



SKYBELL™

WiFi Video Doorbell

**Installation &
Starting Guide**

www.skybell.com

SkyBell works with the majority of existing home power standards around the world and with 95% of existing wired doorbell wires.

SkyBell is designed to work with the power that is connected to your current doorbell and is connected to a low-voltage transformer, no matter if you have a 110/120 VAC or 220/230/240 VAC power standard.

SkyBell can only be attached to a low voltage transformer (8-36 VAC or 12 VDC) and not directly to primary power (110/120 VAC and 220/230/240 VAC).

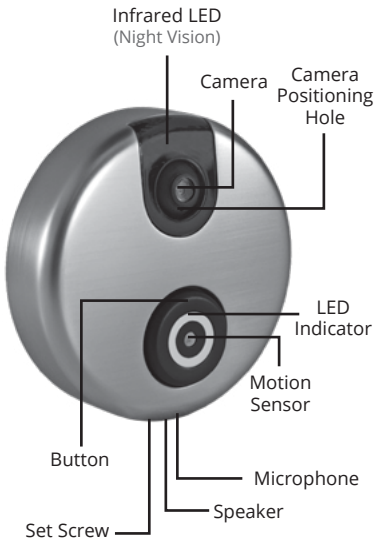
Questions? Want to see a video?
Visit www.SkyBell.com/support.

WARNING

Risk of electric shock. Do not attempt to install SkyBell in wet conditions. Do not proceed if you, SkyBell or the area around your door is wet.

SkyBell can only be attached to a low voltage transformer (8-36 VAC or 12 VDC) and not directly to primary power (110/120 VAC and 220/230/240 VAC).

SkyBell Components

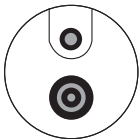


Advanced Components

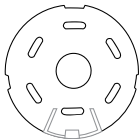
Motion sensors detect a visitor. LED button tells you if SkyBell is disconnected from Wi-Fi. Infrared technology lets you see at night.

Contents

SkyBell
Doorbell Device



Mounting Plate



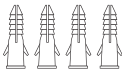
Special Locking Tool



Wall Screws (4)



Screw Anchors (4)



Wire Connectors (2)



Tools You May Need for Installation:

- Pliers or crimpers
- Power Drill or Screw Driver
- Outdoor Adhesive
- Wire Strippers

Installation Guide

WARNING

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Part 1 – Wi-Fi Test

Before you begin the installation process, it is a good idea to confirm you have Wi-Fi signal range at your door.

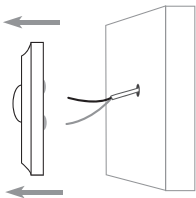
To test, simply place your smartphone where you plan to install SkyBell. If you have a Wi-Fi connection on your phone, then SkyBell will also have Wi-Fi connection 99% of the time. If the location is out of range, you will need to install a Wi-Fi repeater or amplifier.

Part 2 - Installation

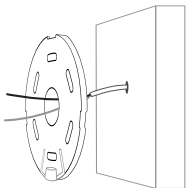
1. To begin, press your current doorbell button to make sure your existing doorbell chime works. (Skip if you do not have a home doorbell chime).
2. It is recommended that you turn off power to your doorbell by switching off your circuit breaker.

Before moving to the next step, please confirm that your wires are not connected to high-voltage power. SkyBell can only be connected to a low-voltage transformer from 8-36 VAC or 12 VDC.

3. Remove existing doorbell and carefully detach or cut the 2 wires currently connected to your existing doorbell.



4. Remove mounting plate from the packaging and run the wires through the center of the mounting plate. Be sure the front side of the mounting plate faces you.



5. Secure the mounting plate to the wall with the 4 screws. If you have stone, brick or drywall, drill holes with the correct drill bit for your surface and use the anchors to secure the screws.

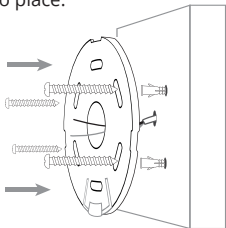
*Correct Drill Bit Sizes:

Masonry: 3/16"

Wood: 9/64"

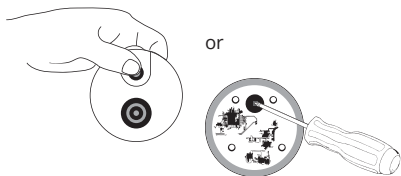
Steel: 9/64"

Instead of drilling the mounting plate into place, you may use an outdoor adhesive to glue the mounting plate into place.

