

**ecobee EB-CAMSDB-01**

# ecobee Smart Video Doorbell Camera (Wired) User Manual

Model: EB-CAMSDB-01



## 1. INTRODUCTION

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This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your ecobee Smart Video Doorbell Camera (Wired). Please read this manual thoroughly before installation and use to ensure proper functionality and safety.



Image 1.1: Front view of the ecobee Smart Video Doorbell Camera (Wired).

The ecobee Smart Video Doorbell Camera is designed to provide enhanced security and convenience for your home. It features a 1080p HD camera with HDR, night vision, two-way talk, and advanced detection capabilities for people and packages. The device is wired for continuous power and designed for outdoor use, with robust weather resistance.

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## 2. PACKAGE CONTENTS

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Verify that all components are present in the package before beginning installation:

- ecobee Smart Doorbell Camera
- Mounting Plates (various options)
- 2x Wire Extenders
- Chime Adapter
- Wire Connectors
- Screws

**Our two-factor authentication system ensures that your private information is kept secure.**

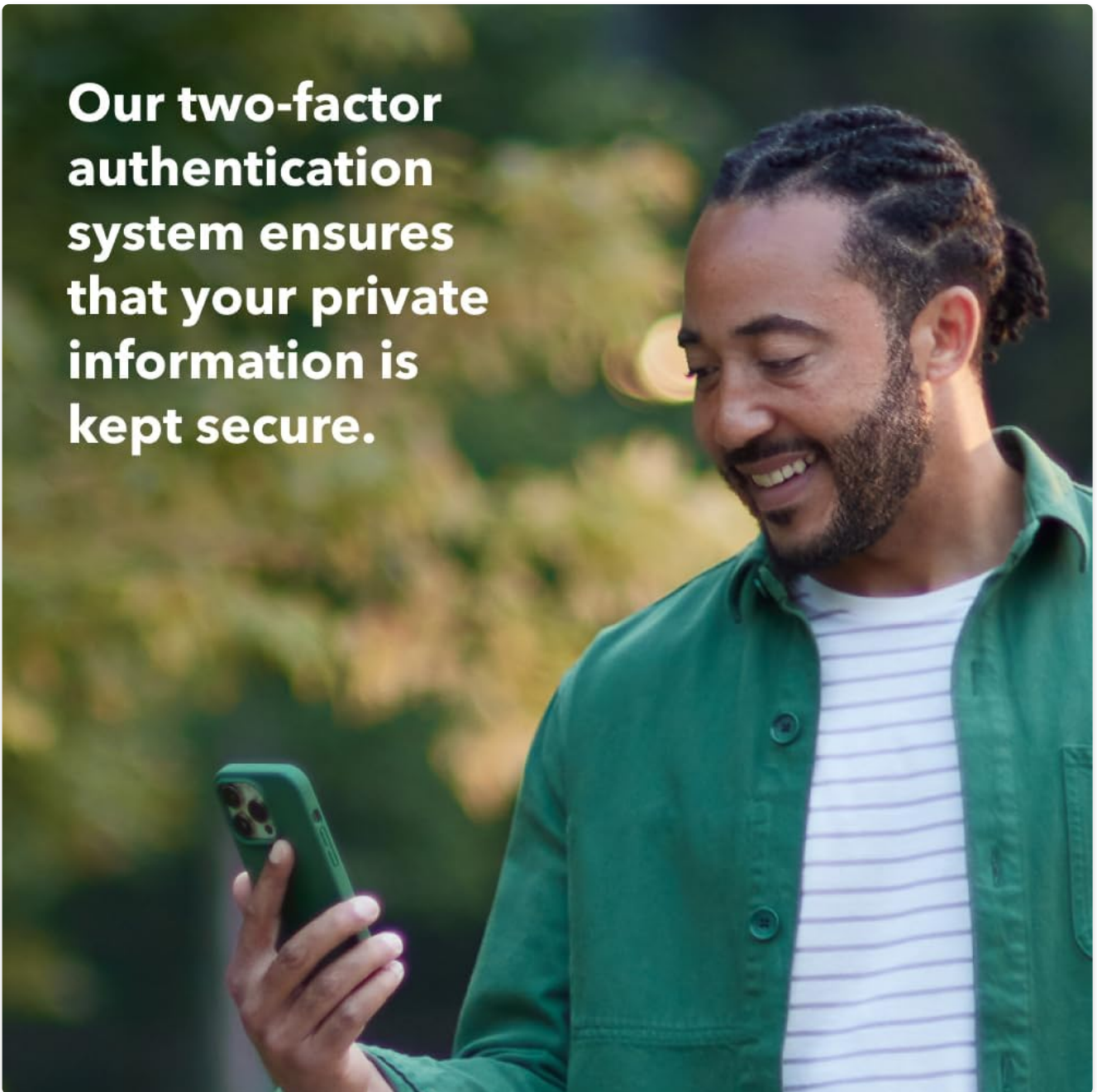


Image 2.1: All components included in the ecobee Smart Video Doorbell Camera package.

### 3. SETUP AND INSTALLATION

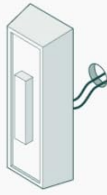
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The ecobee Smart Video Doorbell Camera requires existing doorbell wiring for power. Professional installation is recommended if you are unfamiliar with electrical wiring.

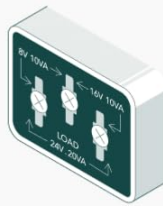
#### 3.1 Compatibility Check

- **Existing Wired Doorbell:** Ensure you have a functional existing wired doorbell system.
- **Transformer Requirements:** The doorbell is designed to work with a transformer rated for **16 to 24 VAC** and **10 VA minimum**. If your transformer voltage is lower than 16 volts, the doorbell may not power on.

