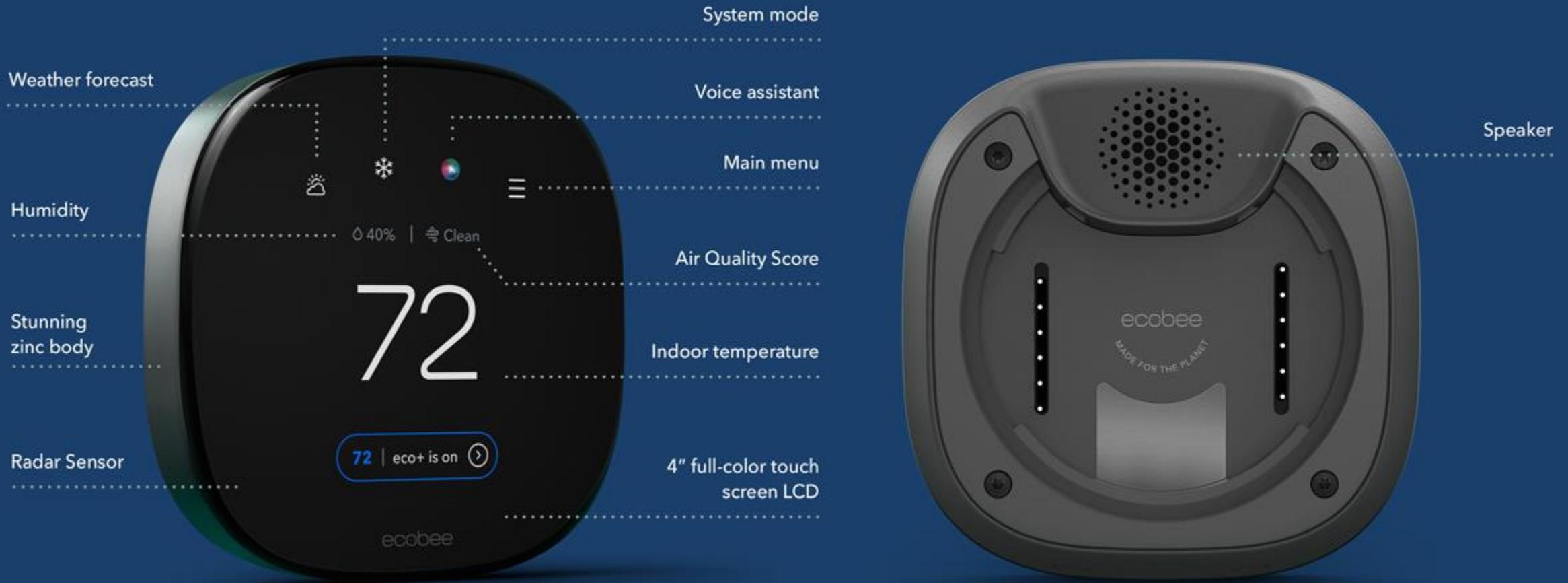




Installation made easy

- What's in the box?
- Wiring diagrams
- First Run Setup
- Pro Pin

A closer look at Smart Thermostat Premium.



A closer look at Smart Thermostat Enhanced.



A closer look at Smart Thermostat Lite





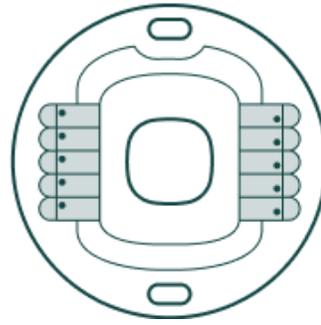
Smart Thermostat
LITE

ecobee Smart Thermostat Lite

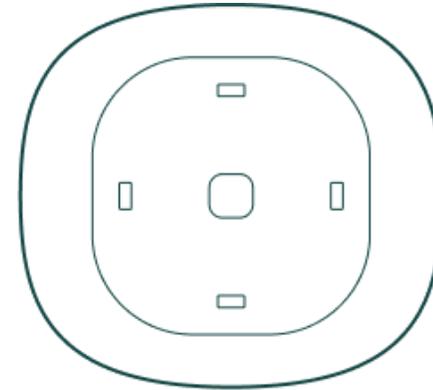
What's in the box?



