

Troubleshooting "missing SkyBell events" in Total Connect

This document is intended to assist with scenarios where the SkyBell is capturing video clips, but the clips are not showing up in the TC2 events list.

For this scenario, the customer can confirm the SkyBell is recording clips (the LED lighting on the SkyBell changes to white) and they then receive PUSH or email notifications for the clips, but when they look in the TC2 event list the clips are not there.

- The latest firmware versions listed below have helped to resolve this specific issue.
 - Skybell HD (Round) – either 1154 or 5036
 - 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.
 - Resideo support CANNOT initiate the firmware update but we can submit the request to SkyBell on your behalf on a case by case basis as needed to resolve this specific issue if the automatic update is not working for some reason
- If the customer is reporting this issue, and the device is already at the latest version, check the network connectivity stats found under Settings and Device Information. We have found that a poor network connection can trigger this condition. Please refer to <https://skybelldealer.com/index.php/support/wi-fi-network/> for details and recommendations to improve connectivity if required.
- A reset or power cycle should help restore functionality, but only if the network connection is first improved.
- It is helpful if we can test in the SkyBell HD app and notate the results there. If the SkyBell app is experiencing the same problem we can reach out to them for assistance in resolving the issue.
- If the network connectivity is confirmed to be solid and the updated unit is still experiencing this problem, please call Resideo support for further investigation or email us at support3@resideo.com