

Check that ecobee Smart Doorbell Camera (wired) is compatible with your home

In this article, you will find information on compatibility requirements for your ecobee Smart Doorbell Camera.

This article contains information on:

- [Power requirements \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#power-requirements\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#power-requirements)
- [Chime requirements \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#chime-requirements\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#chime-requirements)
- [Wi-Fi requirements \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#wi-fi-requirements\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#wi-fi-requirements)

Please use the jump links to go to the relevant section.

Power requirements

WARNING: DO NOT connect the Smart Doorbell Camera (wired) directly to line voltage (120VAC), as this will cause permanent damage to the device, void the manufacturer's warranty, and may cause fire, electrocution, or death. If you're uncomfortable working with electrical wiring, we can help you Find a Pro to do it for you.

ecobee Smart Doorbell Camera (wired) can replace most doorbells. However, some doorbell systems may not be able to deliver enough power in which case your transformer will need to be upgraded. You can replace your transformer with a compatible option ([Amazon US \(https://www.amazon.com/Doorbell-Transformer-Thermostat-Adapter-Hardwired/dp/B09PYR1Y7J/ref=sr_1_6?crid=2Z8TZ2DZCGE3N&keywords=doorbell+transformer&qid=1694031742&sprefix=doorbell+transformer%2Caps%2C104&sr=8-6\)](https://www.amazon.com/Doorbell-Transformer-Thermostat-Adapter-Hardwired/dp/B09PYR1Y7J/ref=sr_1_6?crid=2Z8TZ2DZCGE3N&keywords=doorbell+transformer&qid=1694031742&sprefix=doorbell+transformer%2Caps%2C104&sr=8-6), [Amazon CA \(https://www.amazon.ca/BENSN-Doorbell-Transformer-Compatible-Hardwired/dp/B082Y474HT/ref=sxin_17_pa_sp_search_thematic_sspa?content-id=amzn1.sym.fff4d389-5f12-4a3d-bbdb-de5278b37977%3Aamzn1.sym.fff4d389-5f12-4a3d-bbdb-de5278b37977&crid=1MLOZP43K6N33&cv_ct_cx=doorbell%2Btransformer&keywords=doorbell%2Btransformer&pd_rd_i=B082Y474HT&pd_rd_07e4-49ad-938e-2a41f9fac854&pd_rd_w=9PMPt&pd_rd_wg=SgQVW&pf_rd_p=fff4d389-5f12-4a3d-bbdb-de5278b37977&pf_rd_r=86FBR1M3NYG1QYAFW177&qid=1694031778&sbo=RZvfv%2F%2FHxDF%2BO5021pAnSA%3D%3D&sprefix=doorbe4-acb80629-ce74-4cc5-9423-11e8801573fb-spons&sp_csd=d2lkZ2V0TmFtZT1zcF9zZWYy2hfdGhIbWFOaWM&th=1\)](https://www.amazon.ca/BENSN-Doorbell-Transformer-Compatible-Hardwired/dp/B082Y474HT/ref=sxin_17_pa_sp_search_thematic_sspa?content-id=amzn1.sym.fff4d389-5f12-4a3d-bbdb-de5278b37977%3Aamzn1.sym.fff4d389-5f12-4a3d-bbdb-de5278b37977&crid=1MLOZP43K6N33&cv_ct_cx=doorbell%2Btransformer&keywords=doorbell%2Btransformer&pd_rd_i=B082Y474HT&pd_rd_07e4-49ad-938e-2a41f9fac854&pd_rd_w=9PMPt&pd_rd_wg=SgQVW&pf_rd_p=fff4d389-5f12-4a3d-bbdb-de5278b37977&pf_rd_r=86FBR1M3NYG1QYAFW177&qid=1694031778&sbo=RZvfv%2F%2FHxDF%2BO5021pAnSA%3D%3D&sprefix=doorbe4-acb80629-ce74-4cc5-9423-11e8801573fb-spons&sp_csd=d2lkZ2V0TmFtZT1zcF9zZWYy2hfdGhIbWFOaWM&th=1)) or use our [Find a Pro \(https://www.ecobee.com/find-a-pro\)](https://www.ecobee.com/find-a-pro) service to upgrade your system.

Here are the voltage and power requirements for ecobee Smart Doorbell Camera (wired):

Voltage	16–24 VAC
Power	10VA minimum
Frequency	60 Hz

How can I check if my home's existing doorbell system is compatible with the ecobee Smart Doorbell Camera (wired)?

You need to check if your current doorbell system can deliver enough power for the Smart Doorbell Camera (wired) to work properly.

There are a few ways to check the voltage:

Option 1: Find your doorbell transformer's voltage rating.

Doorbell transformers are typically labeled with a voltage rating. It's often molded or etched into the transformer's body, in the format of 16V 10VA.

Transformers can be difficult to locate. Common places for transformers include:

- Inside or behind your doorbell chime box
- Near your breaker or fuse panel
- In the basement, crawl space, or attic

Tip: If wires lead out of your chime or doorbell, you might be able to follow them to your transformer if it's installed nearby.