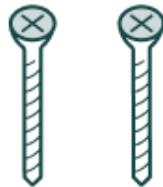
ecobee Smart Thermostat
Lite



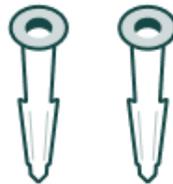
Thermostat
backplate



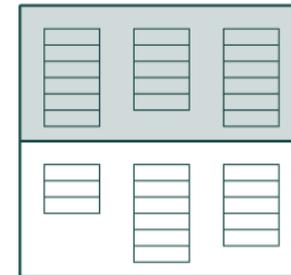
Trim plate



Screws (x2)



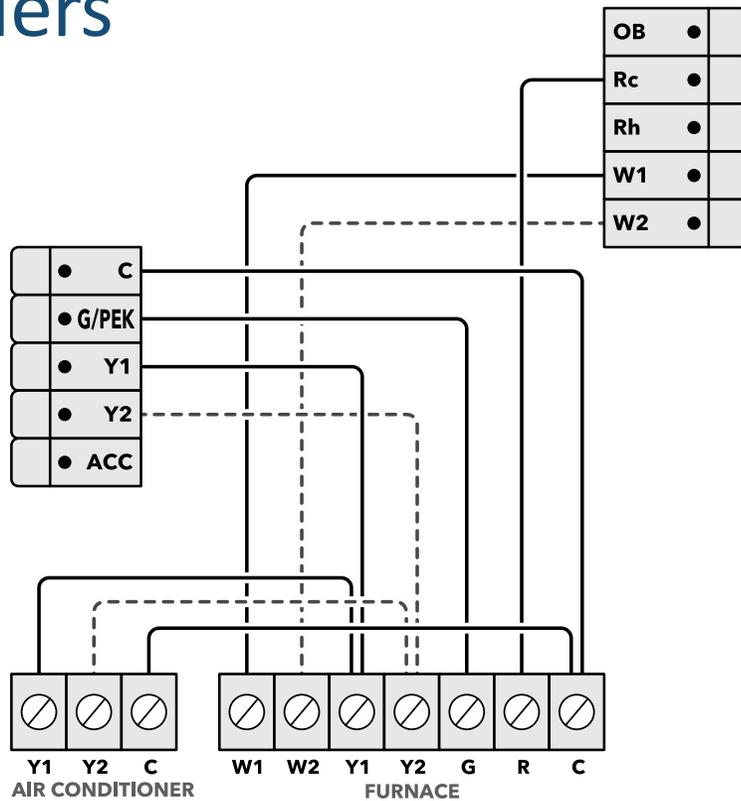
Drywall plugs (x2)



Installation manual, quick
start guide & wire labels

ecobee Smart Thermostat Lite

Thermostat wiring: Conventional HVAC and boilers



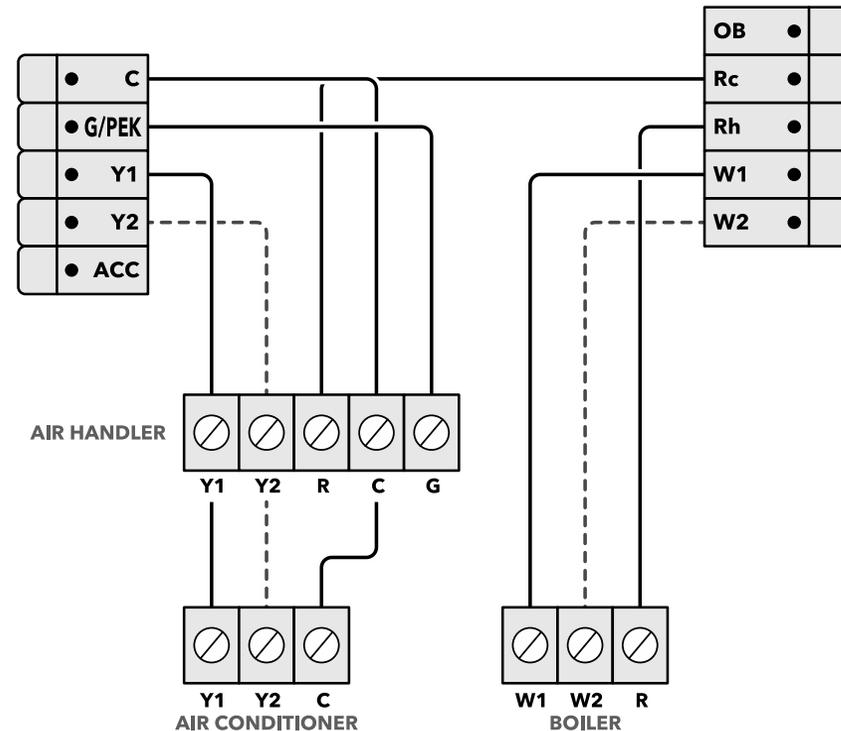
Conventional system

ecobee automatically jumpers the Rc and Rh wires.

For heating-only, connect the R-wire to the Rc terminal.

For cooling-only systems, connect the R-wire to the Rc terminal.

