



SKYBELL™

www.SkyBell.com



SkyBell 2.0 WiFi Video Doorbell (aluminium or bronze)

English manual

SkyBell 2.0 WiFi Video Doorbell

Table of contents

1.0 Introduction	2
1.1 Functions and features	2
1.2 Packing contents	4
2.0 Before your start.....	4
2.1 Check the doorbell chime	5
2.2 Wireless speed test	6
2.3 Check power input.....	6
2.3.1 Connect SkyBell to doorbell transformer with doorbell chime	6
2.3.2 Power SkyBell using adapter without doorbell chime	7
2.4 Check your wireless home network	8
3.0 Mounting the SkyBell.....	8
3.1 Remove the current doorbell button.....	9
3.2 Mount the mounting plate	10
3.3 Connect the wires.....	11
3.4 Turn on the power	12
3.5 Check the SkyBell LED status	12
3.6 Locking the SkyBell	13
4.0 Connect the SkyBell to your smartphone (sync)	13
4.1 Download and install the SkyBell app	13
4.2 Open the SkyBell app for the first time.....	14
4.3 Adding a SkyBell to your account	15
4.4 If the SkyBell sync process fails.....	15
5.0 Using the SkyBell App.....	16
6.0 Status LED	17
7.0 Frequently Asked Questions.....	18
8.0 Service and support.....	18
9.0 Warning and points of attention	18
11.0 Warranty conditions	19
12.0 Declaration of Conformity	20

1.0 Introduction

Congratulations with the purchase of this high-quality e-Domotica product! This product has undergone extensive testing by e-Domotica technical experts. Should you experience any problems with this product, you are covered by a five-year e-Domotica warranty. Please keep this manual and the receipt in a safe place.

1.1 Functions and features

Replace your simple doorbell button by using the SkyBell 2.0 to make your home smart! This revolutionary smart doorbell offers you the possibility to see and talk with

the person in front of your door. Get instant push notifications on your smart phone and tablet when a visitor is pressing the doorbell button, but also view live stream video images on demand.

The built-in motion sensor provides even more possibilities. If someone is standing in front of your door but does not ring, you can get a message about this event.

Multiple devices can receive a push notification from your SkyBell. The first person accepting the call can view live images and talk to the visitor.

This manual will help you to mount and use the SkyBell WiFi doorbell.



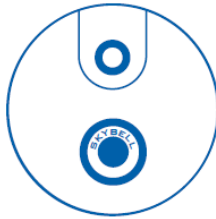
Image 1 – Functions of the SkyBell

1.2 Packing contents

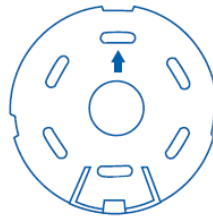
The following parts need to be present in the packing:

- SkyBell 2.0 WiFi Video doorbell with motion sensor
- Manual (English)
- Mounting plate
- Door frame adapter
- Locking tool and locking screw
- Mounting screws and screw anchors
- Four wire connectors
- Digital doorbell adapter (in anti-static bag)

SkyBell
Doorbell Device



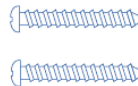
Mounting
Plate



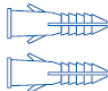
Special Locking Tool



Wall Screws (2)



Screw Anchors (2)



Wire Connectors (4)
(2 extra)



Image 2 – Package contents

2.0 Before your start

Before you start to install the SkyBell video doorbell please check this chapter first.

Consult the English installation video first:

<https://www.youtube.com/watch?v=YpEmSiHu3zo>

Note that the video mentions a minimum power requirement of 10V AC, this has changed to 8V AC for the SkyBell 2.0

2.1 Check the doorbell chime

The SkyBell works by default on a mechanical doorbell chime, without having to change anything. For example:



Image 3 – Some examples of working doorbell chimes

If you have a digital doorbell chime, you need to use the digital doorbell adapter.



Image 4 – Digital doorbell adapter with 2 white wires

View this video for installation instructions using the digital doorbell adapter:

<https://www.youtube.com/watch?v=z11dfrYE5cA>

The SkyBell does not work when using a wireless doorbell chime and/or existing intercom systems.

How can you tell difference between a mechanical and digital doorbell? The only way to know for sure is to actually examine the doorbell chime.. An analogue doorbell chime has two pistons that strike metallic keys to make the “Ding Dong” sound. A digital doorbell is just a speaker that digitally replicates the sound of a doorbell ring.

2.2 Wireless speed test

In order for SkyBell to function correctly it requires at least 1.5 mbps constant upload speed and a fast internet connection. Make sure your home network is stable and that your wireless network range is enough for the SkyBell to make a wireless connection outside your home.

