Reconnect a SkyBell Doorbell Camera if the wireless network or router changes

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

You can only configure the SkyBell Doorbell Camera's Wi-Fi network setting during device enrollment. Whenever the router's wireless network information is changed, the Doorbell Camera needs to be re-...

Platform	Mobile App
Content type	How-to / Configuration
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Procedure

Delete and factory reset the device

1. Remove the SkyBell Doorbell Camera from the account. For more information about the removal process, see Remove a video device. If you do not see the option to

remove the device, contact your service provider.

Factory reset the SkyBell Doorbell Camera by pressing and holding the doorbell button until the LED starts blinking yellow.

1. Wait for the SkyBell Doorbell Camera to reboot and enter Access Point (AP) mode. The LED blinks red and green to indicate it is in AP mode.

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

Reinstall the device on the desired network

1. Verify that the SkyBell Doorbell Camera is in AP mode. The LED should be blinking red and green.

To put the doorbell camera into access point (AP) mode, press and hold the button on the doorbell camera for one minute until the LED starts flashing green.

1. Log in to the Alarm.com app.
2. Tap Doorbell Camera.
3. Tap [Settings].
4. Tap Add Camera.

In Select Video Device, tap to select the desired device.

Follow the on-screen instructions to finish installing the SkyBell Doorbell Camera.

Source and support

For GoSafer Security assistance, visit gosafersecurity.com.

Original Alarm.com reference: https://answers.alarm.com/Customer/Website_and_App/Video/Video_Settings/Reconnect_a_SkyBell_Doorbell_Camera_if_the_wireless_network_or_router_changes

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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