port for accessories
- Power supply jack
- Bluetooth 5.0

Frequency and coverage

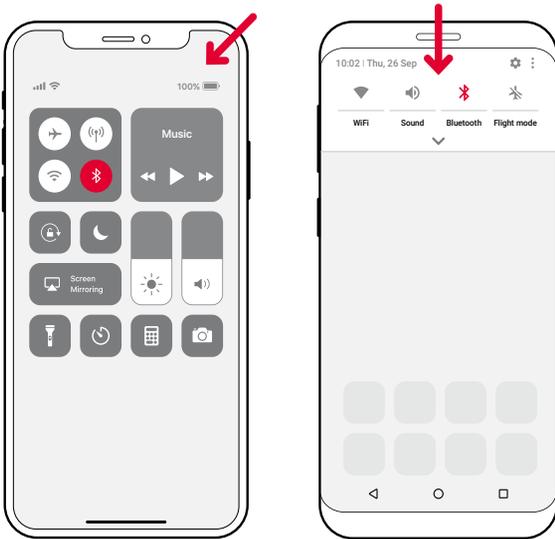
- ISM frequency: 868.3 MHz
- ISM coverage: Up to 250 m (275 yd)
- Bluetooth frequency:
2400 – 2483.5 MHz
- Bluetooth coverage: Up to 250 m

Visit Mobile phone transceiver

Installing the app

1 Turn on Bluetooth®

Swipe down from the top of the screen and tap the Bluetooth icon.



2 Install the Visit app

Download the **Bellman Visit** app from the App Store® or Google Play™ and follow the setup instructions.



Installing the transmitter

3 Mount it

Remove the cover from the Velcro on the back of the transceiver and mount it on the wall.

4 Turn it on

Pull the battery tab to start the transceiver. The indicators light up in green to show that it is on.

5 Connect it

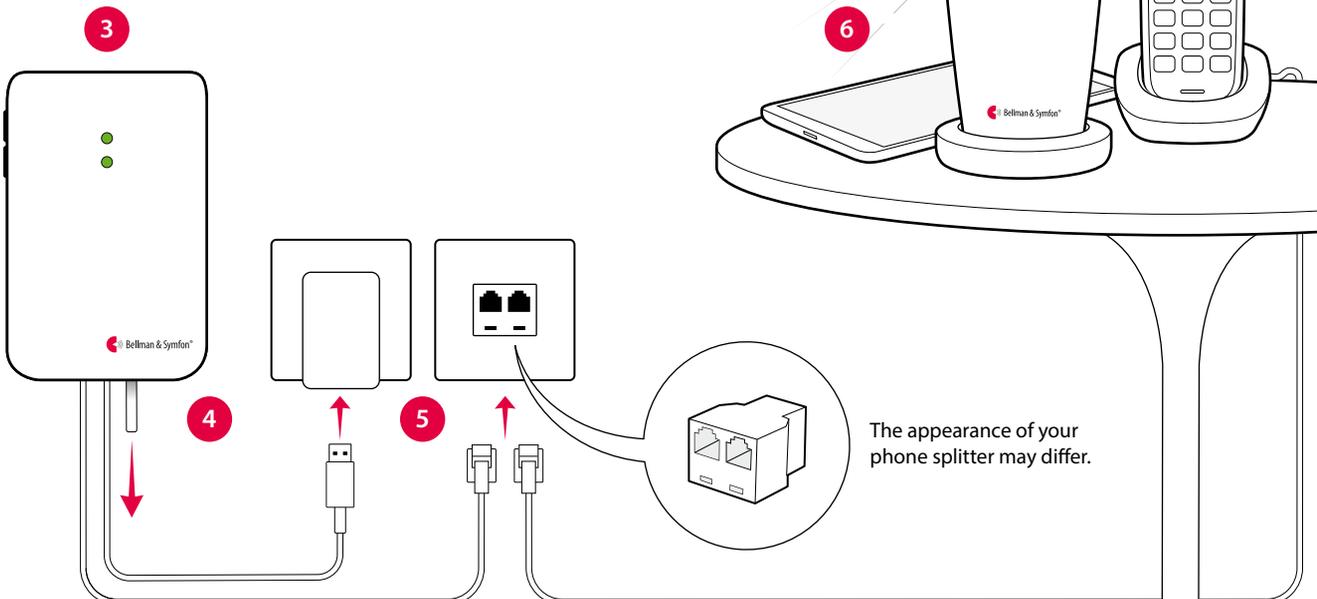
Connect the USB cable to the power adapter. Then plug the adapter into a wall outlet. If you have a landline telephone, connect it to the telephone jack using the supplied splitter.

6 Test the mobile phone

Have someone call your mobile. The yellow LED on the Visit receiver blinks and it starts to flash, sound or vibrate (depending on the receiver).

7 Test the landline phone

Call your landline phone. The yellow LED on the Visit receiver lights up and it starts to flash, sound or vibrate (depending on the receiver).



