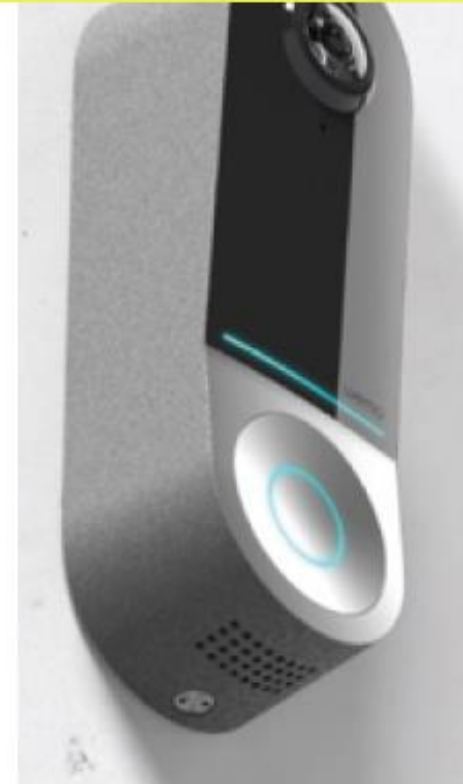


**NOT FINAL VISUALS**



## **Wemo Smart Video Doorbell Setup Guide**

## See the virtual guide



Scan this code to see our virtual guide and more detailed support.

[wemo.com/doorbell/userguide](https://wemo.com/doorbell/userguide)

## Need professional help with installation?

Go to [wemo.com/doorbell-install](https://wemo.com/doorbell-install) for our recommended services.

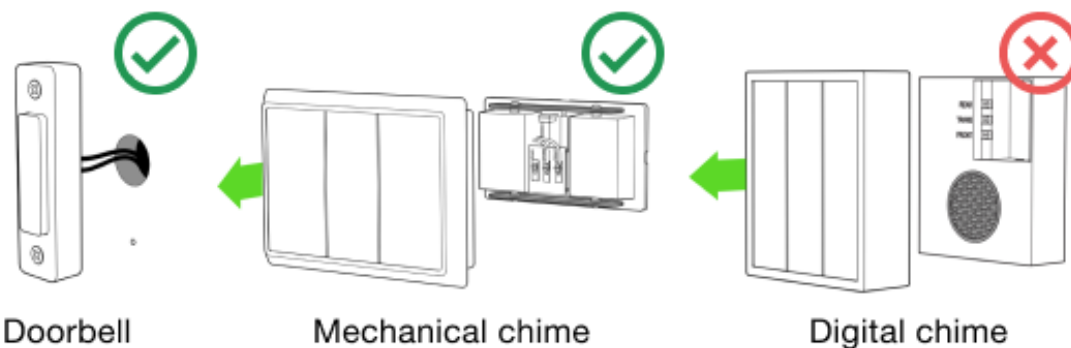
## Important to know



### **WARNING!** **Risk of electric shock**

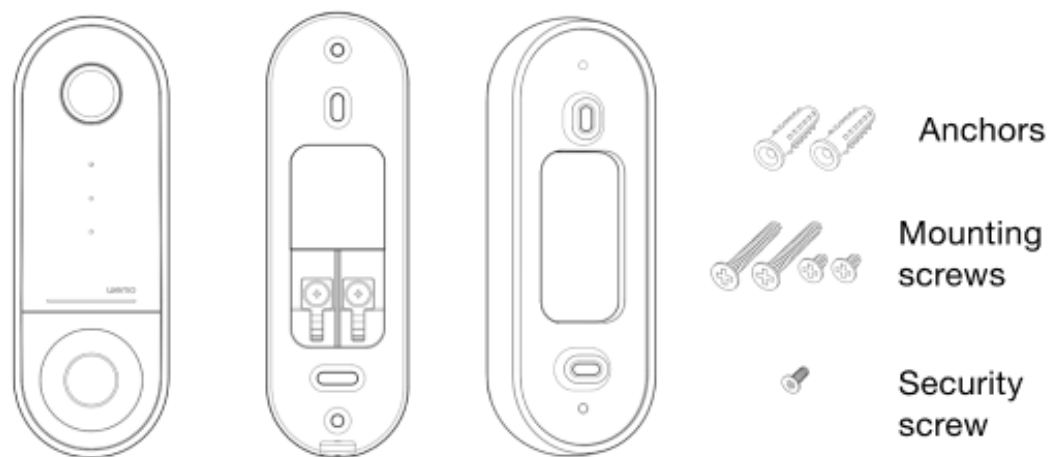
Incorrect installation could be dangerous or illegal. You might need to turn off multiple breakers/fuses for safe installation. Please call a professional electrician if you are unfamiliar or uncomfortable with electrical work.