## Smart Doorbell Camera compatibility check.



Check to ensure you have an existing wired doorbell.



Check your transformer. ecobee Smart Doorbell camera is designed to work with 16 to 24 volts AC. If your voltage is lower than 16 volts, the doorbell may not power on.



Download the ecobee app to view installation guide and compatibility requirements.

Image 3.1: Compatibility check for existing doorbell, transformer, and ecobee app download.

### 3.2 Installation Steps

1. **Download the ecobee App:** Download the ecobee app from your device's app store. The app provides a guided installation process.
2. **Power Off:** Turn off power to your existing doorbell system at the circuit breaker.
3. **Remove Old Doorbell:** Carefully remove your existing doorbell button.
4. **Install Chime Adapter:** Follow the in-app instructions to install the chime adapter to your indoor chime unit.
5. **Mount the Doorbell:** Use the provided mounting plates and screws to securely attach the ecobee Smart Video Doorbell Camera to your doorframe or wall.
6. **Wire Connection:** Connect the doorbell wires to the ecobee doorbell using the provided wire connectors and extenders if necessary.
7. **Power On:** Restore power at the circuit breaker.
8. **In-App Setup:** Complete the setup process within the ecobee app to connect your doorbell to your Wi-Fi network and configure settings.

### Privacy is paramount.

Your privacy is at the center of our products. We will never sell or misuse your data and our two-factor authentication system ensures that your private information is kept secure.

Learn more at [ecobee.com/privacy-policy](https://ecobee.com/privacy-policy).



Image 3.2: The ecobee app provides a guided installation experience.

## 4. OPERATING INSTRUCTIONS

Once installed and configured, your ecobee Smart Video Doorbell Camera offers various features for home security and communication.

#### 4.1 Live View and Two-Way Talk

Access a live 1080p HD video feed of your front door through the ecobee app on your smartphone or tablet. Utilize the two-way talk feature to communicate with visitors from anywhere.