The appearance of your phone splitter may differ.

Visit Mobile phone transceiver

Using the app

Once you have installed the Visit app, you will start to receive Visit notifications on your mobile phone. In addition, your Visit receiver will alert for mobile calls and messages. Controlling your system from the app is easy. Here's what you can do:



Manage notifications

Enable, disable or delete a notification with an easy tap.



Control your devices

Get an overview of your connected devices and tap + to add a new one.



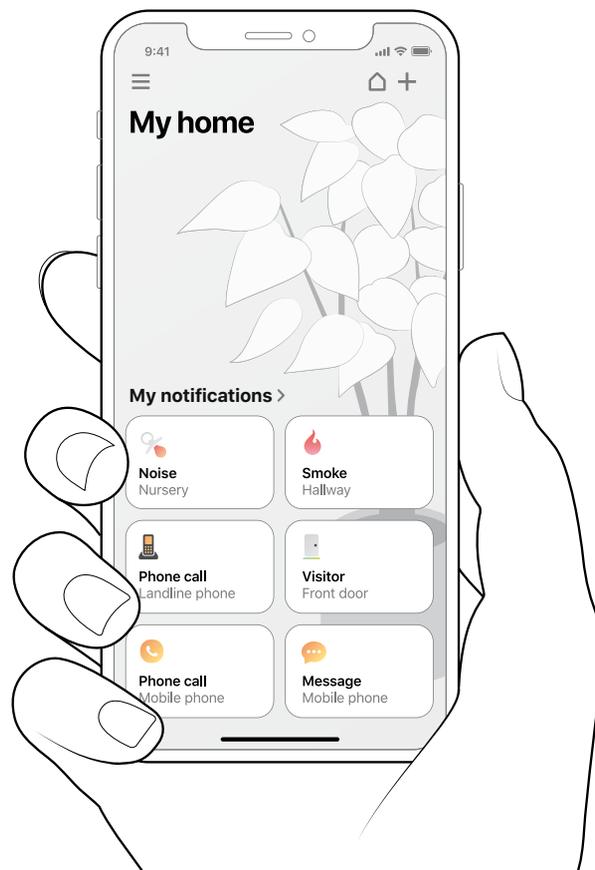
View history

See your latest notifications, sorted by date and time.



Learn more

Tap **User guide** in the menu to learn more about the application features.



Default signal pattern

When the Mobile phone transceiver is activated by an incoming call or a triggered accessory, the following happens:

- 1 The LED on the transceiver lights up to show that it's signalling the receiver.
- 2 The Visit LED on the receiver lights up and it starts to sound, flash or vibrate with a certain pace, called signal pattern. The transceiver and the connected accessories determine the signal pattern. The default is as follows:

Changing the signal pattern

The transceiver controls the signal pattern. Open the transceiver front cover and move the signal switches, see **Changing signal pattern** on BE1431 or in the app User guide.

Changing the radio key

If your Visit system is activated for no reason, there is probably a nearby system that triggers yours. This means that you need to change the radio key on all units, see **Changing the radio key** on BE1431 or in the app User guide.

Transceiver

Receiver signal pattern

Source	LED	LED	Sound	VibrationFlash
▪ Landline phone	Green, top	Yellow light	1 × ring signal, low	Medium ■□■□ Yes
▪ Mobile phone	Green, top	Yellow blinks	2 × ring signal, high	Medium ■□■□ Yes
▪ Accessory	Green, bottom	Green light	1 × door chime, low	Slow ■□□□ Yes

Visit Mobile phone transceiver

Troubleshooting

Most problems with the Mobile phone transceiver can be solved quickly by following the advice below.

If	Try this
The transceiver LEDs blink in amber when the unit is triggered	<p>This means that the backup battery level is low. Try the following:</p> <ul style="list-style-type: none"> ▪ Change batteries Open the transceiver cover and replace the batteries. Only use 1.5 V AA (LR6) batteries. ▪ Connect to power Make sure that the power cable is connected to the power adapter, and the adapter is connected to mains.
The transceiver LEDs blink in red every minute	<p>This means that the backup batteries are almost depleted. Try the following:</p> <ul style="list-style-type: none"> ▪ Change batteries Open the transceiver cover and replace the batteries. Only use 1.5 V AA (LR6) batteries. ▪ Connect to power Make sure that the power cable is connected to the power adapter, and the adapter is connected to mains.
The Visit receiver doesn't respond when the landline phone rings or when a connected accessory is triggered	<p>This could have multiple causes. Press and release both test buttons on the transceiver to send a signal to your Visit receiver.</p> <p>If the transceiver LED lights up in green, try the following:</p> <ol style="list-style-type: none"> 1. Check the battery power Make sure that the batteries on your Visit receiver are not depleted and that it is connected to mains power (if applicable). 2. Check the radio key Make sure that the units are set to the same radio key, see Changing the radio key. 3. Move within Visit range Move the Visit receiver closer to the transceiver to make sure it's within Visit radio range. <p>If the transceiver LED doesn't light up in green, try the following:</p> <ul style="list-style-type: none"> ▪ Check the power and the batteries Make sure that the power adapter is connected and that the backup batteries are not depleted. If the LED still doesn't light up in green, contact your retailer for information on warranty and service. <p>If the Visit receiver responds when you press the test buttons: This means that the connection between your accessory and the transceiver is faulty.</p> <ul style="list-style-type: none"> ▪ Check the connections Make sure all cables between the transceiver and the accessories are properly connected.
The mobile phone doesn't receive a notification when a Visit transmitter is triggered	<p>This could have multiple causes. First make sure that the Visit app is open or running in the background. Then check that the notification card for the transmitter or connected accessory on the app home screen is activated on your device, see User guide > Manage notifications for detailed information.</p> <p>Check the connection between the transmitter and the Mobile phone transceiver Press and release the test button/s on the transmitter. The Mobile phone transceiver bottom LED lights up in green to confirm that the units are communicating.</p>