**This video doorbell is only compatible with a wired 16-24V AC front doorbell system and 1 mechanical chime (usually has 2 pistons that strike metal keys).**



It is not compatible with digital or wireless chimes (look for speaker behind the cover).

## What's in the box



Smart Video Doorbell

Bracket (with terminal screws)

Left/right wedge



Power kit with chime connector



Chime bypass



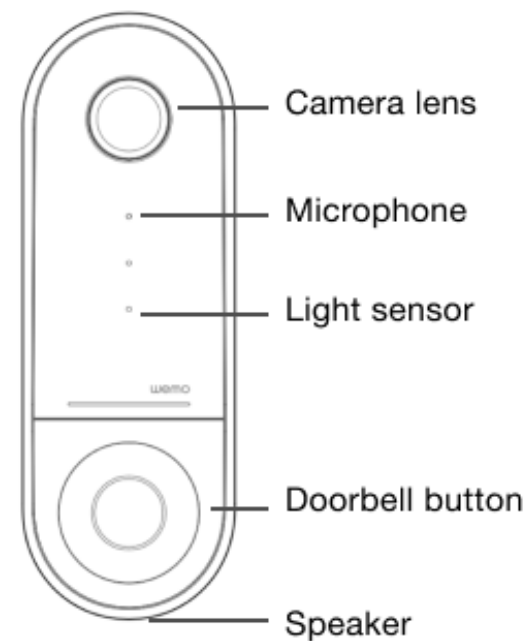
Masonry drill bit (6 mm)



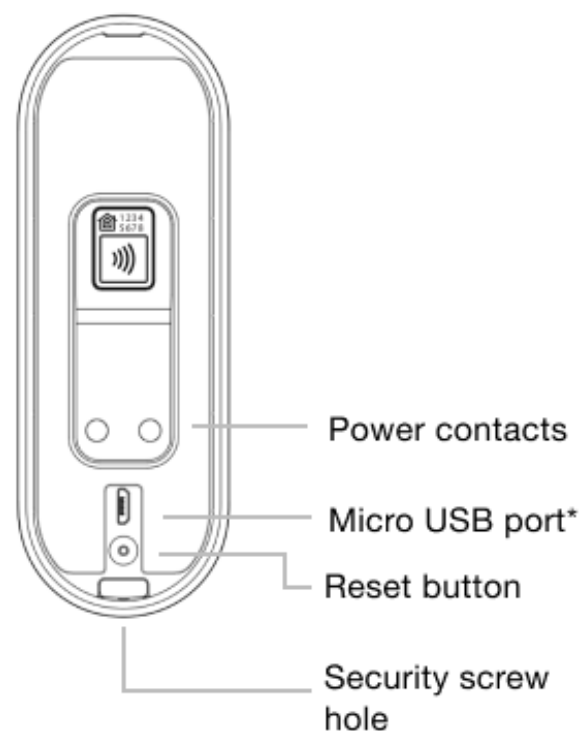
Screwdriver (for security screw)

## Parts of your video doorbell

Front



Back



\*For troubleshooting purposes only. Not for data transfer. You'll probably never use it.

