



# GUIDE TO SMART DOORBELLS

2017 TRAINING GUIDE





## Installing Smart Doorbells

We wish to help the customer get a better understanding of their smart doorbell product. These customers may have never heard of the product until now or may already be extremely familiar with it. In both scenarios, HelloTech expects our technicians to deliver an exemplary experience for the customer from start to finish. Every home will be different so it is extremely important to make sure you grasp the concepts behind installing smart doorbell products before accepting these types of jobs.

### Pre-Appointment

When first contacting the customer to confirm date/time of appointment, as well as address, make sure to let the customer know they will need to have the following items readily available to have a successful install.

- Primary Users' email and password. If the customer is using an iPhone, they will need their Apple ID and password to be able to download the app.
- Compatible mobile devices where the smart doorbell app will be installed
- Functioning Wi-Fi with name and password
- Smart doorbell Device(s)
- Ensure that the customer charges their device before the appointment if necessary.

**Please note that you are not responsible for work that falls outside the scope of the installation of the physical doorbell itself. Additional devices (i.e. Ring Chime Pro, Solar Panel, etc.) may constitute an additional service. Please contact HelloTech if you have any questions about what is or is not included.**

## Doorbell Installation Checklist

- Bring the required tools. You are required to bring any non-proprietary tools necessary for the install.
- Ensure the customer has active wifi and the required devices. Speed test the network at the install site.
- Verify the existing doorbell currently works as expected and the install site is a flat surface.
- Carefully remove the existing doorbell. If the new doorbell is incompatible, the old doorbell may need to be reinstalled.
- Check the voltage of the existing doorbell. In most cases, the doorbell will need to be between 8-24 VAC (device dependent).
- Shut off the power to the doorbell before performing any work. (This means shutting off the circuit breaker)
- Install the new doorbell's base and begin connecting the wires to the appropriate terminals.
- Attach the doorbell face and turn the power back on.
- Walk through setup on the device and with the customer's smartphone app.
- Show the customer how to use their new smart doorbell.
- Box up any extra parts or proprietary tools and return them to the customer.
- If you run into any issues, contact the manufacturer for advanced troubleshooting before exiting the site.

## Smart Doorbell Installation Steps



- **Ensure the customer has active wifi.**

Ask the customer if you can connect to their wifi using your phone so that you may conduct a speedtest of their network. If the customer is not comfortable with you connecting to their network, ask if you could use their phone to conduct the test. It should not take more than a few minutes and they are free to watch. Be sure to conduct the test at the install site.

- **Test the current doorbell.**

Before removing the doorbell or turning off power. Press the doorbell and ensure its functioning. Be sure to listen for multiple, internal chimes as this may be a sign of incompatibility. Also note that intercom systems, in most cases, are not compatible.

- **Carefully remove the existing doorbell.**

Be sure to avoid damaging the wall or the doorbell itself in the process. If, later during the install, you find that the new smart doorbell is not compatible, the old doorbell will need to be reinstalled before exiting the work site.

## Smart Doorbell Installation Steps



- **Check the voltage.**

Most doorbells will require between 8-24 VAC to function properly when connected to an existing doorbell. However, there are exceptions to this. For example, the Ring Video Doorbell Pro requires between 16-24 VAC while the Ring Video Doorbell 2 requires between 8 - 24 VAC but also has a battery and can function without being connected to an existing doorbell. Please check the manufacturer's website for details.

- **Turn off the power.**

Turn off the power before beginning the actual installation of the device. This is to avoid damaging anything electrical while installing the new device. Do not begin the installation if you are unable to find the appropriate breaker.

- **Install the base and connect the wires.**

Hold the device against the wall. Ensure the device will cover any holes left by the previous doorbell and that you have an adequate amount of surface to securely install the new device. Bring the doorbell wires through the base and, using a level, attach the base (or device if there is not base) to the wall. Connect the wires to the terminals. If you need to re-strip the wires, do so carefully ensuring not to cut the wires too short.

**NOTE:** It is not within our scope of work to repair damage left from the previous doorbell such as putting holes or doing touch-up paint.

## Smart Doorbell Installation Steps



- **Attach the doorbell face and turn the power back on**

Connect the doorbell face to the base and turn the power back on. Give the device a few minutes to fully boot.

- **Walk through the setup with the customer**

Using the customer's desired device, begin setting up the app's related software. The software should walk you through the setup. The customer should be close for this part as personal information may be required. Help the customer personalize the features of the devices. Be sure to test it a couple of times afterward.

- **Box up and return the old hardware**

Once the customer's new smart doorbell is installed and properly programmed, make sure to box up the customer's previous hardware in the smart doorbell packaging and give it to the customer. If any tools came with the doorbell, make sure those are left with the customer as well.

