



Video Doorbell Ultra +

Enrollment Guide

grandalarms.com
416-657-2100

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! Important Notes Before You Begin

You will need to have completed the account setup from the Grand Alarms welcome letter.

The doorbell cannot connect to a 5G network. It is only compatible with 2.4G networks (which are the standard).

We advise factory restarting the doorbell before installing. Please see reference guide for instructions.

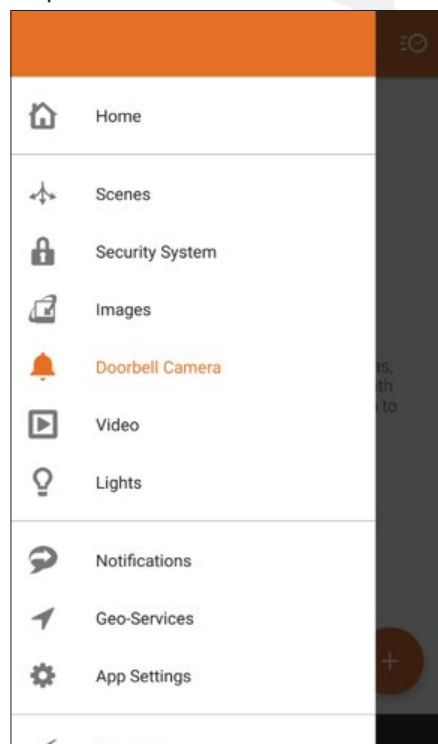
The doorbell camera comes with a **standard 400 clips of recording per month**. Once the 400th upload is reached, the camera will **no longer upload clips until a new month arrives** and the clip limit is reset to 0. If the limit is reached then you will need to **manually turn on the recordings** from the website to continue receiving clips in the new month when the clip limit resets. You can also call the office to increase your monthly clip limit for an additional monthly charge.

Doorbell Enrollment

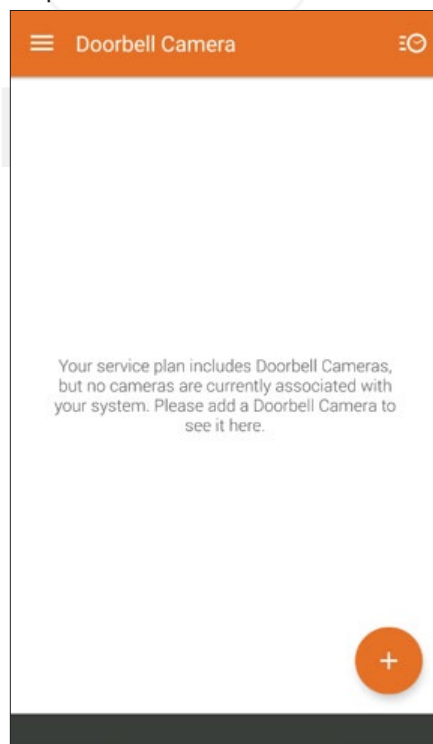
! We recommend staying near the doorbell to ensure a strong connection while enrolling the doorbell for the first time.

1. Log into the **alarm.com** app. 
2. Open the side menu  and navigate to the **"Doorbell Camera"** tab (See image "Step 2")
3. Tap the **"+"**" on Android phones or the **"Add New Camera"** button on iPhone (See image "Step 3")
4. Ensure the doorbell is flashing **Green & Red**, then tap **"Next"** or **"Begin"**
5. Name the device whatever you'd like. Ex. Front Doorbell. Tap **"Next"** (See image "Step 5")
6. You will now be prompted to connect to the doorbell's temporary WiFi network. This process is **different** for **Android** and **iPhone** so please follow the instructions on the next page carefully.