## What you'll need



Existing wired front doorbell system with 16-24V AC power



High-speed 2.4 or 5 GHz Wi-Fi connection



Mechanical chime



An iPhone (7 or later) or iPad with latest operating system



Phillips screwdriver



A HomePod, AppleTV or iPad set up as a home hub\*



Drill



\*How to set up a home hub:  
[support.apple.com/en-us/HT207057](https://support.apple.com/en-us/HT207057)

## Recommended tools



Pencil



Bubble level or leveling app



Pliers



Mallet or hammer

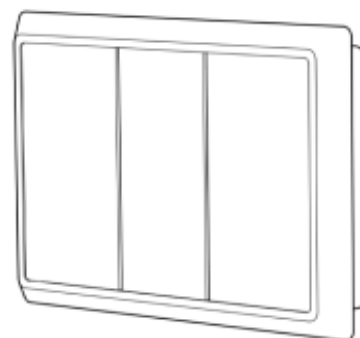
## Setup instructions



Scan to watch our installation video

Or go to  
[wemo.com/doorbell/installvideo](https://wemo.com/doorbell/installvideo)

## 1. Find your chime box

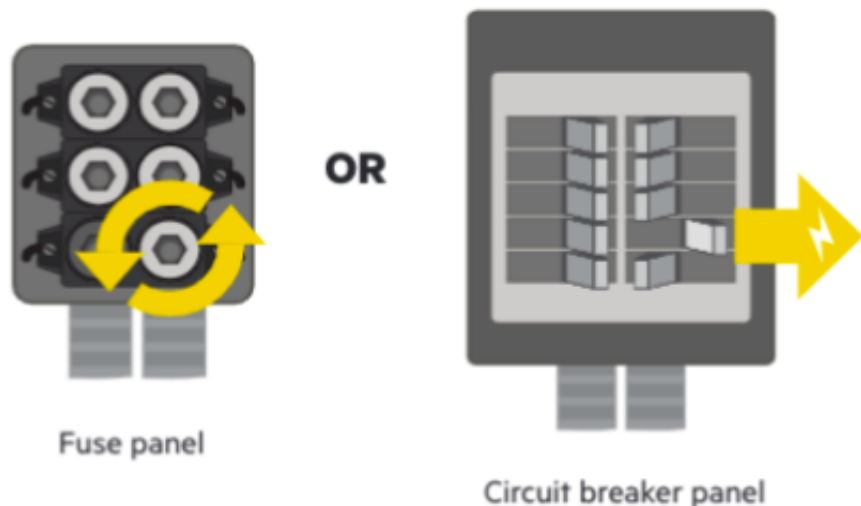


Press your existing doorbell button and listen for where the chime sound comes from - this is your home's **chime box**.

It is usually mounted near the ceiling (often in the pantry, kitchen, or hallway).

## 2. Turn off the power

Shut off power to your existing doorbell and chime at your fuse panel or circuit breaker.

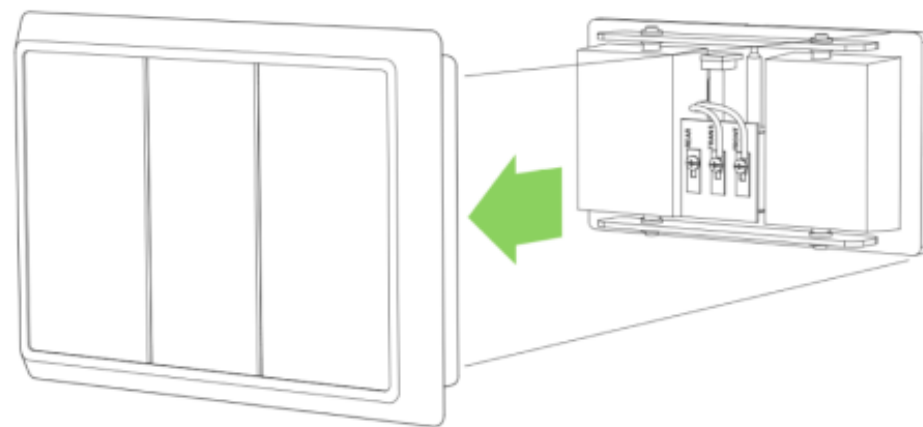


**Confirm that power is off by pressing your doorbell button** - you should not hear a chime.



## 3. Install the power kit

Remove the cover of your home's **chime box**.



Pick up the provided **power kit**.

This small device connects to your existing chime box to direct power appropriately between the doorbell and chime.



Select either **A** or **B** below depending on whether you want to hear your existing chime.

**A Yes, I want to hear my existing chime** go to pg 10

Connect the video doorbell and power kit to your existing chime.



