

How to Remove and Reposition a Smart Doorbell Camera

Description

This page shows how to remove and reposition a Doorbell Camera



Please read through the directions in its entirety before commencing.

Instructional Video

This Video link illustrates how to re-install a Smart Doorbell Camera

[TELUS | How to install your Doorbell Camera](#)

Checklist: Ensure to have the following items before beginning

1. Power drill (bit size)
2. Screws and anchors

Removal of a Doorbell Camera

1. Turn electrical power off to the Doorbell Camera at the electrical panel
2. While holding the face of the Camera, remove screw located at the bottom
3. Pull the Doorbell Camera off the back plate by carefully pulling from the bottom up
4. Unscrew the back plate

5. Loosen the two screws on the back plate holding the wires in place
6. Pull wires off the screws
7. Be careful the wires don't slip back into the wall

Requirements Before Installing the Doorbell Camera

Doorbell Cameras will not work with a wireless doorbell and/or most intercom systems.

1. Pre-wiring for a doorbell via a low voltage power source (10-36AC or 12DC)
2. Minimum Wi-Fi 2.5Mbps per camera
3. Digital door chimes require the SkyBell Doorbell Adapter accessory and on the Customer App activate the Digital Chime setting

Repositioning of a Doorbell Camera

1. Ensure power is off at the electrical panel going to the doorbell wires
2. Decide where the back plate for the Doorbell Camera will be placed and mark where the screws will be located
3. If mounting the Doorbell Camera on stone, brick or concrete, use a masonry drill bit and insert the anchors.
4. Slightly loosen the screws on the back plate
5. Place back plate on the exterior wall and pull wires through the hole
6. Loosely connect wires on the terminals
7. Make sure the wire connectors are on the bottom of the back plate so the doorbell will be right side up
8. Insert the wires beneath the screws and position the wires by pressing them down into the slots of the back plate
9. Tighten the screws so the heads are flush
10. Fit the wires neatly into the tracking on the back plate
11. Secure the back plate by screwing it into the anchors
12. Turn power back on
13. Position Doorbell Camera onto the back plate
14. Position the doorbell camera top first

15. Press down on the camera to secure it to the back plate while pushing the front of the doorbell camera toward the wall
16. Gently attach the screw to the bottom of the camera

Connecting Doorbell Camera to the Customer App via Wi-Fi

1. Log into Customer App
2. Select the menu on the top left corner
3. Select **[Add Device]**
4. Select **[Doorbell Camera]**
5. Select the Doorbell Camera you have
6. Click **[Next]**
7. Ensure Doorbell Camera is flashing red/green
 - a. If not flashing, press and hold the doorbell button down, until it begins to flash red/green and release
8. Click **[Next]**
9. Name your Doorbell Camera i.e. Front Doorbell
10. Minimize the App and go to your Phone Settings
 - a. Select Wi-Fi
 - b. Under Other Networks find Skybell
 - c. Select Skybell
11. Go back to the App
12. Find your Wi-Fi network name and Select
13. Enter your Wi-Fi network Password
14. Wait for Installation of Doorbell Camera to complete