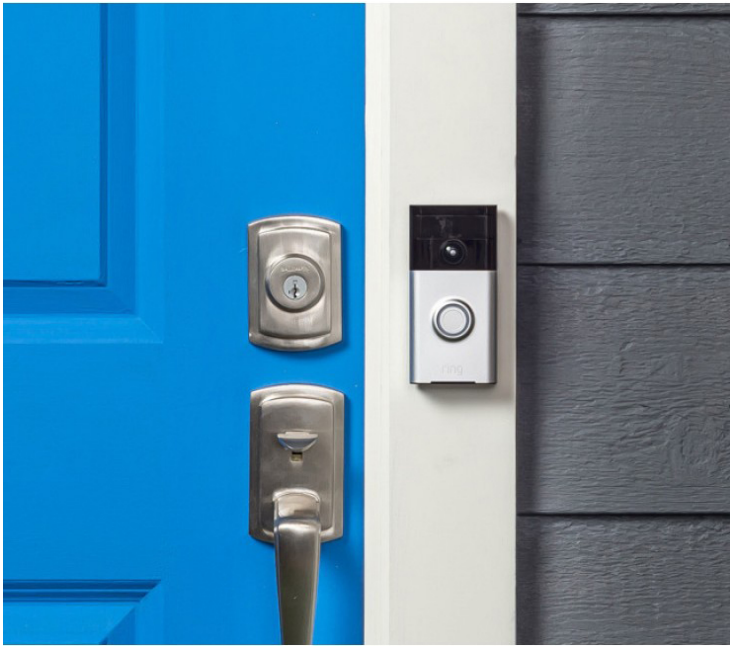


## General Guidance

Some customers will choose to remain distant and will want you to handle the setup and get them when the device is ready for the training portion. Use your best judgement to feel out the customer's personality and ask questions to help get definitive answers.

Make sure the installation of the new smart doorbell is clean and aesthetically pleasing. Be ready to answer questions or quickly retrieve the answer if necessary.

Once the customer's new smart doorbell system is installed and properly programmed, make sure to box up the customer's previous hardware in the smart doorbell packaging and give it to the customer. If any tools came with the doorbell, make sure those are left with the customer as well.



## Customer Training

Briefly show the customer how to use the smart doorbells app functionality (if applicable). Many manufacturers such as Ring or August have an app that is designed to harmoniously integrate all of the product's setup and features into one, beautifully designed app on the customer's smart device. That being said, it is also important the customer's device is functional and compatible (iPhone, Android, or Windows Mobile).

## Appointment Wrap-up

After completing the setup and app training of the smart doorbell, ask the customer if they have any additional questions or need a quick review on how to use an app or feature. When marking these appointments complete via your tech app, be sure to leave as much detail as possible on how the job went. If you are unable to complete the job for any reason please submit a problem note and/or call the technician escalation line at (424) 209-4660. Do not mark any job complete unless the work was completed as expected by HelloTech and the customer.

**If you are unable to resolve the issue with the smart doorbell, it is imperative that you reinstall the customer's previous hardware before you leave.**





## Helpful Links to Commonly Installed Thermostats

### Ring Documentation

#### Ring Setup Guide

<https://ring.com/setup>

#### Ring Compatibility Lists

Ring Video Doorbell Classic

<https://support.ring.com/hc/en-us/articles/210644123-Ring-Video-Doorbell-Chime-Kit-Compatibility-List>

#### Ring Video Doorbell Pro

<https://support.ring.com/hc/en-us/articles/209028546-Ring-Video-Doorbell-Pro-Chime-Kit-Compatibility-List>

#### Ring Video Doorbell 2

<https://support.ring.com/hc/en-us/articles/115003008663-Ring-Video-Doorbell-2-Chime-Kit-Compatibility-List>

### Ring Installation Guide (video)

#### Video Doorbell Classic

<https://www.youtube.com/watch?v=xxSJ5nO4b48&t=6s>

#### Video Doorbell Pro

<https://www.youtube.com/watch?v=UJ25YmWPoMc>

### HelloTech Reference Material

<https://owncloud.hellotech.com/index.php/s/3tSQf7leBsfzPon/download>

## Helpful Links to Commonly Installed Doorbells



### **August Documentation**

#### **August F.A.Q./Compatibility**

[http://support.august.com/customer/portal/articles/2164772-doorbell-cam-faq?b\\_id=10920](http://support.august.com/customer/portal/articles/2164772-doorbell-cam-faq?b_id=10920)

#### **August Video Doorbell Install Guide**

[http://support.august.com/customer/en/portal/articles/2326322-doorbell-cam-installation---installing-with-the-wedge?b\\_id=10920](http://support.august.com/customer/en/portal/articles/2326322-doorbell-cam-installation---installing-with-the-wedge?b_id=10920)

#### **August Video Doorbell Install Video (Unofficial)**

<https://www.youtube.com/watch?v=4eoa8vcg2fo>

### **Maximus Documentation**

#### **Maximus Video Doorbell Overview (Unofficial)**

[https://www.youtube.com/watch?v=N3z\\_v5u4j3c](https://www.youtube.com/watch?v=N3z_v5u4j3c)