You can test the upload and download speed of your internet connection on several online websites:

Dutch: <http://www.speedtest.nl> or <http://speedtest.ziggo.nl>

German: <http://speedtest.t-online.de> or <http://dsl-speedtest.computerbild.de>

United Kingdom: <http://speedtest.net.uk> or <http://diagnostics.bt.com/speedtest/>

If you are not able to see a proper video stream once having installed the SkyBell, you might need to use a WiFi repeater to improve your wireless home network.

2.3 Check power input

2.3.1 Connect SkyBell to doorbell transformer with doorbell chime

Make sure that the transformer of your doorbell is providing the correct power to the SkyBell. You can check this by reading the power output on the transformer or measuring the power current on the wires.

The SkyBell 2.0 sold on the e-Domotica.com web shop or via e-Domotica resellers are suitable for the European market. This allows you to install SkyBell on a doorbell transformer of at least 8 VAC up to 36V AC (alternating current).

You can recognize the SkyBell 2.0 on the button logo. If the button has “SkyBell” printed on it, you have a SkyBell 2.0

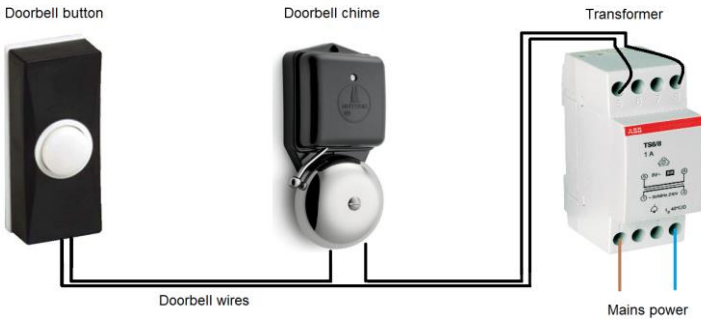


Image 5 – Most common existing doorbell connection

2.3.2 Power SkyBell using adapter without doorbell chime

SkyBell is designed to work with a doorbell transformer and doorbell chime. If you do not have a doorbell chime you need to make use of a 10 ohm / 10 W resistor together with a 12V DC power adapter, like this:



Image 6 – Power adapter with resistor is necessary if you do not have a doorbell chime

View this SkyBell installation video to connect a power adapter with resistor (both are not included in the package):

<https://www.youtube.com/watch?v=38tp5SNsSNc>

Note!

If you do not wire the SkyBell to a doorbell chime or power adapter with resistor, you may damage the SkyBell and this will void the warranty instantly.

Be careful when mounting the SkyBell video doorbell. The wires may contain power, you may get injured or electrocuted.

2.4 Check your wireless home network

SkyBell 2.0 is compatible with 2.4GHz wireless home networks. Check if your WiFi network at home is set to 2.4 GHz frequency. If you use a dual band router, make sure that a wireless signal is broadcasted at 2.4 GHz with a visible WiFi network name (SSID)

Also make sure that your wireless network is set to WiFi B/G/N. If "N-only" is selected, change this to support B/G/N.

Make sure that your wireless home network is set to 20Mhz bandwidth or both 20/40 Mhz.

Consult the manual and helpdesk of the supplier of your wifi router for more information and support.

3.0 Mounting the SkyBell



Risk of fatal injury from electrical current.

If you do not have enough electrical skills, do not continue and let a certified electrician do the job for you. Otherwise you might get injured and/or electrocute, be careful. Observe the country specific regulations.

First press your current doorbell button to test if your doorbell chime is working.

Turn off the power to the doorbell transformer, by switching it off or unplugging the power supply.

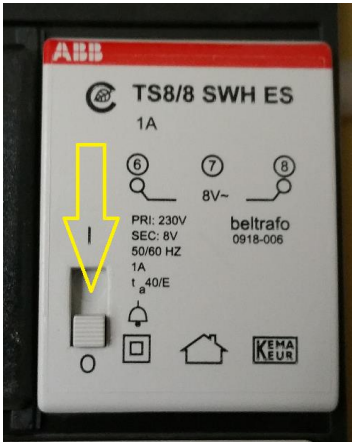


Image 7 – Turn off doorbell transformer

In some cases you need to turn off the end group in the power cabinet/electricity cabinet, to make sure that the transformer is without power.

Check if the doorbell is switched off by pressing the doorbell button again. If so, follow the next steps.

3.1 Remove the current doorbell button

Unscrew the existing doorbell button currently in use. Detach the two wires connected to the current doorbell button carefully. This doorbell button is not needed from now on.