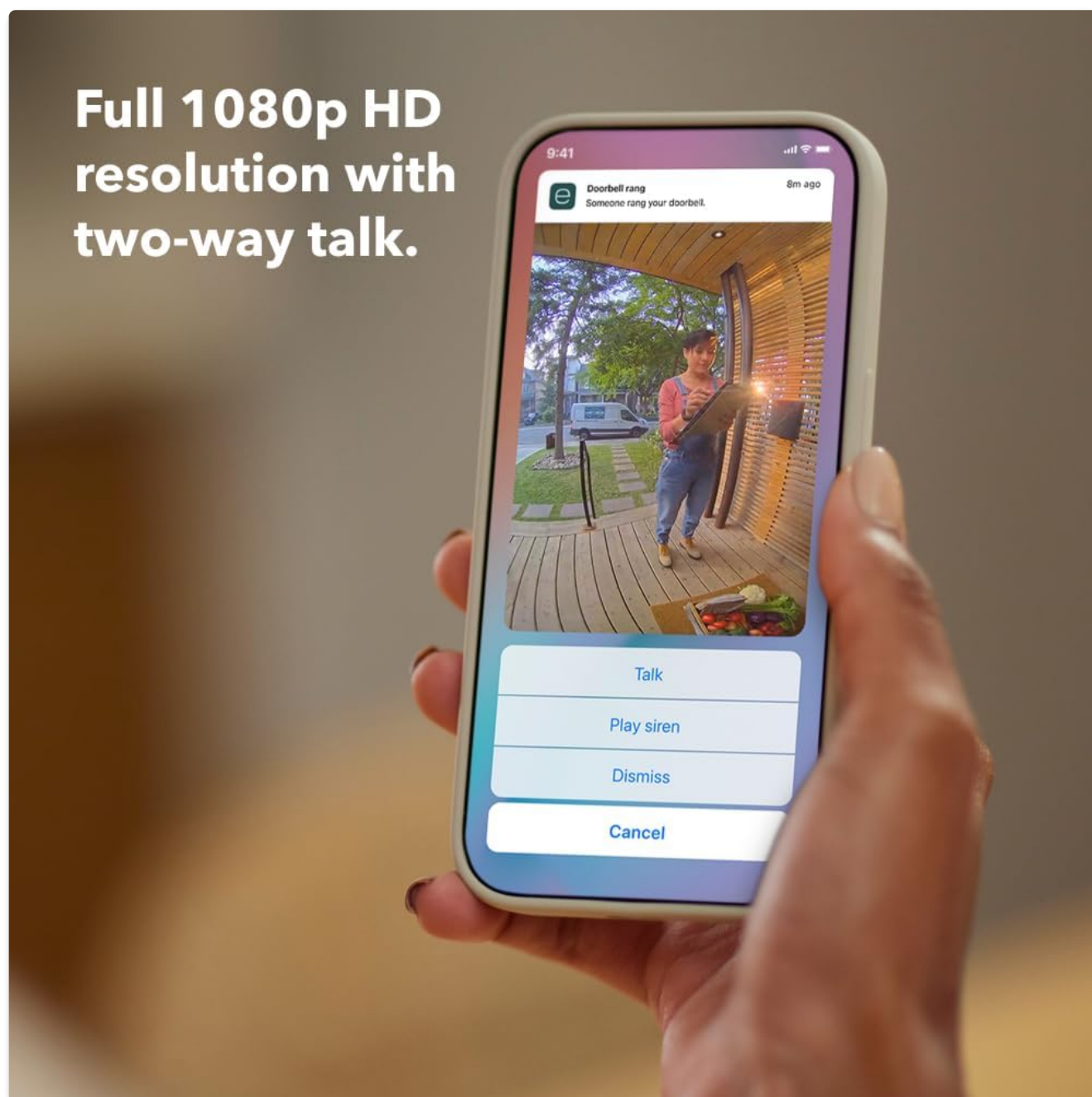


Image 4.1: Live view and two-way talk functionality via the ecobee app.

#### 4.2 Motion, Person, and Package Detection

Receive real-time notifications on your phone for motion, person, and package detection. Customize activity zones within the app to focus alerts on specific areas of interest, reducing unnecessary notifications. Package detection requires an ecobee Smart Security subscription.





**Accurate person, package,  
and object detection with  
fewer false alerts.\***

\*Requires ecobee Smart Security Subscription.

Image 4.2: The doorbell camera features accurate person, package, and object detection.

### **4.3 Wide Field of View**

The doorbell camera provides an expansive 175° vertical and 187° diagonal field of view, allowing you to see visitors and packages from head-to-toe, even those placed directly at your door.

**See a head-to-toe full view of who or what's at your door through the ecobee app.**



Image 4.3: Head-to-toe view of your front door through the ecobee app.