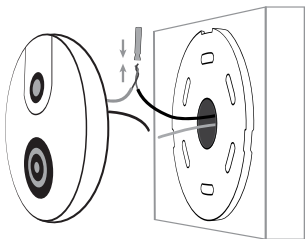


**** Caution: Do not connect SkyBell directly to high voltage wires (120/130V or 220/230/240V) from your primary power system. SkyBell can only be attached to low voltage wires from a transformer (8 to 36 VAC or 12 VDC). ****

6. Use your fingers to rotate the camera into the correct position. OR insert a screw driver into the square hole on the back of the camera and rotate the camera into desired position.



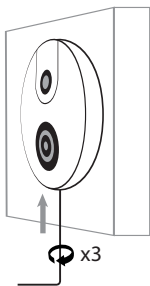
7. Next, strip the ends of your home's wires and the ends of the SkyBell wires.
8. Twist the ends of one SkyBell wire and one home doorbell wire as shown below. It does not matter which wires you use as long as you use one from the house and one from SkyBell.



9. Next, insert the joined wire into a blue connector and push until the wire reaches the end of the connector.
10. With a pair of pliers, clamp down on the connector with some force to join the wires together.
11. Repeat with the other wire. You can connect the wires from your SkyBell to either wire coming from your wall.
12. Turn your power back on.
13. Next, check SkyBell to confirm that the LED light is on. The device LED light will slowly blink red if the battery is charging. The light will turn a solid red when the battery is full. When the device LED is a solid red, the device is ready for the Syncing Process. This normally takes less than 2 minutes but can take up to 15 minutes for the battery to charge.
14. Once you see the solid red light, press the SkyBell button to confirm that your current home doorbell chime works correctly.
15. Next, gently place the SkyBell device over the mounting plate. Make sure

that the small video camera is on top and the main button with LED ring is on the bottom.

16. Insert the special locking tool into the hole at the bottom-center of the device. Turn the tool to the left three full rotations. This will lock the device. Do not over turn. Be sure that the screw is not exposed beyond the bottom of the device.



17. Your SkyBell device is now properly installed.

Please allow the device's battery to charge for 10-15 minutes before moving to Section 2 - Syncing SkyBell.

Syncing SkyBell to Wi-Fi and Mobile Device

What You Need

For this section of the setup process, you will need:

1. An iOS or Android device
2. Name of your Wi-Fi network
3. Wi-Fi network password (if necessary)
4. SkyBell Device ID Label

Preparation

1. Before you get started, allow SkyBell to power up for 10 minutes. During this time the LED light should be red or slow blinking red.
2. Also, be sure that your Wi-Fi router has 2.4ghz frequency band or is a dual-band router with 2.4ghz and 5ghz. If you have a dual-band router, you'll want to sync your mobile device to the 2.4ghz network before you sync SkyBell.
3. *SkyBell cannot connect to 5ghz.

Instructions

1. Download the app from the iTunes App Store® or Google Play Store®.
2. Search "SkyBell" and select our free app.

3. Launch the app.
4. On the home screen, tap “Register” and create an account by entering your information and completing the account creation process.
5. Then log out by tapping the settings icon and then tapping “Sign Out” in the top right corner.
6. Next, sign back into the account with your new credentials.

The Syncing Process

1. Before syncing the device, be sure that your mobile device is connected to a 2.4ghz wireless network and not a 5.0ghz network.
2. From the home screen in the app, tap the link that says “Add device...”. Follow the screens that guide you through the syncing process. **You will need your SkyBell Device ID and Wi-Fi Password.** Be sure to put the device into Sync Mode by hitting and holding the main SkyBell button until the LED light starts blinking.
 - A. If the setup is successful:
 - a. The SkyBell LED blinking red light will turn into a blinking green light.

- b. A blinking green light means SkyBell device is connecting to server and syncing your account.
 - c. The LED light will turn solid green when it is ready for use. (On average this takes a few minutes but can take up to 15 minutes)
- B. If the setup is unsuccessful, please:
- a. Restart the *Syncing Process* by first confirming that the SkyBell light is blinking red. If it is not, then press and hold the main SkyBell button for 20 seconds until the light is blinking red.
 - b. In the app, go back to the home screen in the app and tap "Add Device..."
 - c. Enter the Wi-Fi information and the SkyBell Device ID again.
 - d. *Be sure you accurately enter your Wi-Fi Password and the SkyBell Device ID. Wi-Fi passwords can be case sensitive.
3. Once your setup is successful, it may take up to 15 minutes for the device to connect to the server and for your account to be created.
4. When the SkyBell LED is a solid green light, press the SkyBell device button

and answer the call to confirm it is working properly.