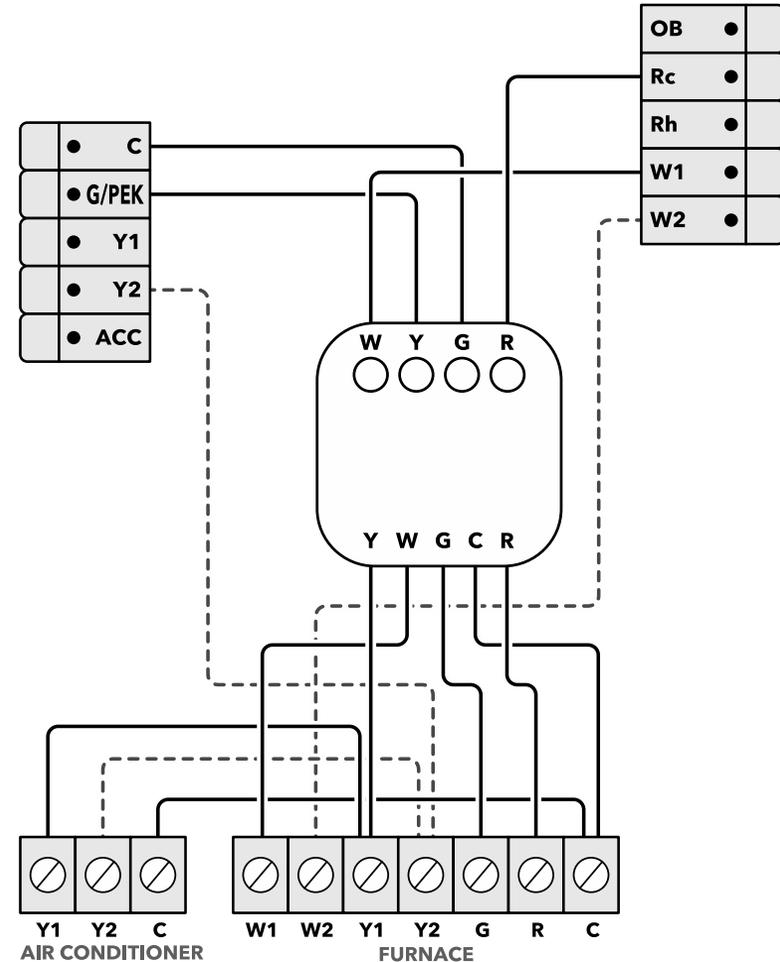
2 transformer configurations will use Rh and Rc.



Boiler system

PEK-to-thermostat wiring

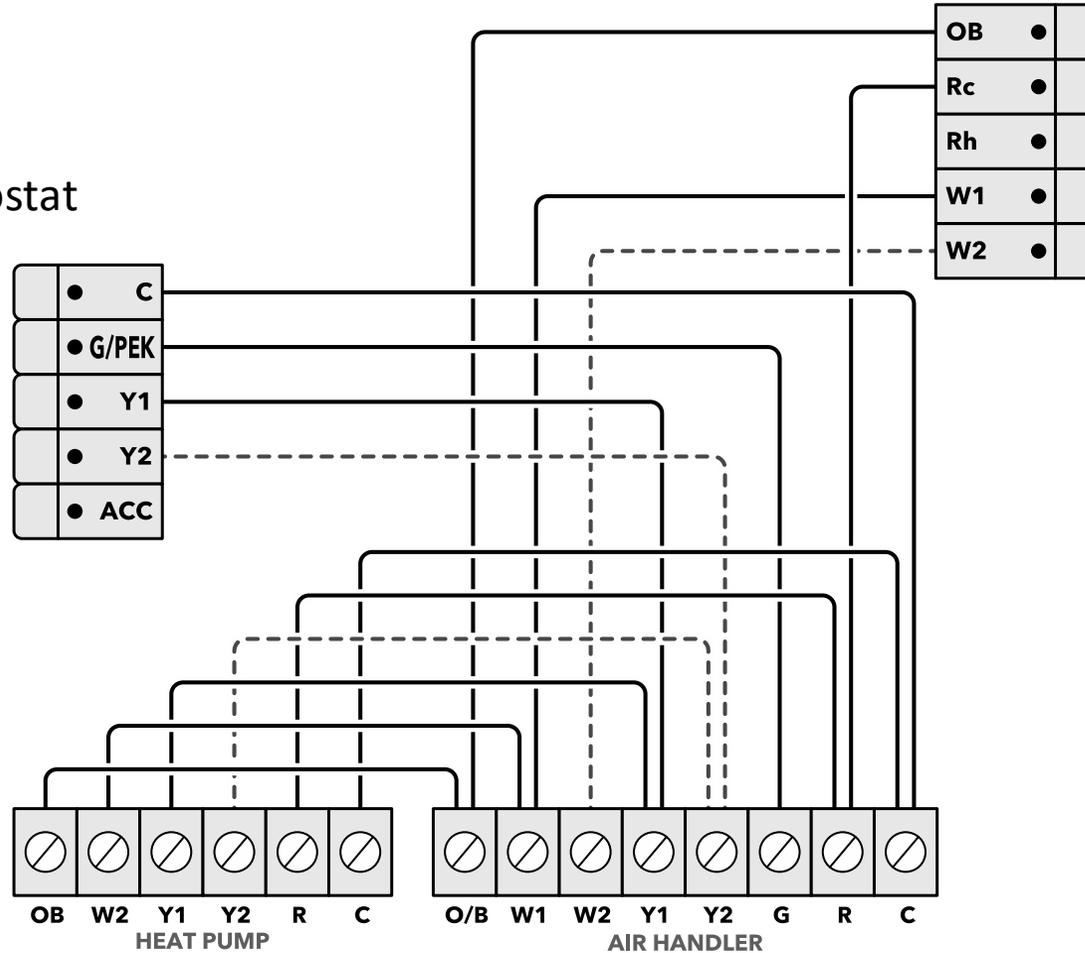
- R wire goes to the Rc terminal
- Y wire goes to the G/PEK terminal
- G wire goes to the C terminal.
- W wire goes into the W1 terminal.