OR

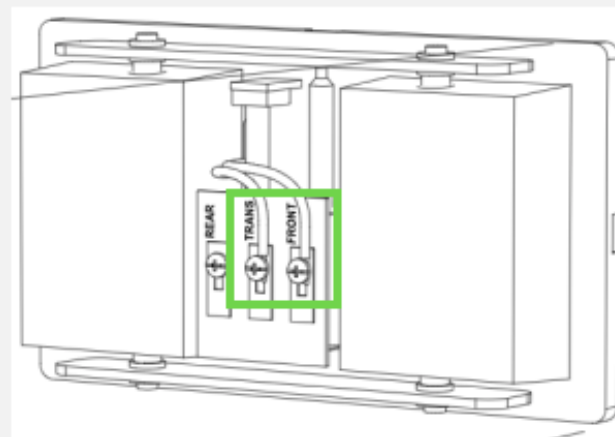
**B No, I don't want to hear my existing chime** go to pg 12

**You'll need to disable your home's chime box to prevent damage to your video doorbell.**

Instead, you can just use the notifications on your iPhone, iPad, AppleTV, or HomePod to know when someone rings the bell.

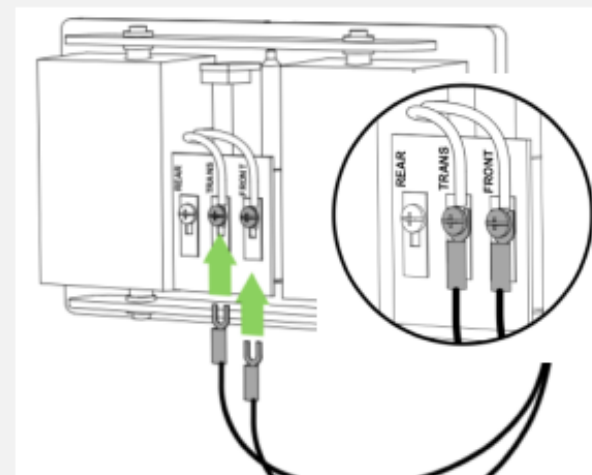


**A Yes, I want to hear my existing chime**



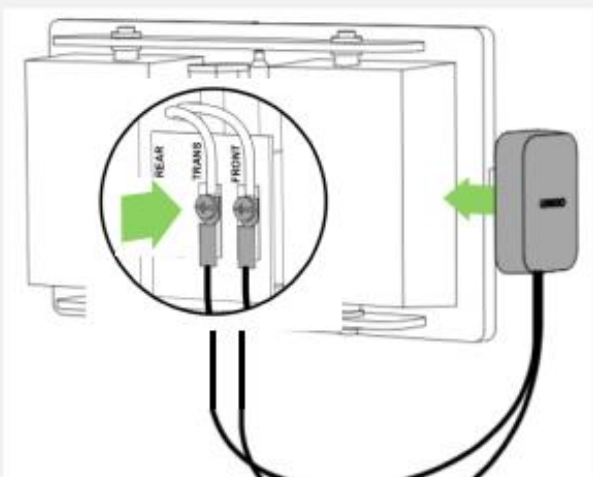
Find the terminals in **your home's chime box** labeled "Front" and "Trans."

Slightly loosen these screws with a screwdriver.



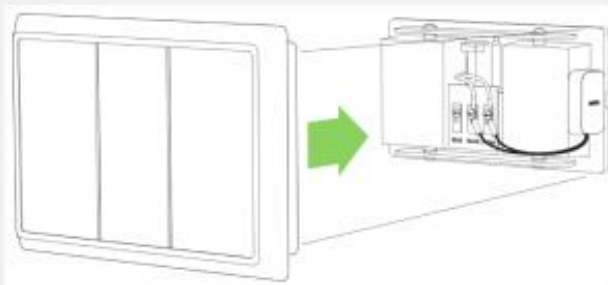
Slide the wire ends from the provided **power kit** onto the "Front" and "Trans" terminals, making sure the existing wires remain connected.

**A** continued



Use a screwdriver to tighten the screws by hand.

Use the adhesive on the back of the power kit and attach it to the side of the chime.



