SkyBell® HD Installation for Honeywell Total Connect® (iOS Only)

REQUIREMENTS

- The **primary end-user's iOS mobile device,** running the current Total Connect app. Use of the end-user's device is **STRONGLY RECOMMENDED.**

- For installation and continued operation, SkyBell must have a full-time Internet connection with at least 1.5 mbps upload speed. A 2.4 GHz router operating in B/G mode is required.

- **Video Doorbell Service** must be enabled on end-user's Honeywell Total Connect account in AlarmNet 360™.

NOTES

- Honeywell Total Connect currently supports one SkyBell per location. The SkyBell app is not needed for this type of setup.

- HOWEVER, do NOT delete the SkyBell app if the end-user has multiple SkyBells installed and will be using the other SkyBells independent of Honeywell Total Connect.

PHYSICAL INSTALLATION

Doorbell Connection (wired only)
Wireless doorbells and intercoms are not compatible with SkyBell.

- Connection to a mechanical doorbell (physical chime) requires no additional hardware

- Connection to a digital doorbell (speaker instead of chime) requires SkyBell's Digital Doorbell Adapter Accessory

Power Supply

In the rare case where SkyBell is installed without a doorbell, a 10 ohm/10 watt resistor should be connected between the power supply and the device.

Location

Test the Wi-Fi® connection speed at the location where the SkyBell will be mounted. A minimum of 1.5 mbps upload speed is required. The **Ookla speed test** app is recommended.

More Support

Videos about physical installation, power and doorbell connections can be viewed at **http://www.skybell.com/pages/support-hd**.

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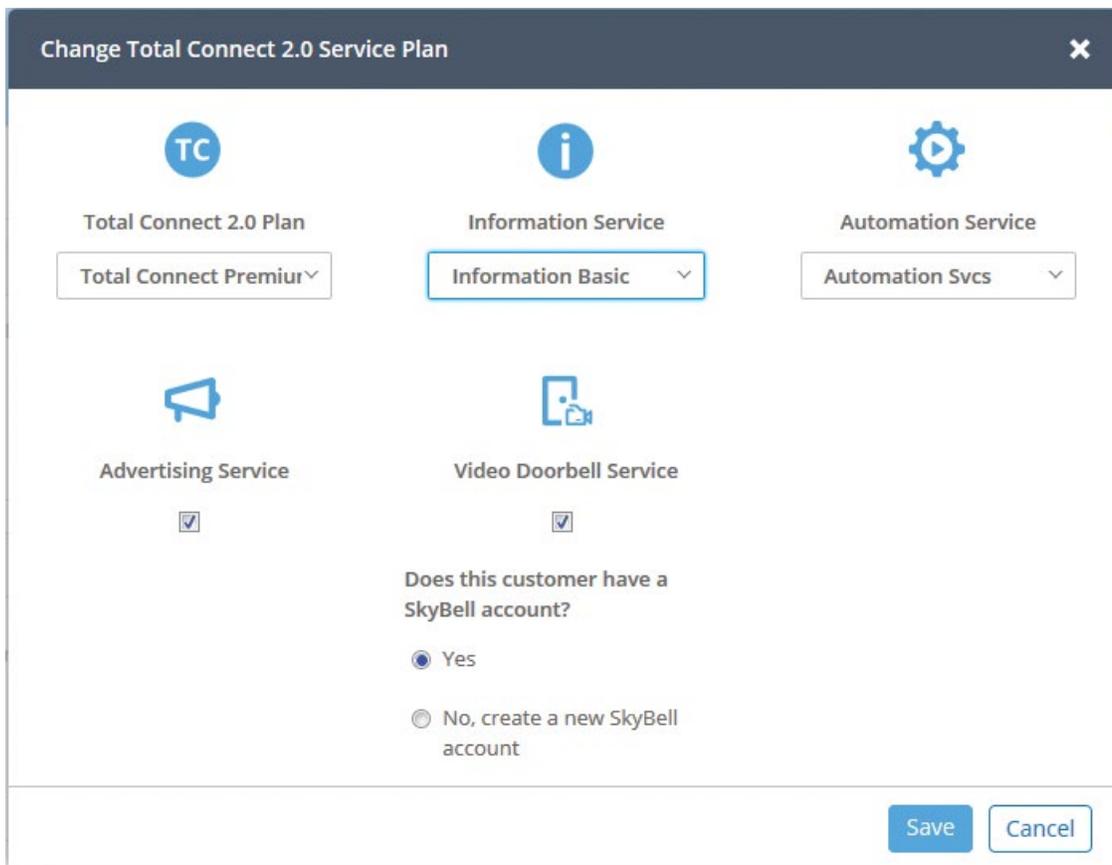
ALARMNET® (before installation at customer site)

LYNX and Lyric™ Systems

1. Log in to AlarmNet 360™ at **www.alarmnet360.com**.

2. Select **Devices > Device Programming** and search to find the customer's AlarmNet account.

3. Under **Action,** click the ⊙ button next to the **Edit** drop down.

4. On the **Account Overview** page, locate TOTAL CONNECT 2.0 SERVICES and click **Change Service Plan.**

5. Select the **Video Doorbell Service** checkbox. Under **"Does this customer have a SkyBell account?"** select one of the options described below.