ecobee Smart Thermostat Lite

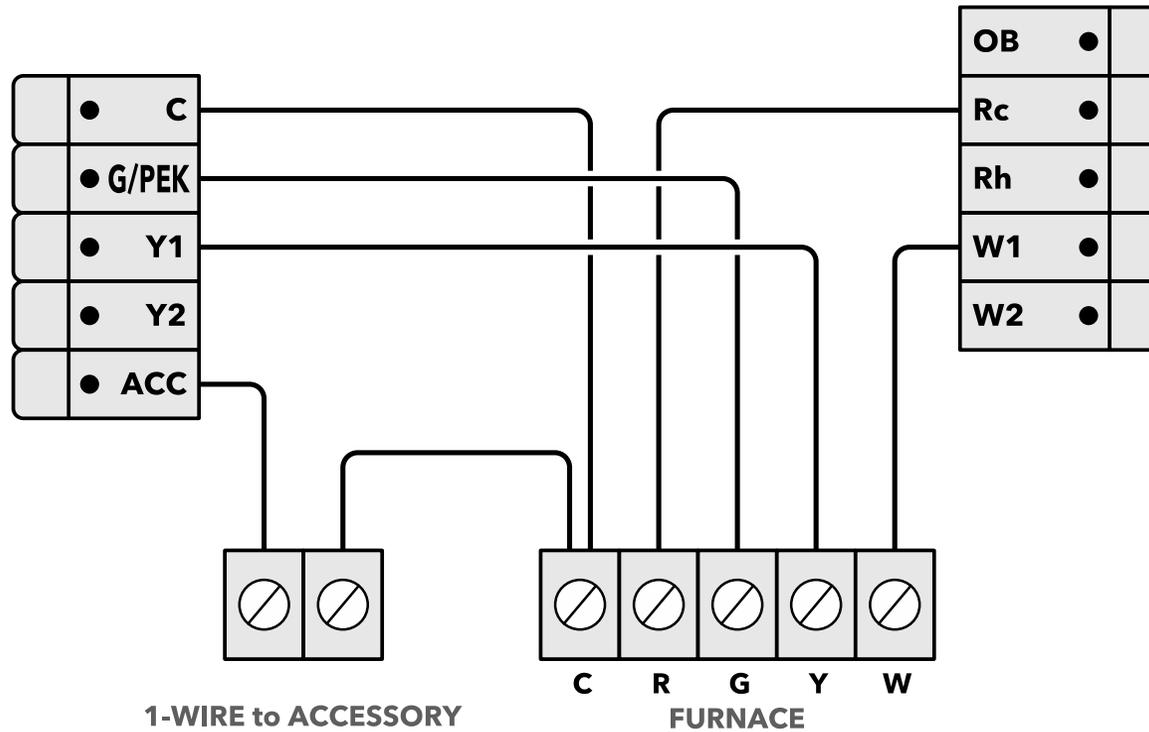
Heat pump (air or geothermal) with auxiliary heat