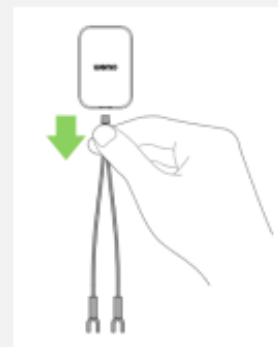
Make sure the wires and power kit are not interfering with other parts of the chime box.

Place the chime box cover back on.

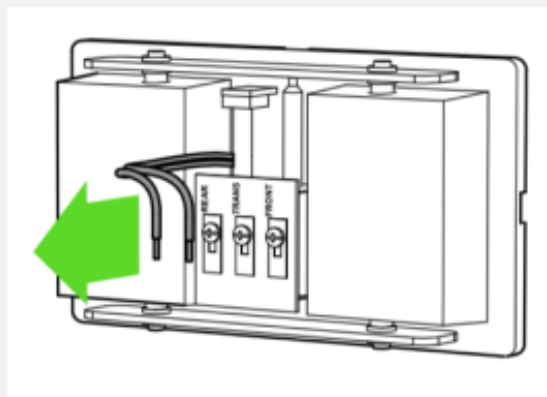
**B** No, I don't want to hear my existing chime



Follow these steps to disable your chime and prevent damage to your doorbell.



Remove the **chime connector** from the provided power kit and insert the **chime bypass** instead.

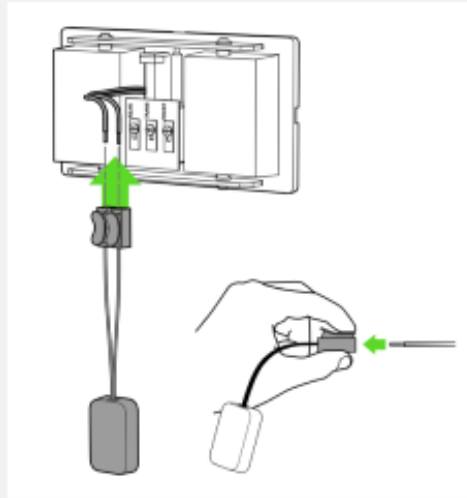


Find the terminals in your home's **chime box** labeled "Front" and "Trans."

Loosen these with a screwdriver and detach the wires completely.



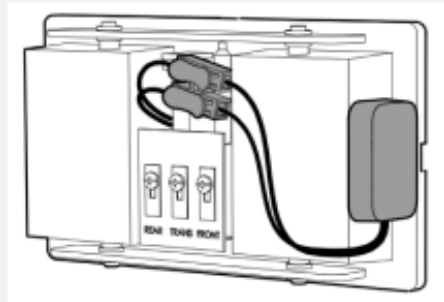
**B** continued



For **each** of the detached wall wires:

1. Hold down a button on the clips of the chime bypass.
2. Insert the detached wire end into the clip.
3. Release the button so the clip clamps down.

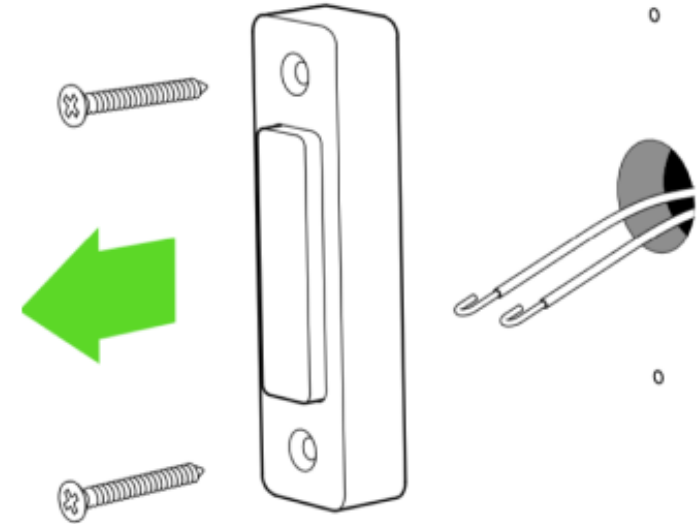
Either wire can be inserted in either clip.



Use the adhesive on the back of the power kit and attach it to the side of the chime.

Place the chime box cover back on.