5. If you need to adjust the camera, place the security tool into the small hole below the camera. Rotate the tool to position the camera with your finger and the security tool.
6. In the app, your new SkyBell device will appear in the home screen of the app. You can tap that device to adjust its individual settings.

*Red Light - If the LED light is a solid red at any time after a successful sync, this means the device does not have WiFi connection and/or internet connection. Please visit www.SkyBell.com/support to troubleshoot.

LED Light Key

1. Red (Solid) = Device has power but no Wi-Fi or internet connection
2. Red (Blinking Fast) = Device is in setup mode
3. Red (Blinking Slow) = Device has direct power and battery is charging
4. Green (Solid) = Device has power, Wi-Fi and server connection (normal)
5. Green (Blinking Fast) = Device has power and Wi-Fi but no server/internet connection
6. Green (Blinking Slow) = Device has power and Wi-Fi but is connecting to server

SkyBell™ Product Information Guide

This Important Product Information Guide contains safety and handling, regulatory, and warranty information for your SkyBell.

This document is provided “as is”. SkyBell Technologies, Inc.™ (“SBT”, “us”, “we”, or “our”) assume no responsibility for any typographical, technical or other inaccuracies in this document. SBT reserves the right to periodically change information that is contained in this document. However, SBT makes no commitment to provide any such changes, updates, enhancements or other additions to this document to you in a timely manner or at all. Visit the SkyBell Web site (www.skybell.com) for current updates and information concerning the use and operation of SBT Products.

To avoid injury, read all operating instructions and the following safety information before using your SkyBell Wi-Fi video doorbell. For detailed operating instructions, read the *entire guide* below or by visiting www.skybell.com/support

Important Safety and Handling Information

Warning: Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage to the SkyBell Product or other property.

Your SkyBell. The SkyBell Wi-Fi video doorbell was built to withstand the wear and tear of a traditional doorbell. Do not disassemble, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint or insert foreign objects into the SkyBell. Do not use or attempt to install your SkyBell if it has been damaged.

Water and Wet Locations. Your SkyBell Wi-Fi video doorbell is weather resistant but not waterproof. Take care not to spill any food or liquid on the SkyBell especially before it's installed. Try to install your SkyBell in a dry location, protected from adverse weather conditions.

DO NOT ATTEMPT TO INSTALL YOUR SKYBELL IF YOU OR THE DWELLING ONTO WHICH YOU ARE ATTEMPTING TO INSTALL THE SKYBELL, ARE WET. USE THE CIRCUIT BREAKER, TURN OFF THE POWER TO THE DWELLING PRIOR TO INSTALLING THE SKYBELL WI-FI VIDEO DOORBELL.

Repairing or Modifying a SkyBell. Never attempt to repair or modify your SkyBell. Doing so will automatically void your warranty.

Child Hazards. Keep the SkyBell Wi-Fi video doorbell and its accessories out of the reach of small children.

Keeping SkyBell Within Acceptable Temperatures. SkyBell is designed to be operated in temperatures between -40 degrees and 71 degrees C (-40 degrees to 160 degrees F). Low-or high-temperature conditions might cause the Device to stop working properly.

FCC WARNING! EXPOSURE TO RADIO FREQUENCY ENERGY.

THIS DEVICE COMPLIES WITH PART 15 OF THE FCC RULES. OPERATION IS SUBJECT TO THE FOLLOWING 2 CONDITIONS: 1) THE DEVICE MAY NOT CAUSE HARMFUL INTERFERENCE, AND 2) THE DEVICE MUST ACCEPT ANY INTERFERENCE RECEIVED, INCLUDING INTERFERENCE THAT MAY CAUSE UNDESIRED INTERRUPTION.

FOR PRODUCT AVAILABLE IN THE USA/ CANADA MARKET, ONLY CHANNEL 1~11 CAN BE OPERATED. SELECTION OF OTHER CHANNELS IS NOT POSSIBLE. THIS DEVICE AND ITS ANTENNA(S) MUST NOT BE CO-LOCATED OR OPERATED IN CONJUNCTION WITH ANY OTHER ANTENNA OR TRANSMITTER.