ecobee Thermostat



1-Wire Accessory Setup

ecobee Thermostat

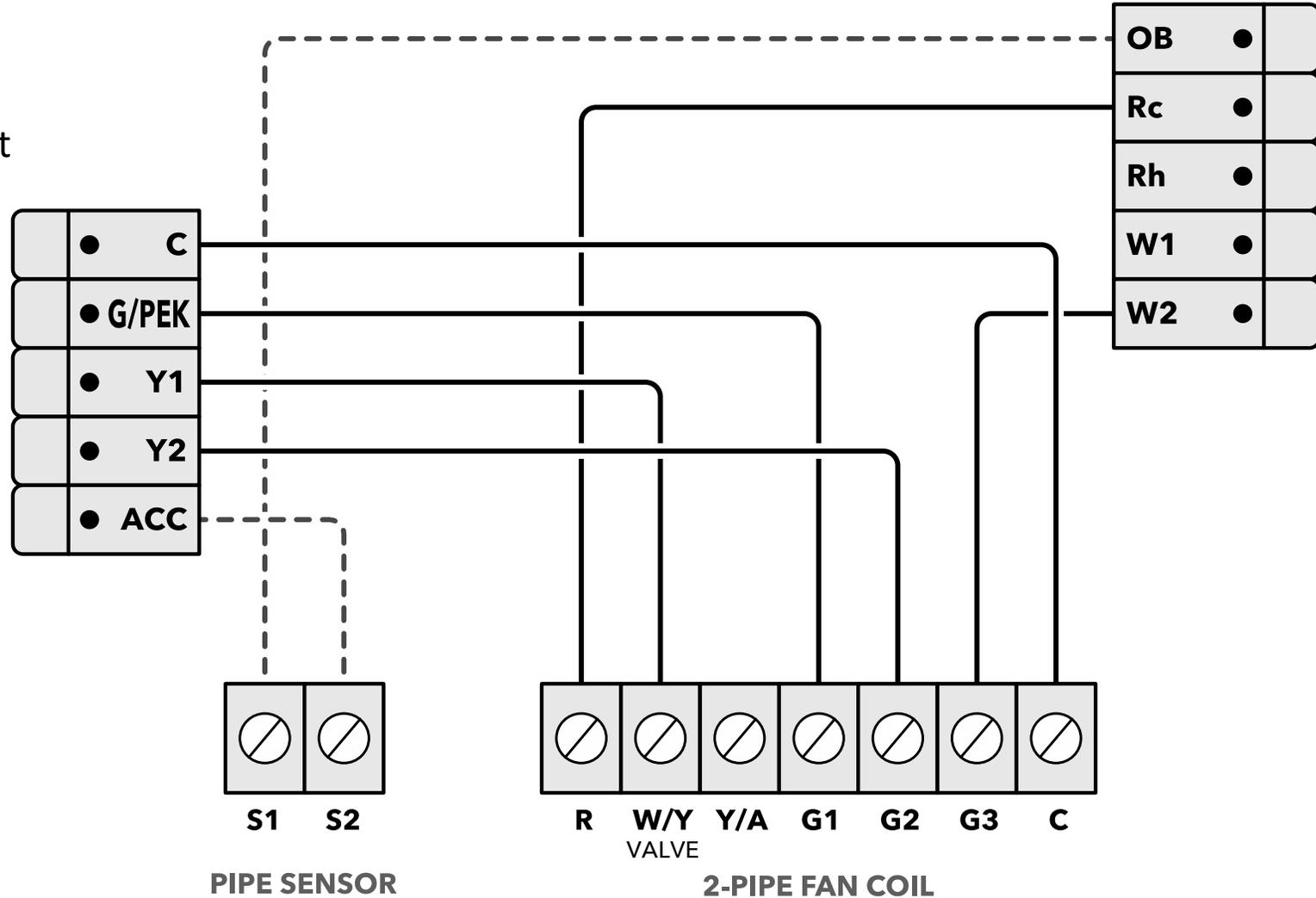


NOTE: Only a humidifier, dehumidifier or ventilator may be connected to a single thermostat at anytime.