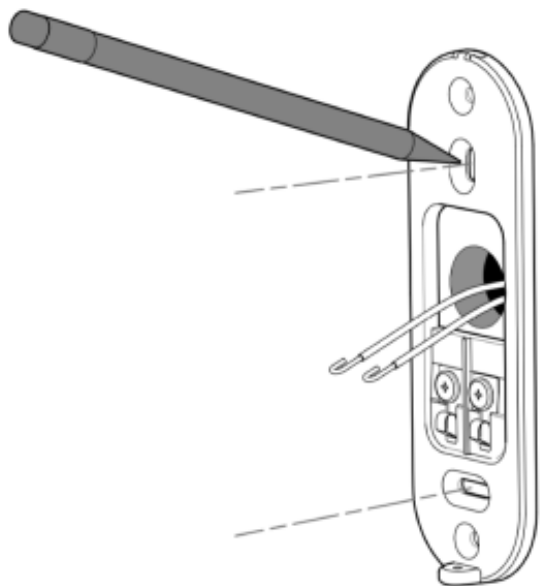
## 4. Remove your existing doorbell



- Unscrew your existing doorbell and disconnect the wires.
- Slightly pull out the 2 exposed wires so they don't fall back into the wall.
- Clean the surrounding area of any debris so the surface is flat.



## 5. Install the bracket



1. First, mark your screw holes at the 2 slots.

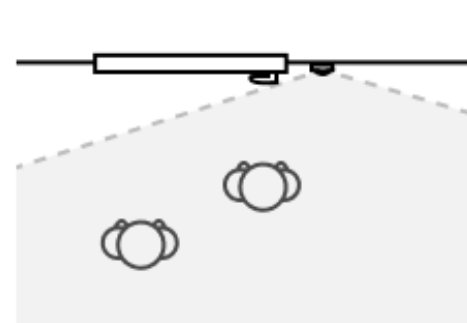
- Place the bracket with the exposed wires pulled through the large hole in the middle.
- Use a bubble level or leveling app to ensure the bracket is straight.
- Use a pencil to mark where your screw holes will be.

2. Gently drill 2 holes where you have marked with the tools below.

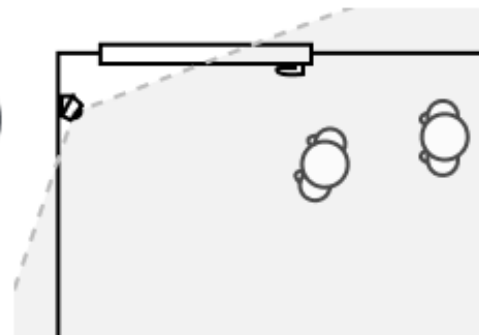
Wall material	Tools
Concrete, stucco, brick	Use the provided <b>masonry drill bit</b> and push the 2 provided <b>anchors</b> into these holes. Hammer lightly if needed.
Wood or other	Use a <b>standard bit</b> to drill gently. Anchors not needed.

3. Select either **A** or **B** below then follow corresponding steps on the next page.

**A** Point my doorbell forward

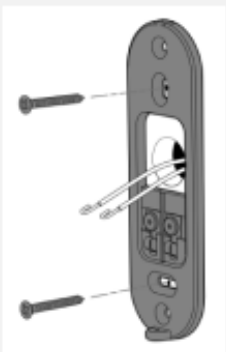


**B** Point my doorbell at a left or right angle



OR

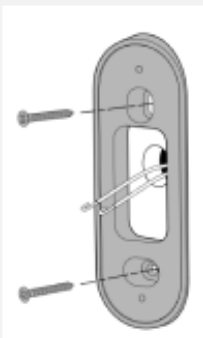
**A** Point my doorbell forward



Use a screwdriver to screw the **bracket** into the wall with the 2 long mounting screws.