Some examples of doorbell transformers near the circuit breaker box:



✓	Your doorbell system should be compatible with the ecobee Smart Doorbell Camera (wired) if your transformer has a <u>voltage rating of 16V to 24V and a minimum power rating of 10VA.</u>
✗	Your doorbell system is incompatible if the transformer has no label or the voltage is above or below the requirement.

Option 2: Use a multimeter to measure the voltage

WARNING: To avoid the risk of shock, injury, or death, always use caution when working with electricity. Remember, if you're uncomfortable working with electrical wiring, [we can help you Find a Pro \(https://www.ecobee.com/find-a-pro\)](https://www.ecobee.com/find-a-pro) to do it for you.

The most accurate way to check your doorbell's wire voltage is to use a multimeter to measure the voltage directly.

Important: Use a multimeter that has metal probes. "No contact" voltage testers, often shaped like a pen, may not be sensitive enough to provide a correct reading.

To test your doorbell's wire v

1. Remove your current doorbell
2. Disconnect the wires from the doorbell. The voltage can't be accurately measured while still connected to the doorbell.

3. Follow your multimeter's instructions and measure the voltage on the wires. **Important:** Ensure your multimeter is in AC (alternating current) mode.
4. If the voltage reading is between **13V and 26V**, your doorbell system should be compatible. Note there are often losses between the rated transformer voltage and the measured voltage at the doorbell, hence the wider range of acceptable voltage values.

Option 3: Find a Pro or contact an Electrician

Use ecobee's [Find a Pro service \(https://www.ecobee.com/find-a-pro\)](https://www.ecobee.com/find-a-pro) to find a local installer or trained electrician who can measure your doorbell wire voltage and upgrade your system if it's not compatible. They can also install the Smart Doorbell Camera (wired) for you.

Option 4: Contact Customer Support for further assistance

If you are still unsure whether your system is compatible, please [contact Customer Support \(https://support.ecobee.com/s/contactsupport\)](https://support.ecobee.com/s/contactsupport) for further assistance.

Power requirement FAQs

What if I do not have an existing doorbell system?

What if my doorbell transformer does not meet the ecobee Smart Doorbell Camera (wired) power requirements?

Chime requirements

ecobee Smart Doorbell Camera (wired) is compatible with most [mechanical chimes \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#mechanical-chimes\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#mechanical-chimes) and [digital chimes \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#digital-chimes\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#digital-chimes). It is not compatible with [wireless or plug-in chimes \(https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#wireless-chimes\)](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#wireless-chimes).

If your home has multiple doorbells and/or multiple chimes, please [see the wiring diagrams \(https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-wiring-diagrams\)](https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-wiring-diagrams) and find the wiring diagram that best matches your system to help with installation.

What's the difference between a mechanical and a digital chime? How do I tell which one I have and if mine is compatible with ecobee Smart Doorbell Camera (wired)?

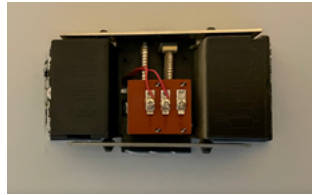
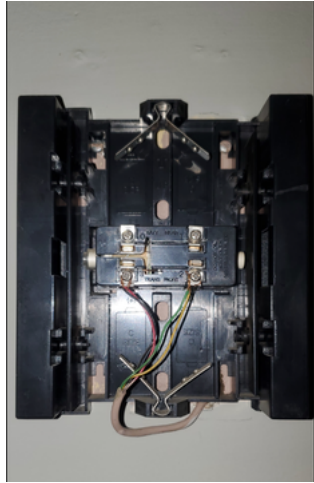
The easiest way to tell what kind of chime you have is to listen to the sound it makes. A **mechanical chime** uses an actuator to physically strike bells or bars, often to make the classic "ding-dong" sound. A **digital chime** uses a speaker to play a pre-recorded melody.

If you're still not sure what kind of doorbell chime you have, you can find the chime box, take the cover off, and look inside for a bell and hammer or an electronic speaker.

For a complete list of compatible doorbell chimes by make and model, [please see the Chime Compatibility List support article \(https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-Chime-Compatibility-List\)](https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-Chime-Compatibility-List).

Mechanical chime

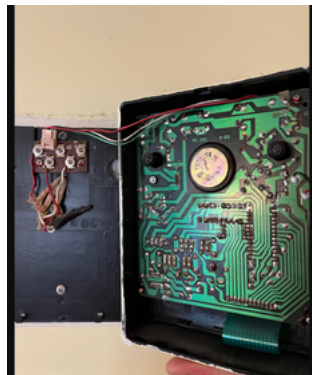
Mechanical chimes use an actuator to strike bells or steel bars to create a chime sound. They often play the traditional "ding-dong" doorbell sound. Some examples are shown below:



If your mechanical chime has wires labeled **Front (F)**, **Trans (T)**, and/or **Rear (R)**, the ecobee Smart Doorbell Camera (wired) is likely compatible.