ecobee Smart Thermostat Lite

2-Pipe Fan Coil

ecobee Thermostat

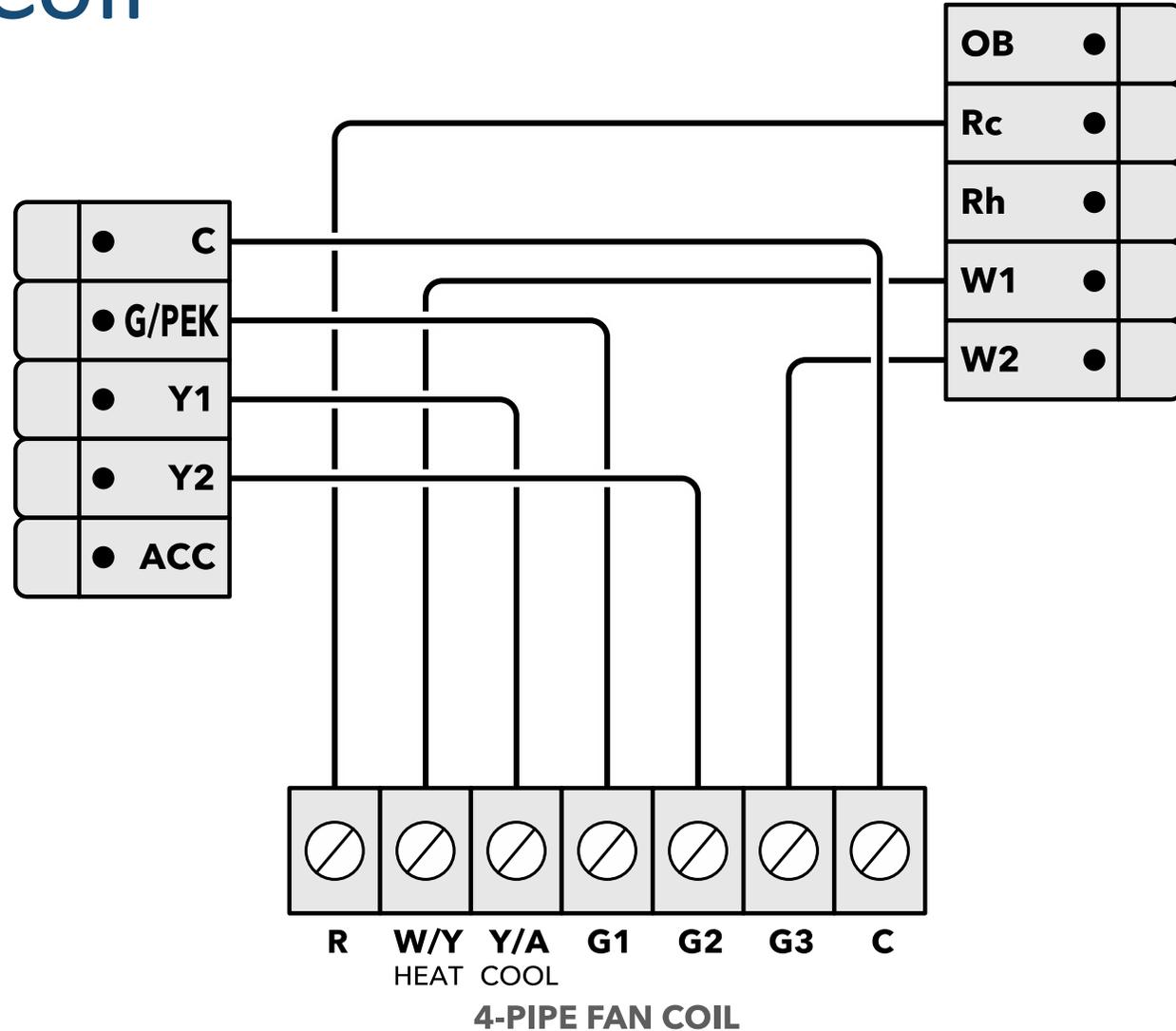


Multi-Speed
Fan Wiring

ecobee Smart Thermostat Lite

4-Pipe Fan Coil

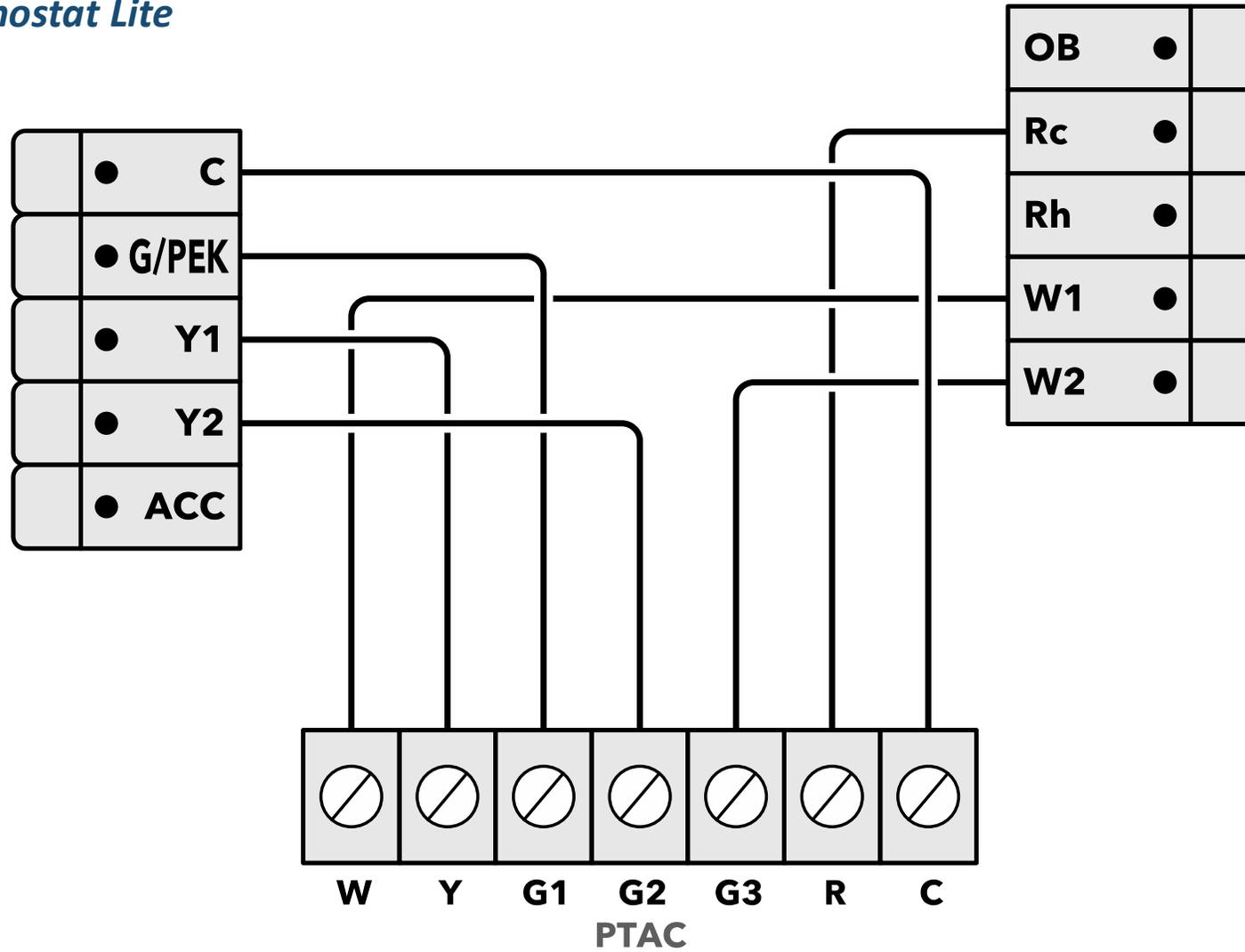
ecobee Thermostat



Multi-Speed
Fan Wiring

ecobee Smart Thermostat Lite

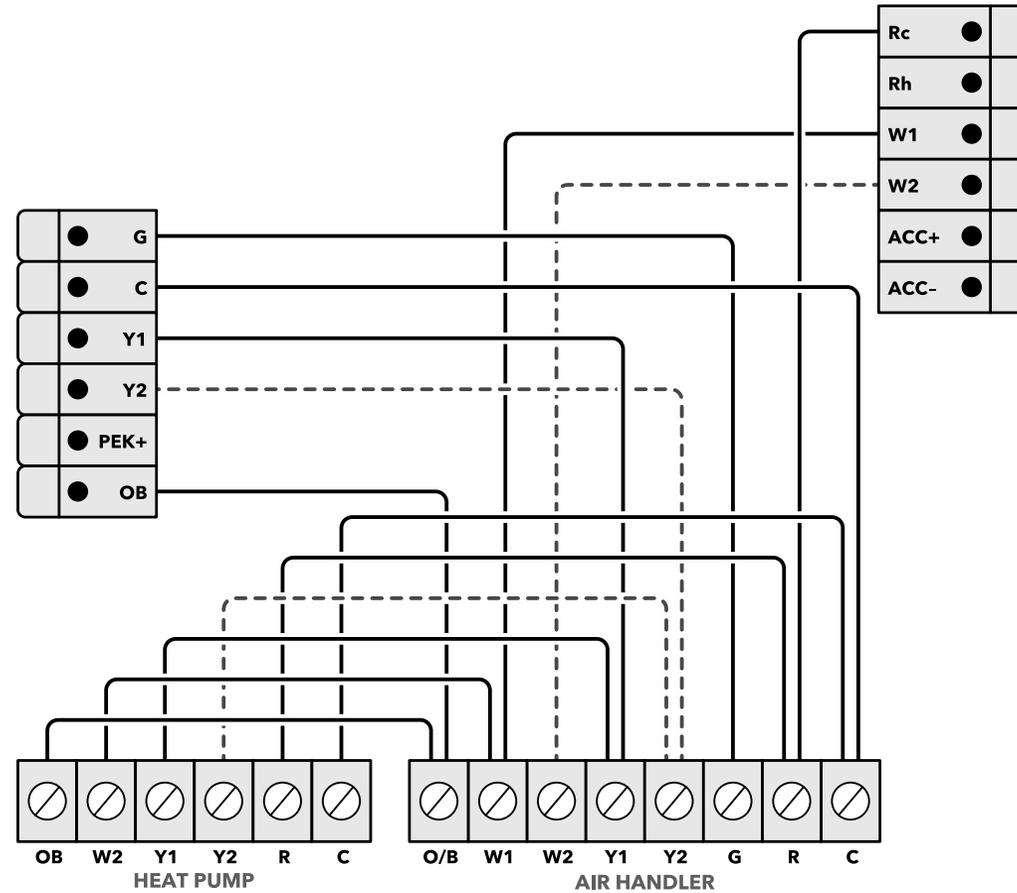
PTAC



Multi-Speed
Fan Wiring

ecobee Smart Thermostat Lite

Heat pump



Multi-Speed