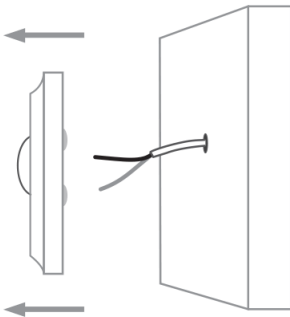


Image 8 – Remove the current doorbell button

3.2 Mount the mounting plate

Pull the two wires through the center hole of the mounting plate. Make sure that the front part of the mounting plate is pointed towards you. You should read the text on the mounting plate (LEVEL, LINE, UP and FACE DOWNWARD)

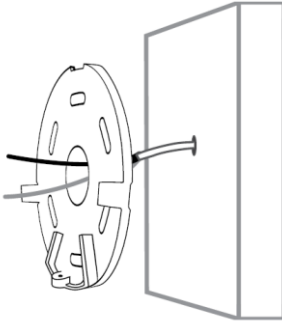


Image 9 – Place the mounting bracket on the wall

If necessary use the available adapters to mount the SkyBell in a proper way.

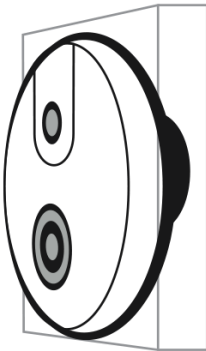


Image 10 Door frame adapter

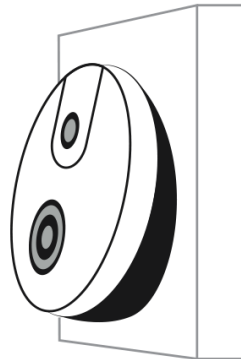


Image 11 Wedge mount

Now screw the mounting plate (with or without adapters) to the wall using the enclosed screws and dowels. Make sure that the locking screw is located on the bottom side (see yellow circle in the next image).

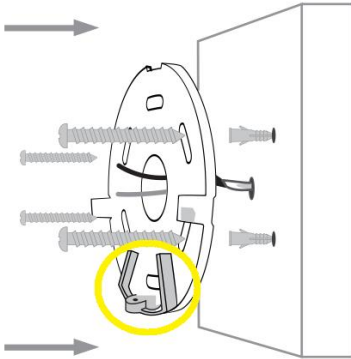


Image 12 – Screw the mounting plate

3.3 Connect the wires

1. Attach each SkyBell wire to the two wires coming out of the wall. Combine the wires next to each other and twist them together with a rotating move.
2. Insert the wires into the blue connectors.
3. Use a pliers to squeeze down the connector.
4. Repeat these steps for both wires.

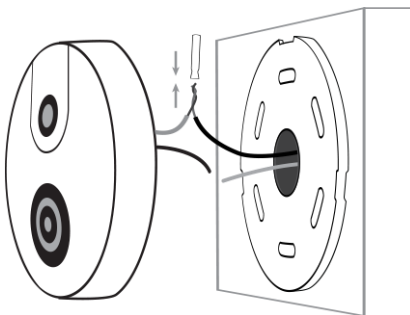


Image 13 – Attach the cables

Place the SkyBell on the mounting plate. Locking the SkyBell will follow later.

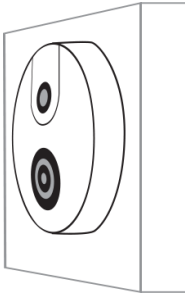


Image 14 – Place SkyBell

3.4 Turn on the power

Switch on the mains power or power adapter again



Image 15 – Turn on doorbell transformer

3.5 Check the SkyBell LED status

You can now check the status LED on the SkyBell, this should blink red. This may take some time before the LED starts to blink. It is also possible that your doorbell chime is making a light noise. The doorbell chime works as a resistor and the internal battery of the SkyBell is charged at this moment.

If the LED is blinking slowly the battery is being charged. This may take up to 10 minutes. If the LED is blinking rapidly (about 1 time per second) the SkyBell is ready to be connected to your smartphone (synchronised)

No LED is lit at all? Check the wiring of the SkyBell or tighten the cable connectors better to solve this.

3.6 Locking the SkyBell

Secure the SkyBell using the locking screw located at the bottom side of the device together with the enclosed locking tool. Turn three whole rotations to the left to secure the SkyBell.