6. For customers with an **existing** SkyBell account, click the **Yes** button.
   For customers with a **new** SkyBell, click **"No, create a new SkyBell account"**.
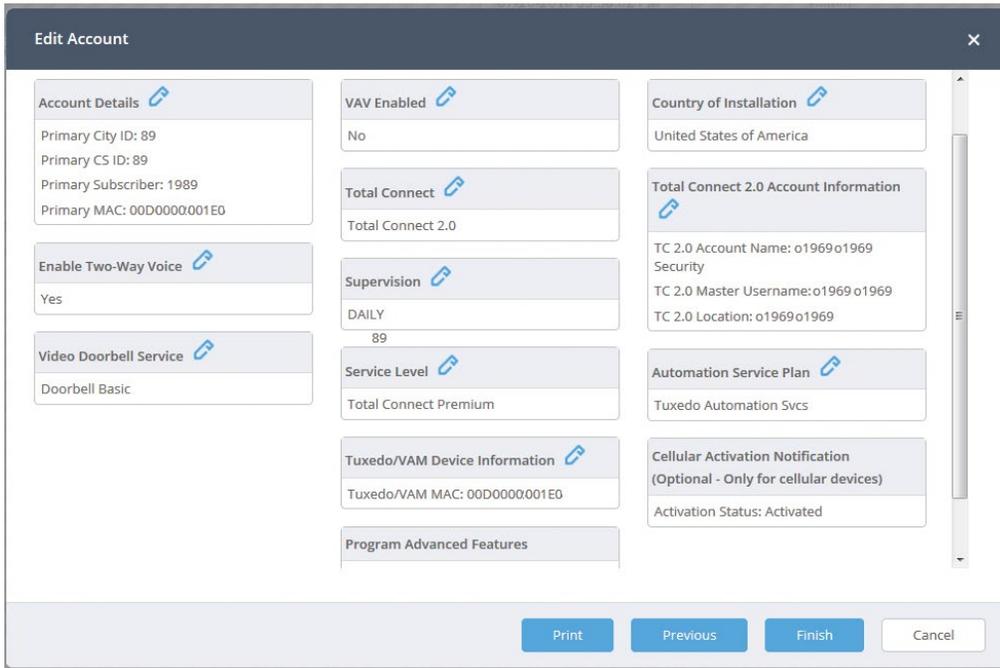

7. Click **Save.**

SkyBell® HD Installation for Honeywell Total Connect® (iOS only)

AlarmNet® before installation at customer site (continued)

VISTA™ Systems

1. Log in to AlarmNet 360™ at **www.alarmnet360.com**.

2. Select **Devices > Device Programming** and search to find the customer's AlarmNet account.

3. Under **Action**, use the dropdown to select **Edit**; click the ⊙ button.

4. On the **Edit Account** screen, find and select the Edit icon ✎ for **Video Doorbell Service**.

5. On the **Edit/Program New Account** screen, make sure the **Video Doorbell Service** checkbox is selected.

6. For customers with an **existing** SkyBell account, **do not** select the "Create New SkyBell Account" checkbox.
   Click **Next**.
   For customers with a **new** SkyBell, **select** the "Create New SkyBell Account" checkbox. Click **Next**.
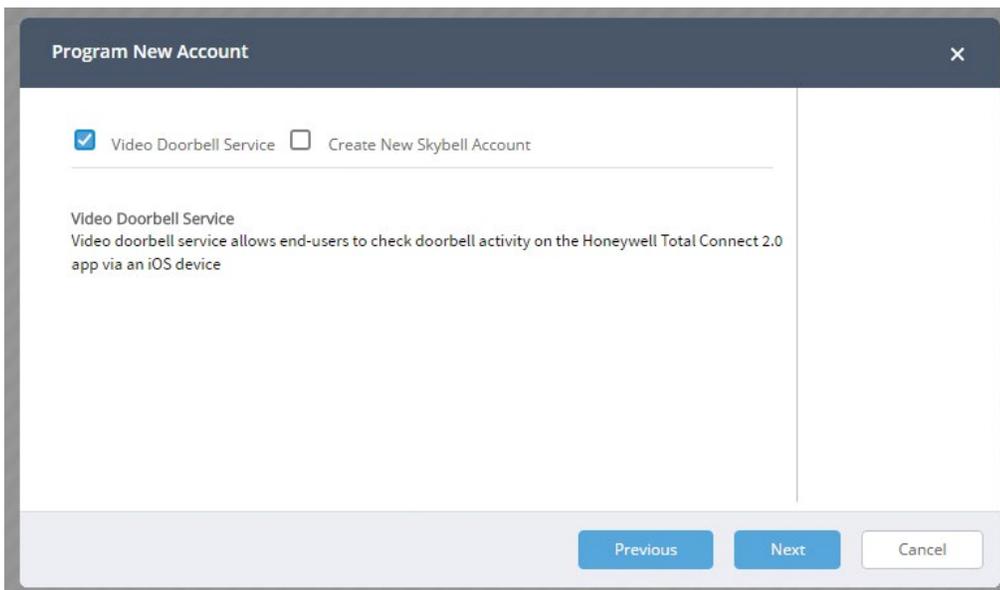
7. Click **Next** on subsequent screens to continue through the edit/programming wizard.
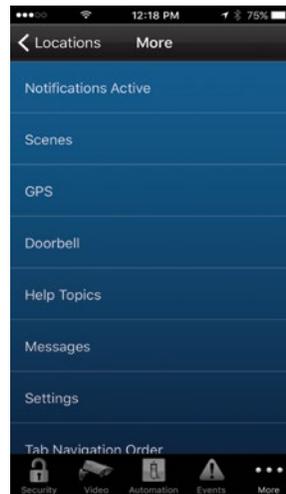   Once you reach the account summary screen, click **Finish**.