Fan Wiring

NOTE: Only a humidifier, dehumidifier or ventilator may be connected to a single thermostat at anytime.



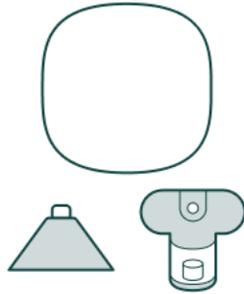
Smart Thermostat
PREMIUM

ecobee Smart Thermostat Premium

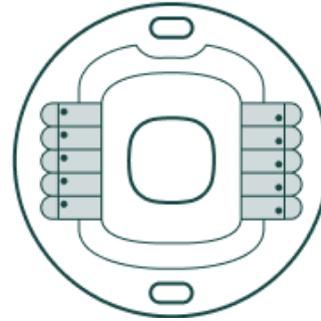
What's in the box?



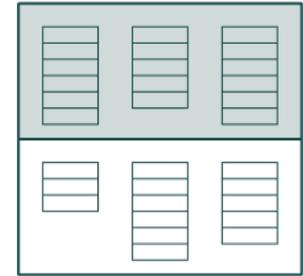
ecobee Smart Thermostat Premium



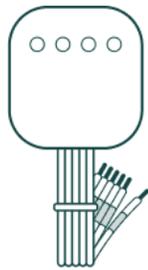
ecobee SmartSensor (x1), stand, and wall mount