#### **4.4 Night Vision**

The camera is equipped with night vision capabilities, providing clear visibility up to 30 feet in low-light conditions.

#### **4.5 Smart Home Integration**

The ecobee Smart Video Doorbell Camera works with Amazon Alexa, Google Home, and Apple HomeKit compatible speakers. You can also view and talk to visitors live through your ecobee Smart Thermostat Premium. Note that Apple HomeKit Secure Video is not supported.

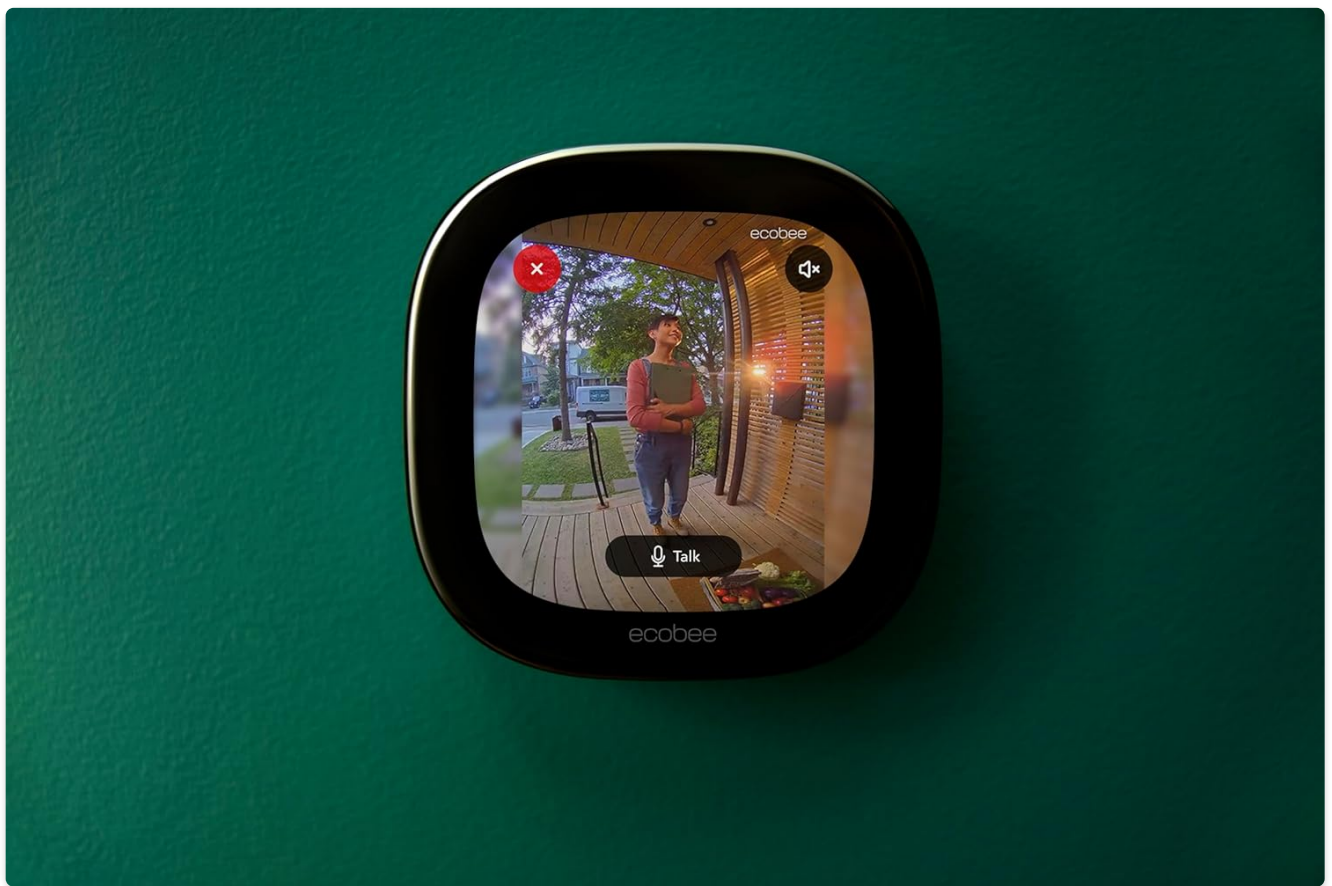


Image 4.4: Live view integration with ecobee Smart Thermostat Premium.