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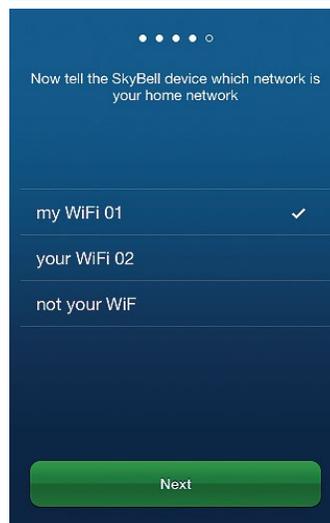## HONEYWELL TOTAL CONNECT® (at customer site)

NOTES

• Use of the primary end-user's mobile device is strongly recommended for these steps. Signing in and making settings on the user's device helps to ensure that push notifications are received by the user.

• The Total Connect app will not display SkyBell setup options unless Video Doorbell Service is enabled in AlarmNet 360™ as shown in the previous section.

1. Log into the end-user's Honeywell Total Connect account.

2. On the app, select the Doorbell icon on the menu bar.
   NOTE: You may need to select **More** to find the Doorbell option, depending on the number of services enabled.

3. Select **Doorbell**. You will be directed to set up the new SkyBell.

4. The next steps depend on whether you are integrating a previously installed SkyBell into a Honeywell Total Connect account or setting up a new SkyBell with a newly-created Honeywell Total Connect account. For a **previously installed SkyBell**, you will be prompted for the login and password of the end-user's existing SkyBell account. Then, proceed to Step 5. For a **new SkyBell** in a newly created Honeywell Total Connect account, follow the steps pictured below and proceed to Step 6.

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5. Where the end-user has multiple SkyBell devices linked to an existing SkyBell account, select the SkyBell to be used with the Honeywell Total Connect account (below left). (If the "Select SkyBell" screen appears in a single SkyBell installation, select 'Front Door').
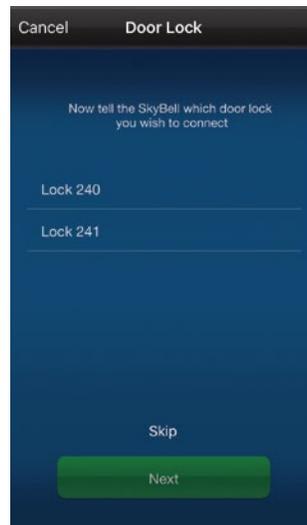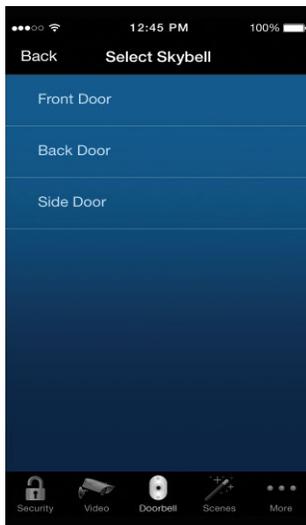
6. Select the **lock** with which the SkyBell will be associated (above right).

7. When setup is complete, the **Doorbell** tab will display thumbnails of any captures taken by installed SkyBell(s).

Press **Watch Live** to live stream a given camera or select a video event in the Event log to view stored video. Use the menu at top right to customize settings for SkyBell devices.
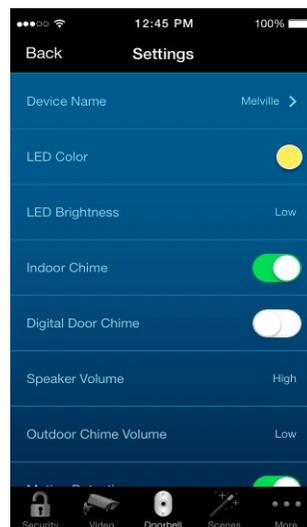
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Honeywell