

## Troubleshooting SkyBell Motion Detection

This document is intended to assist with scenarios where the user is reporting unsatisfactory operation regarding motion detection capability of the SkyBell device.

Start by confirming everything is configured properly for the desired notifications and that motion detection is enabled with a sensitivity setting suitable for the environment. Please review all notes below before testing.

- The latest firmware versions listed below contain improvements for motion detection capability.
  - Skybell HD4 (Round) – 5036
    - The SkyBell HD3 (with firmware  $\leq$  1154) does not support these updates and therefore this document is not applicable to that model
  - SkyBell Trim models – 7045
  - We expect these updates to be automatically pushed to devices shortly after install. The user should ensure the device remains connected to the internet for the update to be completed
  - Firmware version and serial number can be found in the device Settings under Device Information.
- At the latest firmware versions, motion detection is achieved using advanced video analytics (Computer Vision) in conjunction with the built in PIR
  - Computer Vision observes and analyzes the detected object while the PIR confirms the presence of a person and/or object
  - Three sensitivity settings: Low, Medium, and High
  - **Low Sensitivity**
    - Detection of a person and/or object **approaching** the SkyBell, detected when approximately 5 feet away
    - Detection of person and/or object close to SkyBell
    - PIR confirmation enabled
  - **Medium Sensitivity**
    - Detection of a person and/or object **approaching** the SkyBell, detected when approximately 7 feet away
    - Detection of person and/or object close to SkyBell
    - Increased PIR sensitivity
    - PIR confirmation enabled
  - **High Sensitivity**
    - Detection of a person and/or object **approaching** the SkyBell, detected when approximately 10 feet away
    - Detection of person and/or object close to SkyBell
    - PIR confirmation enabled when person and/or object is moving parallel to SkyBell
    - PIR confirmation disabled when person and/or object is moving directly towards the SkyBell

- During testing,
  - The LED on the SkyBell will turn white when the unit is triggered and capturing video. This will confirm motion detection is working.
  - When testing, it may be best to start with the sensitivity set to High. After testing, if detection is triggering too often, the sensitivity can be set to Medium or Low. There are no other software adjustments.
  - There will be a slight delay (30-45 seconds) between successful motion detection events as the detection software logic resets at the end of each session.
  - Following the testing, the user can check in the TC2 events list for motion related video clips.
- If testing confirms inconsistent or unsatisfactory operation,
  - Problems with motion detection are either a hardware, software, or environmental factor. Resideo technical support will be happy to assist where we can, but we may also at times ask the user or dealer to consult with SkyBell support for further assistance when we have exhausted our support options.
  - In working with SkyBell technical support, it will be best if the device is enrolled on a SkyBell account and accessible in the SkyBell app (using SkyBell account credentials).
    - It would be strongly recommended to test the functionality of the SkyBell in the SkyBell app prior to contacting their support team. Depending on the initial enrollment method, this may require removal of the device from the TC2 account and re-enrollment of the device via the SkyBell app. This process will create an actual SkyBell account (free of charge) with SkyBell app login credentials that can be used to reenroll the device back into TC2 afterwards using the **existing account** option.
    - After testing in the SkyBell app, if a problem **does not occur in the SkyBell app and is only a problem in the TC2 app**, please contact Resideo Technical Support.