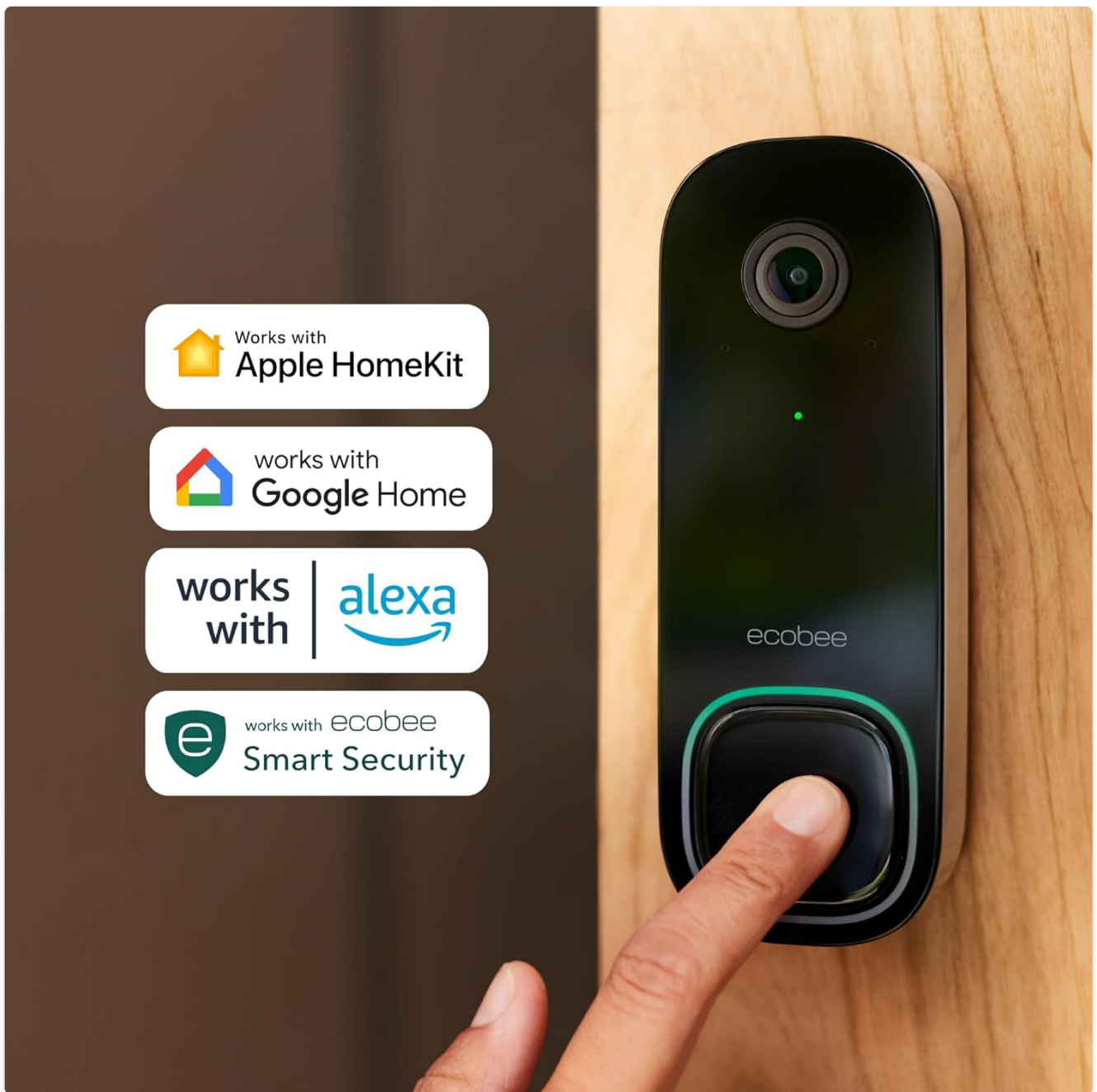


Image 4.5: Compatibility with major smart home platforms.

