

Smart Doorbell Camera (wired)

Getting Started with your ecobee Smart Doorbell Camera (wired)

Start here if you have a new ecobee Smart Doorbell Camera (wired) or if you've removed your doorbell from the app and want to add it back. This article includes information on installation and setup, plus installation best practices and basic troubleshooting tips.

Already set up? [Get to know your ecobee Smart Doorbell Camera's features and settings](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>).

Installation and setup

Start with the ecobee app

The [ecobee app](https://support.ecobee.com/s/articles/How-to-use-the-ecobee-app) (<https://support.ecobee.com/s/articles/How-to-use-the-ecobee-app>) is required for installation. It will guide you through setting up and installing your doorbell, and you will also need it to register your doorbell to your ecobee account, connect it to Wi-Fi, and view live and recorded video.

The following information is a supplement to the in-app setup instructions.

Step 1: Check compatibility requirements.

The ecobee Smart Doorbell Camera (wired) is designed to work with 16VAC to 24VAC voltage. While it can replace most wired doorbells, there are some cases where the doorbell system may not provide enough power. To confirm that your current doorbell can be replaced by the ecobee Smart Doorbell Camera, please check the [Compatibility Requirements](#) article.

ecobee Smart Doorbell Camera, [please check the Compatibility Requirements article](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home) (<https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home>).

WARNING: Do not connect the device to a standard outlet or a main power line (120 VAC). Doing so could risk fire, electrocution, and/or permanent damage to your Smart Doorbell Camera.

Note: If your ecobee Smart Doorbell Camera (wired) does not meet the power and voltage requirements of your home, you may need to upgrade your doorbell transformer. Find more information in the Compatibility Requirements article under [What if my doorbell does not meet the ecobee Smart Doorbell power requirements?](https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#what-if-my-doorbell-transformer-does-not-meet-power-requirements) (<https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home#what-if-my-doorbell-transformer-does-not-meet-power-requirements>).

Please note as a transformer is wired to high voltage (120VAC), you are required to use a licensed electrician to replace this. Use [ecobee's Find a Pro](https://www.ecobee.com/find-a-pro) (<https://www.ecobee.com/find-a-pro>) service to connect with a licensed electrician who can replace your doorbell transformer for you.

Step 2: Make sure you have everything for installation.

Parts included in the box:

- ecobee Smart Doorbell Camera (wired)
- Backplate and security screw (pre-attached)
- Wedge
- Chime Adapter
- 2 x wire extenders (optional)
- 2 x long screw with 2x anchors (hard surfaces only)
- 4 x short screws
- Allen key

Tools you will need:

- Phillips screwdriver

- Power drill
- 1/4" masonry bit for hard surfaces or 5/64" drill bit for soft surfaces
- Needle-nose pliers

Additional equipment you may need:

- Pencil
- Flat-head screwdriver (-)
- Wire cutter
- Step ladder
- Level
- Safety glasses

Additional equipment you may need:

- The latest version of the ecobee app.
- A compatible mobile device.
- Your Wi-Fi network password.
- A broadband wireless internet connection with a minimum 2 Mbps upload speed for each ecobee device in your home.

Step 3: Turn off the power to your doorbell system.

WARNING: Ensure the power is off before handling wiring. If you are unsure, use ecobee's Find a Pro (<https://www.ecobee.com/find-a-pro>) to find a qualified electrician.

1. Locate the switch for your doorbell and chime on your home's breaker or fuse box. Turning off the power to your doorbell system will keep you safe and protect your equipment throughout the installation process.
2. To test that the correct breaker was flipped and the power is off, ring your old doorbell. It should not ring. If it does, turn off the main power breaker instead and test again.

Step 4: Remove your old doorbell.

Using a screwdriver, remove your old doorbell from the wall. Loosen the two screws on the back of the doorbell and disconnect the wires. To ensure that you do not lose them, fold the wires to a 90° angle.

If your old doorbell is a smart doorbell:

The ecobee Smart Doorbell Camera (wired) requires you to install a chime adapter to your in-home chime box. If your previous doorbell used a similar device, remove it from your chime box before starting installation.