FCC RADIATION EXPOSURE STATEMENT: THIS EQUIPMENT COMPLIES WITH FCC RADIATION EXPOSURE LIMITS SET FORTH FOR AN UNCONTROLLED ENVIRONMENT. THIS EQUIPMENT SHOULD BE INSTALLED AND OPERATED WITH A MINIMUM DISTANCE OF 20CM BETWEEN THE RADIATOR AND YOUR BODY.

ALL CABLES USED TO CONNECT PERIPHERALS MUST BE SHIELDED AND GROUNDED. OPERATION WITH CABLES CONNECTED TO PERIPHERALS THAT ARE NOT SHIELDED AND GROUNDED MAY RESULT IN INTERFERENCE TO RADIO AND TELEVISION RECEPTION.

SkyBell Limited Warranty

Subject to the terms and conditions of this Limited Warranty, SBT, warrants to you only (the original purchaser), that under normal use, the SkyBell device (the "Product") will substantially conform with the specifications listed on our website (www.skybell.com) and be free of reproducible defects that eliminate the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Product for a period of **TWELVE (12) MONTHS** starting as of the date of your purchase of the Product (the "Warranty Period").

Exclusive Remedy

During the Warranty Period, SBT will, at its sole option, repair or replace any Product or parts of a Product that fail in normal use. Such repairs or replacement will be made at no charge to the customer for parts or labor, provided that the customer shall be responsible any shipping charges. SBT retains the exclusive right to replace the Product with a new or refurbished "like new" Product in its sole discretion. A replacement Product or part assumes the remaining warranty of the original Product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a Product or part is exchanged, any replacement item becomes your property and the replaced item becomes SBT property.

SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.

There is no warranty of any kind for any defects discovered after the Warranty Period has lapsed. After the Warranty Period has expired, SBT at its sole and complete discretion may offer you a replacement Product or repair of your Product in exchange for a fee to be determined at SBT's discretion.

No Other Warranties

THE WARRANTIES AND REMEDIES CONTAINED HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING ANY LIABILITY ARISING UNDER ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

THE EXPRESS WARRANTY STATED HEREIN IS THE ONLY EXPRESS WARRANTY MADE TO YOU AND IS PROVIDED IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES AND CONDITIONS (IF ANY) INCLUDING ANY CREATED BY ANY OTHER DOCUMENTATION OR PACKAGING. NO OTHER WARRANTIES OR CONDITIONS ARE MADE WITH RESPECT TO THE PRODUCT OR THE WARRANTY SERVICES BY ANY PERSON, INCLUDING BUT NOT LIMITED TO SBT AND ITS SUPPLIERS. NO INFORMATION (ORAL OR WRITTEN) OR SUGGESTIONS GIVEN BY SBT, ITS AGENTS OR SUPPLIERS, OR ITS OR THEIR EMPLOYEES, SHALL CREATE A WARRANTY OR CONDITION OR EXPAND THE SCOPE OF THIS LIMITED WARRANTY. ALSO, THERE IS

NO WARRANTY OR CONDITION OF TITLE, QUIET ENJOYMENT, OR NON-INFRINGEMENT IN THE PRODUCT. YOU MAY HAVE GREATER RIGHTS EXISTING UNDER LEGISLATION IN YOUR JURISDICTION. WHERE SUCH LAWS PROHIBIT ANY TERM OF THIS LIMITED WARRANTY, IT SHALL BE NULL AND VOID, BUT THE REMAINDER OF THE LIMITED WARRANTY SHALL REMAIN IN FULL FORCE AND EFFECT.

Exclusion of Consequential, Incidental, and Certain Other Damages, and Limitation of Liability

TO THE FULL EXTENT ALLOWED BY LAW, SBT IS NOT LIABLE FOR ANY:

- (i) CONSEQUENTIAL OR INCIDENTAL DAMAGES;
- (ii) DAMAGES OR LOSS OF ANY NATURE WHATSOEVER RELATING TO LOST PROFITS, LOSS OF OR DAMAGE TO PERSONAL PROPERTY, LOSS OF DATA OR PRIVACY OR CONFIDENTIALITY, ANY INABILITY TO USE ALL OR PART OF THE PRODUCT, PERSONAL INJURY, OR ANY FAILURE TO MEET ANY DUTY (INCLUDING BUT NOT LIMITED TO ANY LACK OF NEGLIGENCE OR OF WORKMANLIKE EFFORT); OR
- (iii) INDIRECT, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF RELATING IN ANY WAY TO THE SKYBELL PRODUCT.