## 5. MAINTENANCE

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The ecobee Smart Video Doorbell Camera is designed for durability and minimal maintenance.

### 5.1 Weather Resistance

The device is IP65 waterproof and dust-protected, capable of operating in temperatures ranging from -25°C to 45°C (-13°F to 113°F). This ensures reliable performance in various weather conditions.

**IP65 waterproofed, dust protected,  
and can operate between -25 and  
45°C. (-13 and 113°F).**



Image 5.1: The doorbell camera is designed to withstand various weather conditions.

## 5.2 Software Updates

The Smart Doorbell Camera receives automatic software upgrades, ensuring access to the newest features and performance enhancements over time.

## 5.3 Cleaning

To maintain optimal video quality, periodically clean the camera lens and the doorbell's exterior with a soft, damp cloth. Avoid using harsh chemicals or abrasive materials.

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## 6. TROUBLESHOOTING

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If you encounter issues with your ecobee Smart Video Doorbell Camera, consider the following troubleshooting steps:

- **No Power/Not Turning On:** Verify that the power to your doorbell system is on at the circuit breaker. Confirm

your transformer meets the 16-24 VAC, 10 VA minimum requirement. Low voltage can prevent the doorbell from powering on.

- **No Video/Poor Video Quality:** Check your Wi-Fi connection strength at the doorbell location. Ensure the camera lens is clean and free from obstructions.
- **Notifications Not Received:** Confirm that notifications are enabled in the ecobee app settings and on your smartphone/tablet. Check your activity zone settings.
- **Two-Way Talk Issues:** Ensure your device's microphone and speaker are enabled for the ecobee app. Check your internet connection for stability.
- **App Connectivity Issues:** Restart your Wi-Fi router and modem. Close and reopen the ecobee app. If issues persist, try reinstalling the app.

For further assistance, refer to the ecobee support page or contact ecobee customer service.

## 7. SPECIFICATIONS

Model Number	EB-CAMSDB-01
Indoor/Outdoor Usage	Outdoor
Power Source	Corded Electric
Voltage	16-24 VAC
Wattage	16 watts
Connectivity Protocol	Wi-Fi, Bluetooth
Video Capture Resolution	1080p
Frame Rate	30 frames per second
Viewing Angle	187 Degrees (Diagonal)
Night Vision Range	30 Feet
Operating Temperature	-25°C to 45°C (-13°F to 113°F)
Water Resistance Level	IP65 (Water Resistant)
Dimensions (L x W x H)	2.5 x 3.5 x 7.5 inches
Item Weight	14.4 ounces
Compatible Devices	Smartphone, Tablet, ecobee Smart Thermostat Premium, Amazon Alexa, Google Home, Apple HomeKit

Special Features	2-Way Audio, HD Resolution, Night Vision, Noise Reduction, Time-Lapse, Brightness Control
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## 8. WARRANTY INFORMATION

The ecobee Smart Video Doorbell Camera (Wired) comes with a **3-year manufacturer's warranty**. For details regarding warranty claims and coverage, please visit the official ecobee website or contact customer support.

## 9. SUPPORT AND PRIVACY

### 9.1 Customer Support

For technical support, product inquiries, or warranty service, please visit the ecobee support website or contact their customer service team. The ecobee app also provides resources and guides.

### 9.2 ecobee Smart Security Subscription

Enhance your doorbell's capabilities with an ecobee Smart Security subscription. Register your doorbell camera to unlock features such as 24/7 professional monitoring (US only), 30-day video storage, package detection, and rich notifications with image snapshots. A free trial month is typically included upon registration.

### 9.3 Data Privacy

ecobee prioritizes user privacy. Your video content is secured with a two-factor authentication system, and data is encrypted on the device before being sent to the cloud. For more information on ecobee's privacy policy, please visit their official website.

