

Device Troubleshooting

Common Device Troubleshooting Questions

1. What color is the LED?
2. Is the LED blinking or solid?
3. How quickly is the LED blinking? Is there a pattern?
4. What are your wireless speeds (upload)?
5. Are you using a door chime? If so, is it an analog or digital chime? Ding-dong or melody?
6. If you have a digital door chime, do you have a digital doorbell adapter?
7. Are you using a transformer? How old? Have you checked the voltage with a voltage reader?
8. If you are not using a transformer or door chime, is a resistor being used?
9. What firmware version is installed?
10. What router do you have? Is this a dual band router? Have you separated the bands? Can the router broadcast with the wireless mode B/G/N or B/G?

Device Troubleshooting

SkyBell is Buzzing or Humming

The SkyBell should never make a buzzing or humming noise.

- Check to be sure that it is not the transformer buzzing.
- If the customer is trying to power two SkyBells with one transformer, the transformer must be providing 16v or greater.
- If the customer has a non-digital/manual (ding-dong) chime, open the SkyBell app and go to the device settings menu. Confirm that the "digital door chime" is toggled to the "off" position. If it was toggled to the on position, please wait a couple of minutes after turning it off then press the SkyBell button to confirm that the 2 plungers in the chime hit their plates normally and the buzzing has disappeared.
- If the customer have an electronic/digital chime he/she will need a digital doorbell adapter sold on [SkyBell.com](https://www.skybell.com).
- Occasionally, really old door chimes do not regulate the power current to the SkyBell properly, causing a buzzing or humming noise. If the door chime is replaced this issue will be resolved. If the door chime is replaced with a digital door chime please make customer has a SkyBell digital door adapter.

Indoor Chime isn't Ringing

The SkyBell button is pushed but the doorbell inside is not ringing

- Verify the "Indoor Chime" setting in the app is not disabled - Go to device settings> Indoor Chime>Toggle switch to the on position
- If customer is using a digital door chime, verify that digital doorbell adapter is installed and the "Digital Door Chime" setting in the app is enabled - Go to device settings>Digital Door Chime>Toggle switch to the on position
- What color is the LED?
 - **Blue/Red** - SkyBell is recharging, see power settings to be sure the SkyBell has enough power.
 - Blinking **Orange** - Device lost network connection or device firmware is in process of updating. Was the router password recently updated? SkyBell must be re-synced. Is the internet still functioning?
 - **Blue/Green** - SkyBell is trying to connect to the server. Blinking blue/green will occur when the SkyBell is establishing server connection during the syncing process or the SkyBell server is rebooting. Wait 15 minutes to see if the SkyBell goes back to the ready mode.

Device Troubleshooting

Picture is not clear or blurry - Both iOS or Android

- End the “Watch Live” event and go to the Device Settings>Image Quality>choose an image quality based on the customer’s network connection - 480p is the lowest setting and should be tried first if the picture is not clear.

Speaker sound is muffled or garbled

- Let the SkyBell charge fully
- Once powered properly if the customer still has sound issues, the device needs to come back (this is a manufacturing defect known to occur in a small number of devices. Please flag return as speaker/sound issue and return to Hi-Tem).

SkyBell stuck in a solid yellow (may look green)

- Stuck solid Yellow = SkyBell is stuck in powering up/booting up mode
- Remove SkyBell from the wall and disconnect from power
- Wait 60 seconds after the LED lights go out
- Reconnect SkyBell to power
- If SkyBell again stays a solid yellow for more than 5 minutes contact our Technical Support team

Device Troubleshooting

SkyBell Device Reset

Soft Reset - Hold the SkyBell LED (main button) down for approximately 45 seconds. The SkyBell will rapidly blink green and then flash Red/Green. Have the customer continue holding the button until the pace of the LED flashes change. This is also known as a general power cycle.

Hard Reset - Hold the SkyBell LED (main button) down for approximately one (1) minute. The SkyBell will rapidly blink green and then blink Red/Green. Have the customer continue holding the button until the LED goes from rapidly blinking blue to rapidly blinking yellow. Now the customer can release the button. The LED will start to blink Red/Green and is now ready for re-syncing.