SkyBell HD

SKYBELL® HD
WI-FI VIDEO DOORBELL

Wi-Fi Information

The SkyBell transmits voice and video via the internet and wireless networks and requires both local Wi-Fi and a good wireless connection.

- Confirm the Wi-Fi signal reaches outside the home to the SkyBell with the front door closed - if the router is too far, or the signal strength is low, relocate the Wi-Fi router closer to the SkyBell or get a Wi-fi extender
- Confirm the router is broadcasting a 2.4 GHz signal - this is only a problem if a dual band router is used. The SkyBell HD cannot be synced to a 5 GHz-only network. Most routers will have a 2.4 GHz network. See Router configuration to configure a dual band router.
- Confirm there is a ***minimum upload speed*** of 1.5 Mbps, although 2 Mbps is recommended. Test the internet speed by going to OOKLA or Speedtest.net
- Confirm there is internet access at the location of the SkyBell - A reliable, consistent communication between the SkyBell and the router is what drives the quality of the SkyBell connections

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Wi-Fi

SkyBell HD is equipped with an 802.11bgn wireless chip set. This allows SkyBell HD to connect to B-only, G-only, mixed BG, & mixed BGN networks. However, SkyBell HD only connects to the 2.4 GHz frequency band. The common frequency bands are 2.4 GHz and 5 GHz. Newer model wireless routers operate with the 2.4 GHz and 5 GHz bands broadcasting simultaneously. In order for SkyBell HD to connect to these routers, the bands must be split to allow the two to broadcast on separate networks. We refer to this process as router reconfiguration.

5 GHz vs 2.4 GHz

While it's true that the 5 GHz band is much faster than the 2.4 GHz band, the strength of the 5 GHz band is not as strong. The 2.4 GHz band is able to travel a greater distance and pass through walls while maintaining a strong signal. Since SkyBell HD is located outside the home, we have determined that using the 2.4 GHz band will provide optimum performance.