OR

**B** Point my doorbell at a left or right angle



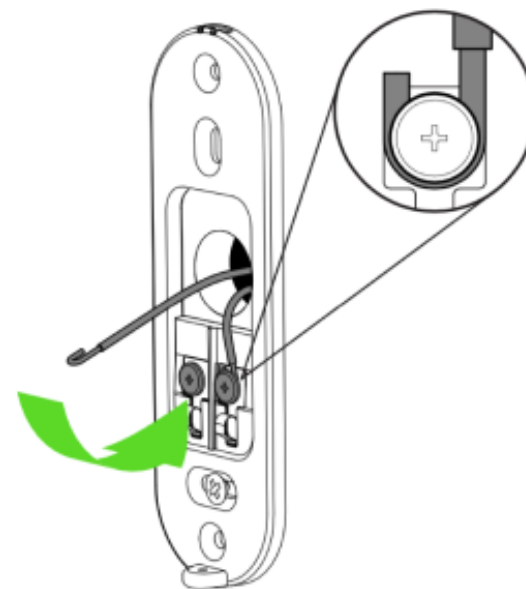
1. Place the **wedge** to the left or right, then screw it into the wall with the 2 long mounting screws.

2. Use a screwdriver to screw the **bracket on top of the wedge** with the 2 short mounting screws.

## 6. Install video doorbell

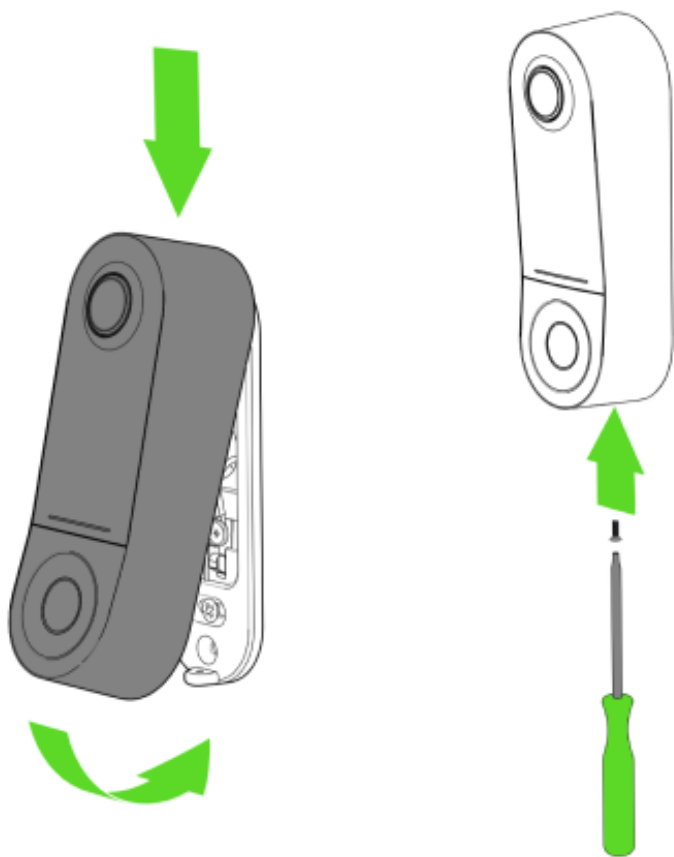
Slightly loosen the 2 terminal screws on the bracket.

Pull out the 2 exposed wires and use pliers to bend the ends in a clockwise direction.



Hook the wire ends around the terminal screws and tightly screw them in. Either wire can connect to either terminal.

Push the wires back into the wall.



Slide the doorbell onto the bracket from the top and snap it in from the bottom.

Screw in the security screw at the bottom of the doorbell.

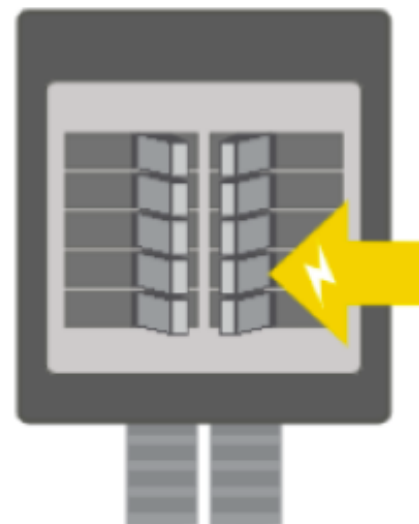
## 7. Turn on the power

Turn on power to your video doorbell and chime at your fuse panel or circuit breaker.



Fuse panel

OR



Circuit breaker panel

## 8. Add to Apple Home app



- Wait for the status light on the video doorbell to turn blue.
- Hold the upper back of your phone slightly below the light on the doorbell.
- Adjust your phone angle until setup prompts appear on your phone.
- Follow prompts.



