SKYBELL® HD
WI-FI VIDEO DOORBELL

App Troubleshooting

Common App Troubleshooting Questions

1. What mobile device are you using?
2. What is the operating system on the mobile device?
3. Are you receiving any error messages? If so, what is (are) the error message(s)?
4. What version of the app are you using? Is it the most current app on the Apple Store/Play Store?

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Android - No notifications

Step 1: Make sure that notifications are turned on in the SkyBell App.

Step 2: Log out of the SkyBell App:

- Tap the SkyBell Icon in the top left hand corner of the screen
- Tap the Person Icon in the top left hand part of the device list screen
- Tap Sign Out Button

Step 3: Go to the Settings Menu

Step 4: Find Apps (or Applications, depending on your device) in the menu, then locate the SkyBell App.

Step 5: Tap on Storage.

Step 6: Tap on Clear Data - this will reset the notifications token.

Step 7: Go back to the SkyBell App.

Step 8: Sign into the SkyBell App.

Android Syncing Issues

Start the syncing process by pressing the Add A SkyBell button. Once the SkyBell is blinking red/green:

Pull Down Menu Procedure:

- Pull down the menu from the top (this feature is not available on all Android models - follow App Menu procedure)
- Select the Cellular Data Icon
- Move the slider to the off position
- Slide menu back up
- Return to the SkyBell syncing screen and continue syncing process
- Turn Cellular Data back on

App Menu Procedure:

- View all apps
- Got to settings app
- Scroll to the date usage
- Turn off Cellular Data
- Return to the SkyBell syncing screen and continue syncing process
- Turn Cellular Data back on

Airplane Mode Procedure

- View all apps
- Go to the settings app
- Go to Network Settings
- Tap on Airplane Mode
- Slide the button to the ON position
- Return to the SkyBell Syncing screen and continue syncing process
- Turn Airplane Mode OFF

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Android - No Live Video

1. Verify the email address synced to the email is correct. This is the number one reason that “Watch Live” will not work.

   Note: The SkyBell log in email address is case sensitive, ensure that upper and lower case letters are verified before continuing.

2. Delete the SkyBell from account.
   - From the Device Screen, tap to select the correct SkyBell.
   - Tap the Gear Icon to access Device Settings.
   - Tap Delete Device.
   - Verify Deletion.
3. Go to the Device Screen.
4. Tap Add a new SkyBell.
5. Press and hold the button on the SkyBell until the LED rapidly flashes green, release the button and the LED will begin to flash red/green.
6. Complete syncing process.
7. Try accessing Watch Live.

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Microphone not working (no sound) - iOS and Android

1. Verify the volume is turned up
2. Verify the push to talk is used correctly - hold the button down to talk, release to hear the person at the door
3. Verify that permission are granted for microphone, location settings, etc. (this is the number one reason for no sound)

Motion Sensor too slow

1. Verify the firmware version - if <1122, device should be upgraded (only if the device is not an alarm.com device)
2. If firmware version is incorrect, send a message to jeremy@skybell.com and the device can be manually updated.