Visit Mobile phone transceiver

If	Try this
	<p>If the LED doesn't light up check the transmitter user manual for further assistance. If the mobile still doesn't receive notifications, try the following:</p> <p>Check the connection between the Mobile phone transceiver and mobile device</p> <p>Press and release both test buttons on the transceiver to send a notification to your mobile device. The transceiver's top LED lights up in green to confirm.</p> <p>If the LED doesn't light up:</p> <p>This means that the batteries are depleted, and you need to replace them.</p> <p>If the LED lights up but the notification doesn't appear on your mobile device:</p> <p>Start by checking the Bluetooth connection on the app home screen. If the top right house icon is red, try the following:</p> <ol style="list-style-type: none"> 1. Check that Bluetooth is activated on your mobile device Swipe to open the Notification Center/Panel and tap the Bluetooth icon to turn it on. 2. Turn Bluetooth off and on Swipe to open the Notification Center/Panel and tap the Bluetooth icon to turn Bluetooth off and then on. 3. Force-quit the Bellman Visit app Try to force-quit the app and open it again. Please note that it's not enough to just close the app. 4. Check that the Phone transceiver is listed as a paired device in the Bluetooth settings menu If it is not listed, open Menu > My devices, tap "Replace" on the Mobile phone transceiver device card and follow the instructions to pair the transceiver to the mobile.
<p>The Visit receiver doesn't respond when the mobile phone rings or receives a message.</p>	<p>This could have multiple causes. First make sure that the Visit app is open or running in the background. Then check that the mobile phone notification cards for message and phone call on the app home screen are activated on your device, see User guide > Manage notifications for detailed information. Press and release both test buttons on the transceiver.</p> <p>If the transceiver LED doesn't light up in green, try the following:</p> <ul style="list-style-type: none"> ▪ Check the power and the batteries Make sure that the power adapter is connected and that the backup batteries are not depleted. If the LED still doesn't light up in green, contact your retailer for information on warranty and service. <p>If the Visit receiver responds and a notification appears on your mobile device:</p> <ul style="list-style-type: none"> ▪ Check the mobile device's settings There are some settings which can prevent calls and messages from being forwarded to the transceiver.

Visit Mobile phone transceiver

If	Try this
	<p>If the Visit receiver responds and the notification doesn't appear on your mobile device:</p> <ul style="list-style-type: none"> ▪ Check the Bluetooth connection Start by checking the Bluetooth connection on the app home screen. If the top right house icon is red, try the following: <ol style="list-style-type: none"> 1. Check that Bluetooth is activated on your mobile Swipe to open the Notification Center/Panel and tap the Bluetooth icon to turn it on. 2. Turn Bluetooth off and on Swipe to open the Notification Center/Panel and tap the Bluetooth icon to turn Bluetooth off and then on. 3. Force-quit the Bellman Visit app Try to force-quit the app and open it again. Please note that it's not enough to just close the app. 4. Check compatibility with third-party app Do you use third-party applications such as Facebook Messenger, Skype, WhatsApp, WeChat, or Google Hangouts? Depending on model, your mobile phone may in some cases fail to forward notifications for calls and messages to your Visit system. We suggest that you test the app by asking someone to call or send a message via the app. If your Visit receiver doesn't respond (even though the mobile phone message and phone call notification cards are activated), the third-party app may be incompatible. <p>If the Visit receiver doesn't respond, try the following:</p> <ol style="list-style-type: none"> 1. Check the battery power Make sure that the batteries on your Visit receiver are not depleted and/or that it is connected to mains power. 2. Check the radio key Make sure that the units are set to the same radio key, see Changing radio key. 3. Move within Visit range Move the Visit receiver closer to the transceiver to make sure it's within Visit radio range.
<p>The Visit receiver is activated for no apparent reason</p>	<p>There could be another Visit system installed nearby that triggers your system. Change the radio key on all Visit units to avoid radio interference, see Changing the radio key.</p>