![Knowledge Base powered by ALARM.COM]

What are the network requirements of the SkyBell Doorbell Cameras?

The Skybell Doorbell Cameras (ADC-VDB101/102/105/106/105x/106x) typically have higher network and bandwidth requirements than other Alarm.com video devices. For more information about the bandwidth requirements for other video devices, see What are the Internet service and bandwidth requirements for Alarm.com video devices?.

The following requirements should be met before installing the Skybell Doorbell Camera. For more information about installing and enrolling the Skybell Doorbell Camera, see Skybell Doorbell Camera (ADC-VDB101/102/105/106/105x/106x) - Installation Guide.

Requirements

- Wi-Fi signal strength of 90% or higher. For more information about testing the signal strength, see Signal strength classification.
- Internet upload speed of 2 Mbps or higher. To measure the customer's upload speed, see Perform an Internet speed test.
- A router broadcasting an 802.11b/g/n 2.4 GHz network. The Slim Line II Wi-Fi Doorbell Camera also supports 5 GHz networks.
    - The network must be visible.
    - Wi-Fi encryption must be WPA, WPA2, or both. The Slim Line II Wi-Fi Doorbell Camera also supports WEP.
    - Dual band routers must separate the 2.4GHz and 5 GHz bands into unique SSIDs.

Signal strength classification

The Skybell Doorbell Camera's reported signal strength is classified as follows:

- Good: 90-100% — Recommended
- Poor: 85-89% — Acceptable in some situations, but the connection might be intermittent
- Bad: less than 85% — Not recommended

Note: Consider installing a Wi-Fi extender if the signal strength cannot reach 90%. For more information about getting a Wi-Fi extender, see Is there a recommended Wi-Fi extender for the Skybell Doorbell Camera?.

View the signal strength using the Customer Website, Partner Portal, or MobileTech app after the Skybell Doorbell Camera is connected to the customer's account.

To view the doorbell camera's Wi-Fi signal strength using the Customer Website:

1. Log into the Customer Website.

2. Click **Video**.

3. Click **Settings**.

4. Using the *Video Device* dropdown menu, click to select the doorbell camera.

5. Click **Video Device Info**.

6. In *Wireless Signal Strength,* click ↻. The page reloads and displays the signal strength.

To view the doorbell camera's Wi-Fi signal strength using the Partner Portal:

1. Log into the Partner Portal.

2. Find the customer account.

3. Click **Equipment**.

4. Click **Video Devices**.

5. Using the *Video Device* dropdown menu, click to select the doorbell camera.

6. In *Wireless Signal Strength*, click . The page reloads and displays the signal strength.

To view the doorbell camera's Wi-Fi signal strength using the MobileTech app:

1. Log into the MobileTech app.

2. Find the customer account.

3. Tap **Equipment**.

4. Tap **Video Devices**.

5. Tap to select the doorbell camera.

6. In *Wireless Signal Strength*, click . The page reloads and displays the signal strength.