### Don't see setup prompts?

Add a new accessory in the Apple Home app and manually enter the 8-digit HomeKit code on the back of this guide.



## Apple Home app features



### Answering your doorbell

From any connected iPhone, iPad, Apple TV, or HomePod, you'll get a notification that will allow you to answer the doorbell and turn on the live camera.



### Viewing the live camera

From the live camera, you can see who's at your door and speak with your visitor.



### HomeKit Secure Video

Recorded video will be securely saved when someone rings the doorbell or motion is detected. View these in your camera's history. Supported iCloud plan required\*.

\*200GB storage plan for 1 camera and 2TB for up to 5 cameras.



## Notifications for motion and face detection

Go to your camera's settings to adjust the sensitivity of these detections and notifications.



## Sharing access with friends and family

Go to your home's settings and invite other users to share access to your video doorbell.

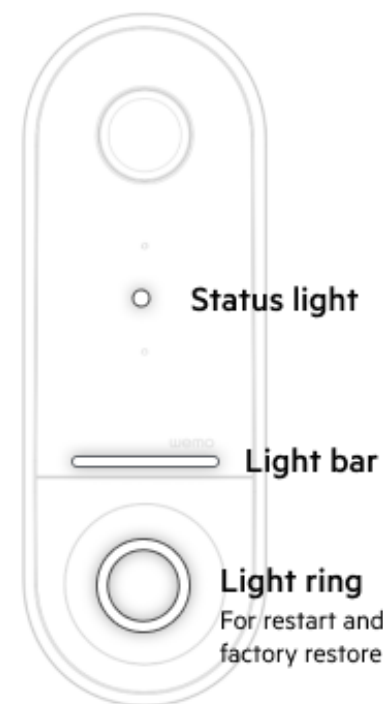


## Apple Home support

Scan this code for more help with Apple Home or go to [wemo.com/doorbell/AppleHome](https://wemo.com/doorbell/AppleHome)

# Troubleshooting

## What do the lights mean?



Status light	Light bar	Meaning
<b>BLUE</b>	<b>BLUE</b>	Ready for app setup
<b>BLUE</b>	<b>WHITE</b>	On and active
<b>WHITE</b>	<b>WHITE</b>	Starting up
<b>RED</b>	<b>BLUE</b>	Doorbell ringing
<b>OFF</b>	<b>OFF</b>	Camera has no power
<b>OFF</b>	<b>WHITE</b>	Connected to Wi-Fi but not Apple Home
<b>RED</b>	<b>WHITE</b>	Trouble connecting or currently recording or streaming
<b>OFF</b>	<b>RED</b>	Low power or high temperature

## Restart

Having setup or connection issues?

1.



Unscrew the doorbell.

Your doorbell has a charge reserve that will last a few minutes.

2.



Use a pen to press the reset button.

3.



Hold till the red ring light appears (~5 sec) then release.

## Factory restore

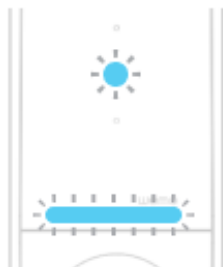
If a restart doesn't help, **restore your doorbell to factory settings:**

4.



Hold the reset button till the red ring light fades completely (~10 sec) then release.

5.



Wait for the lights to turn blue.

6.



Re-add your video doorbell in Apple Home.

## Frequently asked questions

### What if I don't have an existing doorbell system?

The Wemo Smart Video Doorbell works with standard wired doorbell systems with 16-14V of AC power. If you don't have this power source, consult a professional electrician. You may need to have a transformer installed.

### Why can't I add the video doorbell to Apple Home?

Use your phone to check that you have a strong Wi-Fi signal near your video doorbell. You may need to install a Wi-Fi extender for better coverage. If you still cannot add, try factory restoring your doorbell.

## More questions?

Visit [wemo.com/doorbell/userguide](https://wemo.com/doorbell/userguide) for more support with your video doorbell or call us at 1-844-745-WEMO.

For warranty information, go to [wemo.com/warranty](https://wemo.com/warranty).

## HomeKit Setup Code



Keep this HomeKit Code handy in case you need it for setup later.

If you lose this guide, you can also find the code on the back of your doorbell.