Digital chimes

Digital chimes use a speaker to play a melody. They often have a selection of different tones you can choose from. Some examples are shown below:



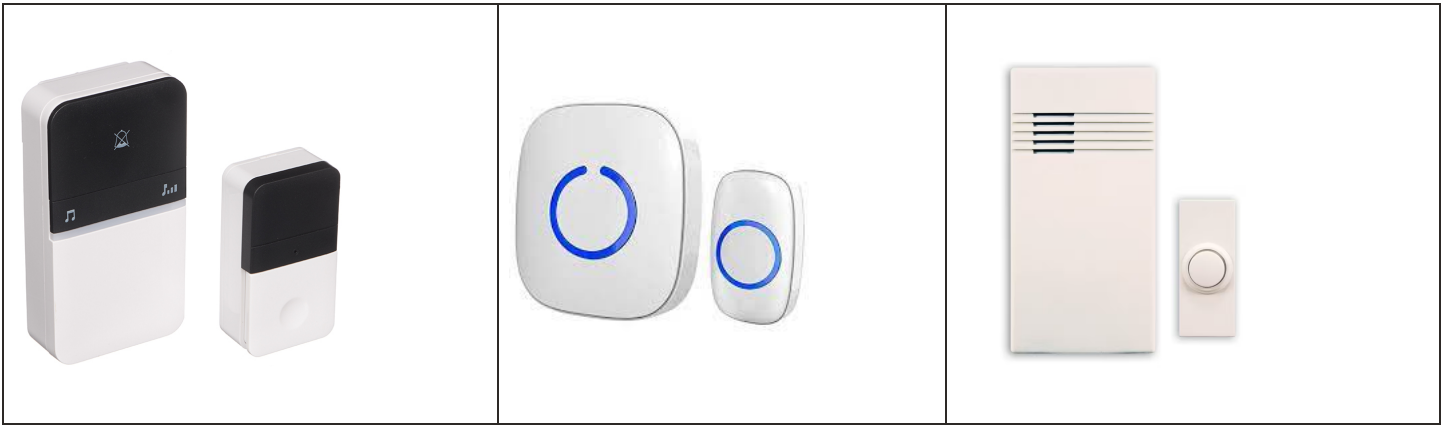
If your digital chime is wired into your home and has wires labeled **Front (F)**, **Trans (T)**, and/or **Rear (R)**, the ecobee Smart Doorbell Camera (wired) is likely compatible.



If your digital chime is powered by batteries and does not have a wired connection, it is not compatible with the ecobee Smart Doorbell Camera (wired).

Wireless chime

Wireless chimes use a battery or plug into a standard outlet and use radio waves to communicate between the button and the chime box. Some examples are shown below:



Wireless chimes are not compatible with the ecobee Smart Doorbell Camera (wired).

If you still have questions about compatibility, please [contact Customer Support \(https://support.ecobee.com/s/contactsupport\)](https://support.ecobee.com/s/contactsupport) for further assistance.

Chime requirement FAQs

My in-home chime is compatible. Is there anything else I should know about?

Once you have determined your chime is compatible, you will need to install the **Chime Adapter** (included with the ecobee Smart Doorbell Camera(wired)) into your doorbell system. The Chime Adapter controls power between the chime box and the Smart Doorbell Camera to ensure everything works as expected. Please follow the setup instructions in the ecobee app to install the Chime Adapter into your home. [Learn more about the Chime Adapter \(https://support.ecobee.com/s/articles/All-about-the-Chime-Adapter-for-the-ecobee-Smart-Doorbell-Camera-wired\)](https://support.ecobee.com/s/articles/All-about-the-Chime-Adapter-for-the-ecobee-Smart-Doorbell-Camera-wired).

My in-home chime is incompatible. Can I still use the ecobee Smart Doorbell Camera (wired)?

Wi-Fi requirements

ecobee Smart Doorbell Camera (wired) requires an existing home Wi-Fi network and a smart device (phone or tablet) to operate. The doorbell camera is compatible with 2.4 GHz and 5 GHz Wi-Fi networks and uses Bluetooth during the initial pairing process. To learn more about wireless specifications, [view the detailed specs section on our ecobee Smart Doorbell Camera product page \(http://ecobee.com/en-us/smart-doorbell-camera-wired/#Features-and-Specs\)](http://ecobee.com/en-us/smart-doorbell-camera-wired/#Features-and-Specs).

Wi-Fi requirements FAQs

How much internet bandwidth does the Smart Doorbell Camera (wired) require, and what are the speed requirements?

What upload bandwidth is used by the Smart Doorbell Camera (wired)?

How much data will the camera use per month?

- [Getting Started with your ecobee Smart Doorbell Camera \(wired\)](https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired) (<https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired>).
- [ecobee Smart Doorbell Camera \(wired\) Detection and Notifications](https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-Detection-and-Notifications) (<https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-Detection-and-Notifications>).
- [Get to know your ecobee Smart Doorbell Camera \(wired\)](https://support.ecobee.com/s/articles/Get-to-know-your-ecobee-Smart-Doorbell-Camera) (<https://support.ecobee.com/s/articles/Get-to-know-your-ecobee-Smart-Doorbell-Camera>).
- [ecobee Smart Doorbell Camera \(wired\) Wiring Diagrams](https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-wiring-diagrams) (<https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-wired-wiring-diagrams>).