SBT'S CUMULATIVE LIABILITY, WHETHER FOR BREACH OF CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY IN TORT, INDEMNIFICATION, CONTRIBUTION,

OR OTHERWISE, SHALL BE LIMITED TO THE DIRECT DAMAGES RECOVERABLE UNDER LAW, BUT NOT TO EXCEED THE PURCHASE PRICE FOR THE SKYBELL WI-FI VIDEO DOORBELL. YOU HEREBY RELEASE SBT, ITS MANUFACTURERS, SERVICE PROVIDERS, LICENSORS AND EACH OF THEIR RESPECTIVE AFFILIATES, FROM ANY AND ALL OBLIGATIONS, LIABILITIES, AND CLAIMS IN EXCESS OF THIS LIMITATION. SBT IS ALSO NOT LIABLE FOR ANY COSTS OR DAMAGES ARISING FROM OR RELATED TO YOUR BREACH OF THIS AGREEMENT. SBT, ITS MANUFACTURERS, SERVICE PROVIDERS, LICENSORS AND EACH OF THEIR RESPECTIVE AFFILIATES, DISCLAIM ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS LIMITED WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA. ALL CLAIMS BY YOU, WHETHER IN TORT, CONTRACT, STRICT LIABILITY OR OTHERWISE, MUST BE BROUGHT WITHIN TWO YEARS FROM THE DATE THE CAUSE OF ACTION ACCRUES. THIS LIMITATION OF LIABILITY CONSTITUTES AN ESSENTIAL PART OF THIS AGREEMENT.

THE FOREGOING APPLIES EVEN IF SBT OR ANY SUPPLIER OR AGENT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES OR DAMAGES; EVEN IN THE EVENT OF FAULT, TORT (INCLUDING NEGLIGENCE), STRICT OR PRODUCT LIABILITY, MISREPRESENTATION OR OTHER REASON; AND EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

SKYBELL WI-FI VIDEO DOORBELL IS NOT INTENDED TO BE USED AS AN ALARM

SYSTEM, SECURITY SYSTEM OR THEFT DETERRENT. SKYBELL MAKES NO CLAIM OR REPRESENTATION THAT IT WILL KEEP YOU OR YOUR PROPERTY SAFE FROM HARM.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. If any term of this Limited Warranty is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Exclusions From Limited Warranty

This warranty does not apply to: (i) theft or loss of the Product; (ii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature or external causes; (iii) damage caused by service performed by anyone who is not an authorized service provider of SBT; (iv) damage to a product that has been modified or altered without the written permission of SBT; (v) any damage or defects caused by rough handling or extreme thermal or environmental conditions or a rapid change in such conditions, corrosion, oxidation, unauthorized modifications or connections, unauthorized opening or repair, repair by use of unauthorized spare parts, accidents, forces of nature, or other actions beyond the reasonable control of SBT; (vi) any damage or defects caused by operating the product outside of the permitted or intended uses described on SBT's websites; (vii) damage caused during installation of a Product; or (viii) cosmetic damage, such as scratches, nicks and dents.

In addition, SBT reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

Geographic Limitations

Devices returned from outside the US and Canada may not be able to be returned due to an act of God, war, embargo or other act by one or more sovereign nations limiting commerce between the US and another country or some other action or event outside SBT's control. **Return of devices from outside the US and Canada is at your own risk.** SBT is not responsible for providing a replacement device if, in SBT's sole discretion, it cannot successfully or legally ship a product to an international destination.

Reseller Limitations

This Warranty only applies to devices purchased from authorized SBT dealers. Devices purchased from unauthorized dealers and/or individuals reselling new or used devices, are not eligible to receive Warranty service or a refund of any kind. A list of authorized resellers is available on SBT's website.

To review the full warranty, visit www.skybell.com/legal.

SkyBell and SkyBell Technologies, Inc. are trademarks SkyBell Technologies, Inc., registered in the U.S. and other countries.



SKYBELL™

www.SkyBell.com

SkyBell is a Wi-Fi enabled doorbell and is a trademark of SkyBell Technologies, Inc.

The device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operations.

FCC ID: Z64-CC3000EM