Step 2



Step 3



Step 5



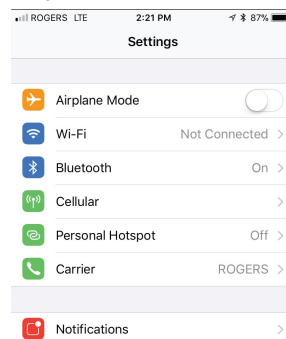
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Continue for iPhone

- On iPhone you will need to leave the app and navigate to the **phone's WiFi settings** when prompted. (Settings > WiFi) (See image "Step 7")
- Once in the WiFi settings, select the Skybell's temporary network named **"Skybell_0000000000"** and wait for it to connect. When you see the checkmark, you can head back into the app and continue to step 9. (See image "Step 8")

Step 7



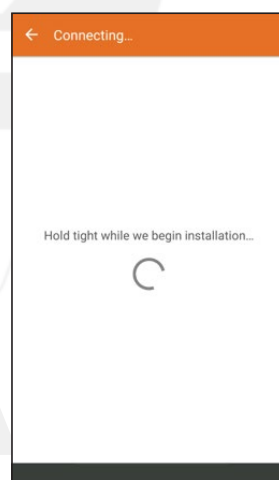
Step 8



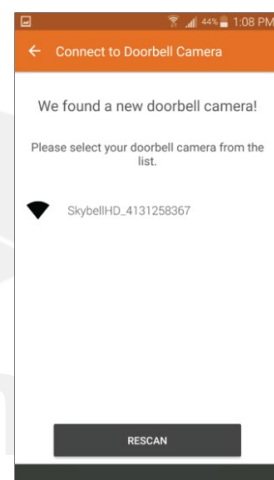
Continue for Android

- The next step for Android is to select the Skybell's temporary WiFi network from the list provided. It will look something like this **"Skybell_0000000000"** (See image "Step 7")
- Once selected it will connect to the Skybell's temporary WiFi. (See image "Step 8")

Step 7



Step 8



Finishing Enrollment

- Next you will be asked to select your **home WiFi network**.
- When you have selected your home's WiFi network, **carefully** put in your **home's WiFi password** and then wait for the doorbell to configure. This can take several minutes.

- ! If you put in your **WiFi password incorrectly** the doorbell will not connect and it will begin to flash **orange**.
- ! If the doorbell **doesn't reconnect** after you retry the password and it continues to flash **orange** you will need put the doorbell in AP mode. To do this, hold the button on the doorbell down until it flashes **green** and **red**, let go and begin the enrollment process again.
- ! If you own a digital doorbell (musical), navigate to the settings  while on the doorbell page (top right corner) and turn on **digital door chime**. Not doing so will cause your doorbell will ring continuously.

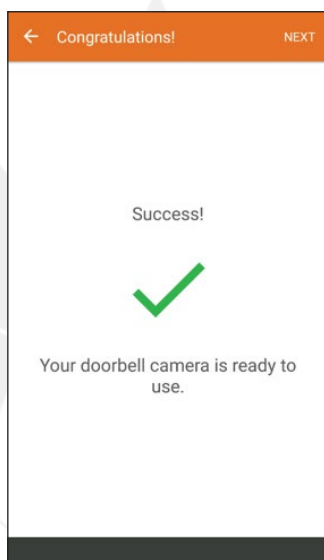
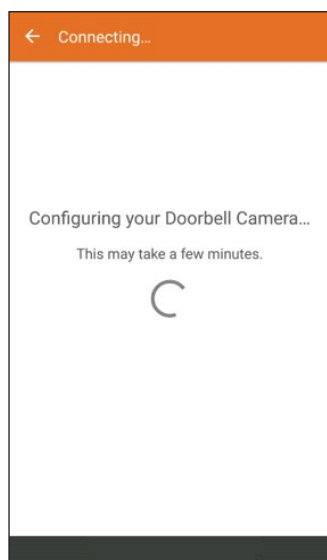
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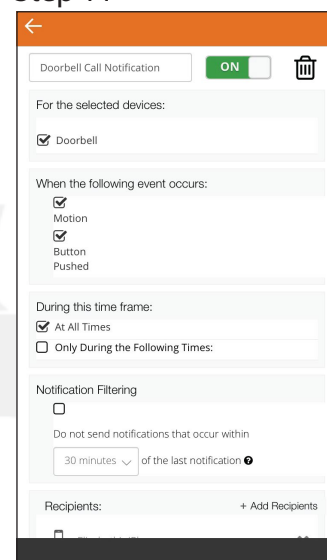


Setting Up Notifications

11. After connection with the doorbell and WiFi network is complete, there will be a pop-up that asks you to turn on the push notifications in order to receive alerts from the doorbell through the app. (See image "Step 11")
12. You will also have the option to turn on notifications and recordings for a button push and motion detection. You can choose if you want only one or both options selected. These options will also be part of the pop-up after installation is complete. (See image "Step 11")
13. The enrollment of your doorbell is now complete.