If your old doorbell uses a diode:

Some chimes use an electrical component called a diode to change the incoming signal and produce the desired chime sound. The ecobee Smart Doorbell Camera (wired) has this component built in. Remove the diode before installation and work with the wires only.

Step 5: Follow the mobile installation guide on the ecobee app.

Follow the steps below to access the mobile installation guide for your ecobee Smart Doorbell Camera.

Note: Before getting started, make sure to download the ecobee app from the [App Store](https://apps.apple.com/app/ecobee/id916985674) (<https://apps.apple.com/app/ecobee/id916985674>) on iOS devices or [Google Play™ store](https://play.google.com/store/apps/details?id=com.ecobee.athenamobile&hl) (<https://play.google.com/store/apps/details?id=com.ecobee.athenamobile&hl>) for Android devices.

1. Open the ecobee app and sign in
 - Don't have an ecobee account yet? Select **Create an account**.
2. If you have more than one ecobee Home, please select the home where you will be installing your Smart Doorbell from the dropdown list at the top center of the **Home overview screen**; otherwise, skip to Step 3.
 - If you would like to create a new home, select Manage Homes > Add a new home and follow the steps provided.
3. Click the Plus sign (+) in the top right corner and select Add a device.
4. Select the Doorbell option.

5. The first screen asks whether your doorbell is installed and powered on. Select **No, open the mobile installation guide** to access step-by-step instructions on how to install your Smart Doorbell Camera.

These instructions cover:

- Locating your Chime Box
- Installing the Chime Adapter
- Attaching wire extenders (optional). (See [wiring best practices](https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting) (<https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting>) in the below section.)
- Installing the wedge (optional) or the device backplate on your home's exterior. (See [door mounting tips](https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting) (<https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting>) in the below section.)
- Wiring and mounting your ecobee Smart Doorbell Camera. (See [wiring best practices](https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting) (<https://support.ecobee.com/s/articles/Getting-Started-with-your-ecobee-Smart-Doorbell-Camera-wired#installation-best-practices-and-troubleshooting>) in the below section.)

Step 6: Connect your Smart Doorbell Camera (wired) to the ecobee app.

Follow the steps below to register your ecobee Smart Doorbell Camera (wired) via the mobile app:

1. Wait for the **Light Loop** (the light surrounding the doorbell button) to illuminate solid green.
 2. Connect to Bluetooth.
 3. Connect to Wi-Fi.
 4. Perform any required device updates.
 5. Name your ecobee Smart Doorbell Camera.
 6. Configure your ecobee Smart Doorbell Camera (wired) settings (i.e., customize the chime and enable push notifications to receive alerts when deliveries* or guests are at your door).
 7. Set up Live view on your smart thermostat (requires Smart Thermostat Premium) and enroll in ecobee Smart Security (an optional security subscription). Learn more about Smart Security.
- * Package Detection requires an ecobee Smart Security subscription

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Step 7: Troubleshoot if needed.

In many cases, these general troubleshooting tips will resolve issues:

1. Wait 5 minutes and try again.
2. Cycle the power to your Smart Doorbell Camera (wired) by turning the breaker off and back on again.
3. Try restarting your internet router.

See our detailed troubleshooting guide (<https://support.ecobee.com/s/articles/ecobee-Smart-Doorbell-Camera-Troubleshooting>) for further instructions on specific issues.

Step 8: Use your doorbell.

Congratulations, you have successfully installed your ecobee Smart Doorbell Camera (wired).

Now that you're all set up, [get to know your ecobee Smart Doorbell Camera's features and settings](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>).

Setting up and using Apple HomeKit with your ecobee Smart Doorbell Camera (wired)
(<https://support.ecobee.com/s/articles/Setting-up-and-using-Apple-HomeKit-with-your-ecobee-Smart-Doorbell-Camera-wired>)

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>)

Check that ecobee Smart Doorbell Camera (wired) is compatible with your home
(<https://support.ecobee.com/s/articles/Check-that-ecobee-Smart-Doorbell-Camera-wired-is-compatible-with-your-home>)