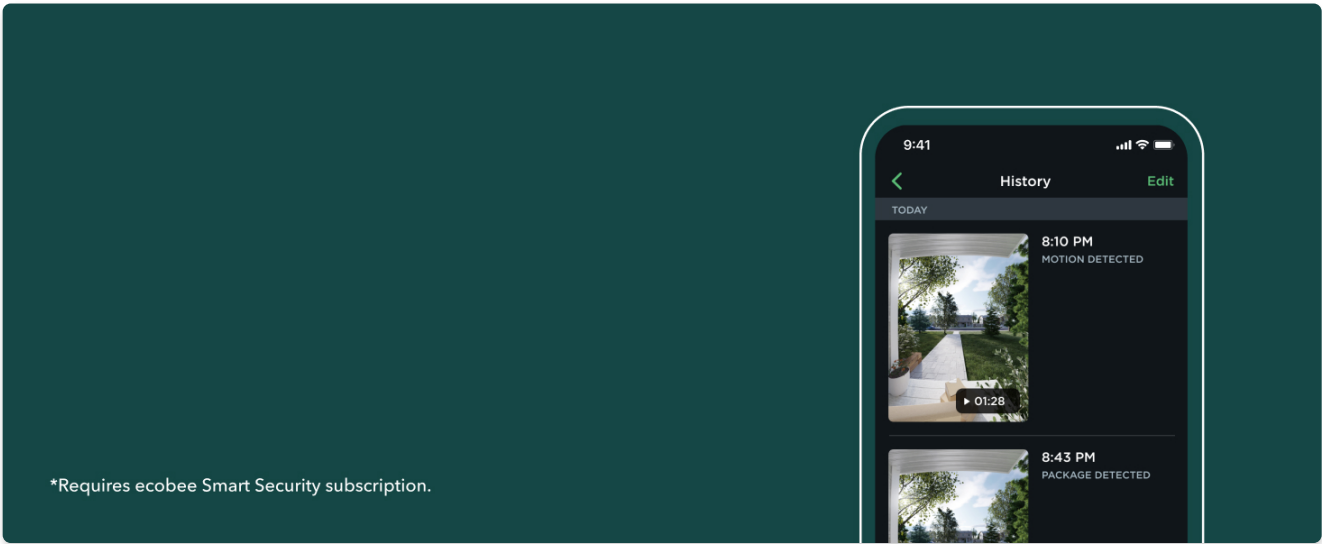


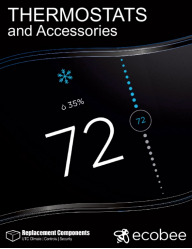





Image 9.1: ecobee's commitment to user privacy and data security.



## Related Documents - EB-CAMSDB-01

	<p><a href="#">ecobee Smart Doorbell Camera Quick Start Guide</a></p> <p>Get started with your ecobee Smart Doorbell Camera. This guide provides step-by-step instructions for setup, app installation, and product features, along with important compliance information.</p>
	<p><a href="#">ecobee Smart Thermostats and Accessories   ecobee3 Lite Pro, ecobee4 Pro, EMS Si</a></p> <p>Explore the range of ecobee smart thermostats, including the ecobee3 Lite Pro, ecobee4 Pro, and ecobee EMS Si, along with accessories like Room Sensors and Power Extender Kits. Features, specifications, and comparisons.</p>
	<p><a href="#">ecobee Smart Thermostats and Accessories: Product Catalog</a></p> <p>Comprehensive catalog detailing ecobee's smart home and commercial thermostats, including the ecobee3 Lite Pro, ecobee4 Pro, and ecobee EMS Si, alongside essential accessories like Room Sensors and the Power Extender Kit. Find specifications, features, and compatibility information.</p>
	<p><a href="#">How to Install Your ecobee Smart Thermostat</a></p> <p>A step-by-step guide to installing your ecobee smart thermostat, including instructions for systems with and without a C wire, and troubleshooting tips.</p>
	<p><a href="#">ecobee EB-STATE6-01 Smart Thermostat User Guide - Features, Installation, and Warranty</a></p> <p>Comprehensive user guide for the ecobee EB-STATE6-01 Smart Thermostat, detailing its features for home comfort and energy efficiency, installation steps, compliance information (FCC, ISED, RoHS), and a 3-year limited warranty.</p>
	<p><a href="#">ecobee Thermostat 3-Year Limited Warranty</a></p> <p>Details the 3-year limited warranty for ecobee thermostats, covering defects in materials and workmanship, warranty claims, exclusions, and limitations of liability. Information on obtaining service and purchasing advice is also provided.</p>