Step 11



! Power Cycling

Power cycling the doorbell will only be needed if the doorbell is having a connection issue or video issue. A power cycle can help the doorbell update its firmware which can help to clear any trouble you may experience. To power cycle the doorbell just hold the doorbell button down until it begins to **flash blue** and then you can let go. Wait for the doorbell to power up (this may take a few minutes) and it should go back to **solid green**.

! Factory Reset

In order to factory reset the doorbell, you will need to hold the doorbell button down until it **flashes yellow**. This can take up to 80 seconds. A factory reset should only be done before enrolling the doorbell and only if there is an issue with the doorbell that the power cycle has not resolved. Once you do a factory reset, you will need to re-enroll the doorbell again.

If you are having any difficulties with enrollment or have any questions
please call **416-657-2100** or email support@grandalarms.com

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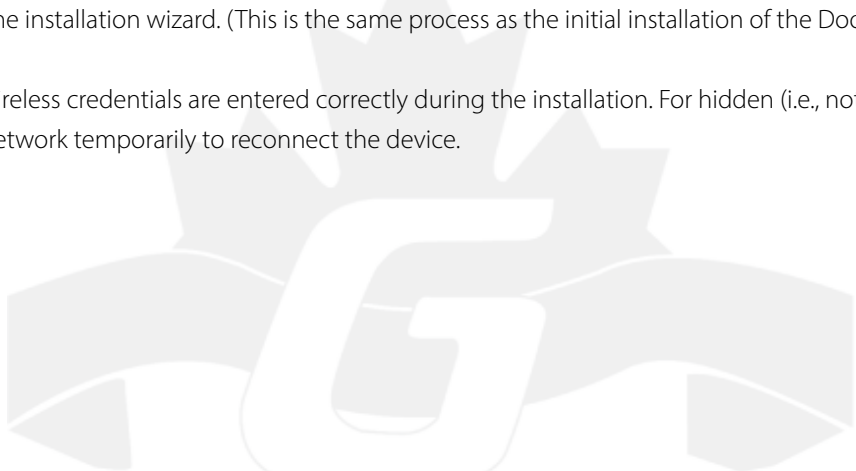
! If you have changed your Wi-Fi password, network name or have gotten a new modem/router then you will need to reconnect your video doorbell within your alarm.com smartphone app.

1. Put the doorbell into Access Point (AP) mode by holding the main button until the LED alternates **green** and **red**.
2. Log into the [Alarm.com App](#).
3. Tap **Menu**. ☰
4. Tap **Doorbell Camera**.
5. Tap **Settings**. ⚙️
6. In **'Add Another Doorbell Camera'** tap **Begin Installation**.

If the **'Add Another Doorbell Camera'** does not appear please call Grand Alarms customer support at 416-657-2100.

7. Proceed through the installation wizard. (This is the same process as the initial installation of the Doorbell Camera)

! Important: Verify the wireless credentials are entered correctly during the installation. For hidden (i.e., not broadcasting) networks, unhide the network temporarily to reconnect the device.



Grand Alarms

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Reference Guide

Solid Green | Ready and working normally.



Solid White | Making or in a live call.



Solid Blue | Making or in a live call.



Pulsing Blue | Battery charging.



Alternating Blue & Green | Connected to WiFi. Waiting for server connection.



Alternating Blue & Yellow | Firmware Upgrade.



Flashing Orange Rapidly | No Internet connection.



Flashing Blue Rapidly | Power supply issue. Doorbell Transformer might need to be replaced.



Flashing Green | Troubleshooting Mode. Continue to hold for troubleshooting options.



Alternating Green & Red | In AP mode. Putting out temporary WiFi signal and ready to connect to home network.



Hold for ~ 60 seconds

Flashing Blue | Power cycle. Rebooting doorbell.



Hold for ~ 70 seconds

Yellow | Flashing - Factory reset. Clears all settings from doorbell.



Hold for ~ 80 seconds