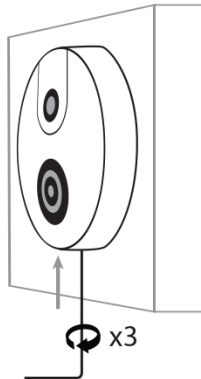


Image 16 – Secure the SkyBell

4.0 Connect the SkyBell to your smartphone (sync)

Note!

If the LED on the SkyBell is still blinking red, wait until the battery is fully charged. The LED should burn steady before you continue.

If the LED is burning red and/or green when motion is detected, the SkyBell is ready to be connected to your home network and synchronised to your smart phone or tablet.

Make sure that your smart phone or tablet has an active WiFi connection with your wireless home network.

You may also want to view these official SkyBell instruction videos:

Android device: <https://www.youtube.com/watch?v=HkV6jif-H3M>

Apple iPhone/iPad: <https://www.youtube.com/watch?v=ASHpyE829E8>

4.1 Download and install the SkyBell app

For Apple iPad and iPhone:

1. Open the App store
2. Search "Skybell" (choose "Only iPhone" if no results are returned)

3. Press “SkyBell Doorbell”
4. Press “Free”
5. Press “Install”

For Google Android smart phone or tablet

1. Open Google Play Store
2. Search “SkyBell”, the app is called “SkyBell Android”
3. Press “Install”
4. Press “Accept”
5. The app is being downloaded and installed

4.2 Open the SkyBell app for the first time

Launch the SkyBell app and you will see this screen

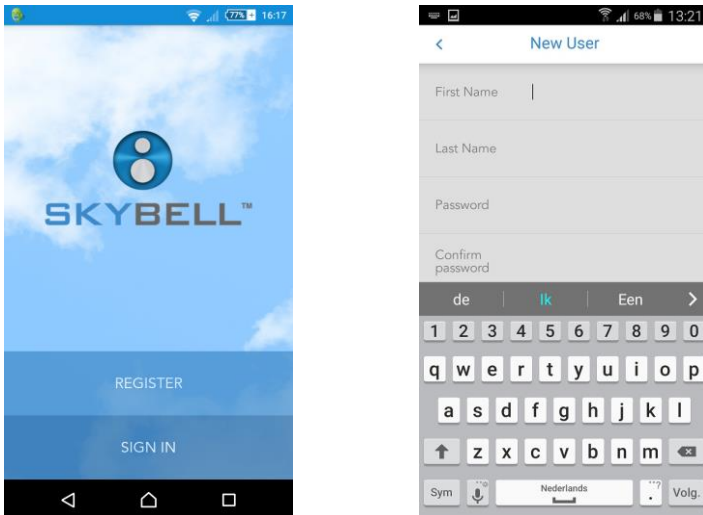


Image 17 - SkyBell app, log in and create account

1. Press “Register” to create a new account, or press “Sign in” to use an existing SkyBell account.
2. Enter your first name and last name with several characters.
3. Enter a valid and existing email address and check this before you continue. This address is also used as a username for the SkyBell app. It is not possible to change this currently.
4. **After creating a new account, log out first before you continue!**
5. Log in again with your username and password.

Note!

After having created a new account you are logged in automatically. Log out first to continue. If you do not do this, you cannot connect the SkyBell to your account.

4.3 Adding a SkyBell to your account

First check if your SkyBell is fully charged. If the LED is still blinking, wait until it is burning constantly.

Once the battery is fully charged the synchronisation process is started automatically. The LED on the SkyBell button should blink 1 time per second.

If you do not see this happening, start the synchronisation process manually, press and hold the button for 20 seconds.

Press on the SkyBell logo on the main window of the SkyBell App (home screen). Follow the instructions on screen to continue. A summary of these steps:

1. Make sure that your smart phone is connected to the same wireless home network to connect the SkyBell to.
2. Enter the activation code of your SkyBell. This code is mentioned on the sticker on the giftbox and the bottom of the SkyBell itself
3. Check if the name of your wireless network is the correct one.
4. Enter the password of your WiFi network (security key).
5. Press "Confirm" to continue.
6. The information is now transferred to your SkyBell.
7. If successful you will see the following window to provide a name for your SkyBell. Enter a name and continue.
8. The SkyBell LED will now change colour from blinking red to solid green. An active internetconnection is established.

Note!

Do not use the SkyBell yet, it will download and install the latest software. This automatic process may take about 5 minutes. The SkyBell LED may change colour during this process.

After about 5 to 10 minutes press the SkyBell button to test it.

4.4 If the SkyBell sync process fails

If you are unable to connect (sync) the SkyBell to the SkyBell app on your smart phone, press "Cancel" or "OK".

Try to follow the steps from the previous chapter again. In some cases you need to try a couple of times to sync the SkyBell successfully.

Some tips to help you

- *Check the settings of your WiFi network and update these settings if necessary:*
- *Choose a different WiFi channel, which is less occupied. You can download the free of charge WiFi Analyzer tool on your smart phone to check available wireless networks in your area.*
- *Check if your wireless is set to accept B/G/N connections*
- *Check if your wireless network is set to support 2.4 GHz frequency*
- *You may want to change the security key (WPA/WPA2 with TKIP for example)*

However, if you have tried several times to sync the SkyBell and you are still not able to get it working, stop the process and contact us for further assistance.

5.0 Using the SkyBell App

If everything has gone well and your SkyBell is synced properly you can press the SkyBell button to test it.

A push notification will appear on your smart phone and/or tablet named “Incoming call from...” and a “Ding Dong” sound is played.

Unlock your phone and press on the notification/message. You will see the following screen.



Image 18 – SkyBell call

The live video stream starts instantly. You may hear the visitor in front of your door speak, but they will not hear you yet. If you want to talk to the person, press “Hold to Speak” and keep the button pressed when talking to the person.

Press “End call” to close the connection.

The other buttons offer the possibility to take a picture (snapshot) from the video image or to activate the night vision.

6.0 Status LED

The SkyBell LED shows several modes of the SkyBell.

Red (Solid) = Device has power but no Wi-Fi connection or has not yet been synced

Red (Blinking Fast) = Device is in smart configuration mode = setup/sync mode. If stuck in this mode during or directly after a sync attempt, cut power and try to configure again.

Red (Blinking Slow) = Device has direct power and battery is charging. Or may be insufficient power coming from the power source.

Green (Solid) = Device has power, Wi-Fi and server connection (normal). This does not mean that the device has sufficient Wi-Fi upload speed. If you are experiencing pinwheel or freezing audio or video when connecting to the app, please do a speed test.

Green (Blinking for several minutes) = Device has power and Wi-Fi but cannot talk with the SkyBell server. Note that the LED blinks for a couple of seconds when motion is detected.

7.0 Frequently Asked Questions

The latest frequently asked questions for your product can be found on the support page of our website, we will update these pages frequently to assure you have the most recent information. Visit <http://www.e-domotica.com/en/tips-and-advice> for more information about your product.

8.0 Service and support

e-Domotica offers Dutch, English and German support only on the SkyBell 2.0 bought on line on our webshop or via our resellers.

This manual has been carefully written by e-Domotica technical experts. If you have problems installing or using the product, please fill out the support form at the website <http://www.e-domotica.com/en/customer-service>.

9.0 Warning and points of attention



Due to laws, directives and regulations set out by the European parliament, some (wireless) devices could be subject to limitations concerning its use in certain European member states. In certain European member states the use of such devices could be prohibited. Contact your (local) government for more information about this limitations.

Always follow up the instructions in the manual, especially where it concerns devices which need to be assembled.

Warning: In most cases this concerns an electronic device. Wrong/improper use may lead to (severe) injuries!

Repairing of the device should be done by qualified e-Domotica staff. The warranty immediately voids when products have undergone self repair and/or by misuse. For extended warranty conditions, read the next chapter.

**Tip: e-Domotica manuals are written with great care. However, due to new technological developments it can happen that a printed manual does not longer contain the most recent information.*

If you are experiencing any problems with the printed manual or you can not find what you are looking for, please always check our website www.e-domotica.com first for the newest updated manual.

Also, you will find frequently asked questions in the FAQ section. It is highly recommended to consult the FAQ section. Very often the answer to your questions will be found here.

11.0 Warranty conditions

A two-year warranty period applies to the SkyBell 2.0 WiFi Video Doorbell. When having bought a secondhand e-Domotica product the remaining period of warranty is measured from the moment of purchase by the product's first owner. The warranty applies to all e-Domotica products and parts inextricably connected to and/or mounted on the main product. Power supply adapters, batteries, antennas and all other products not integrated in or directly connected to the main product and/or products of which, without reasonable doubt, can be assumed that wear and tear show a different pattern than the main product are not covered by the e-Domotica warranty. Products are not covered by the warranty when subjected to incorrect/improper use, external influences and/or when opened by parties other than us or SkyBell Technologies.

12.0 Declaration of Conformity

To ensure your safety and compliance of the product with the directives and laws created by the European Commission you can obtain a copy of the Declaration of Conformity concerning your product by sending an e-mail message to: info@e-domotica.com. Clearly state 'Declaration of Conformity' and the article code of the product of which you would like to obtain a copy of the Declaration of Conformity.



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