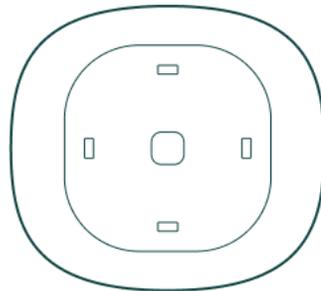
Thermostat backplate



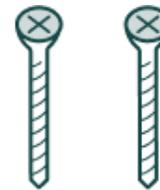
Installation manual, quick start guide & wire labels



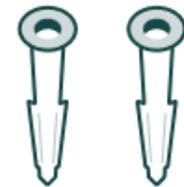
Power Extender Kit (PEK)



Trim plate



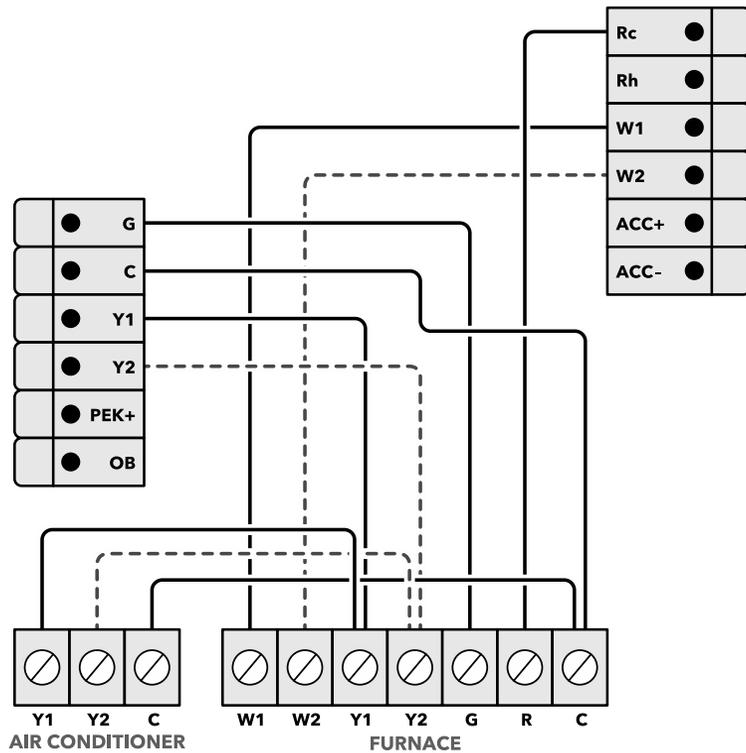
Screws (x2)



Drywall plugs (x2)

ecobee Smart Thermostat Premium

Thermostat wiring: Conventional HVAC and boilers

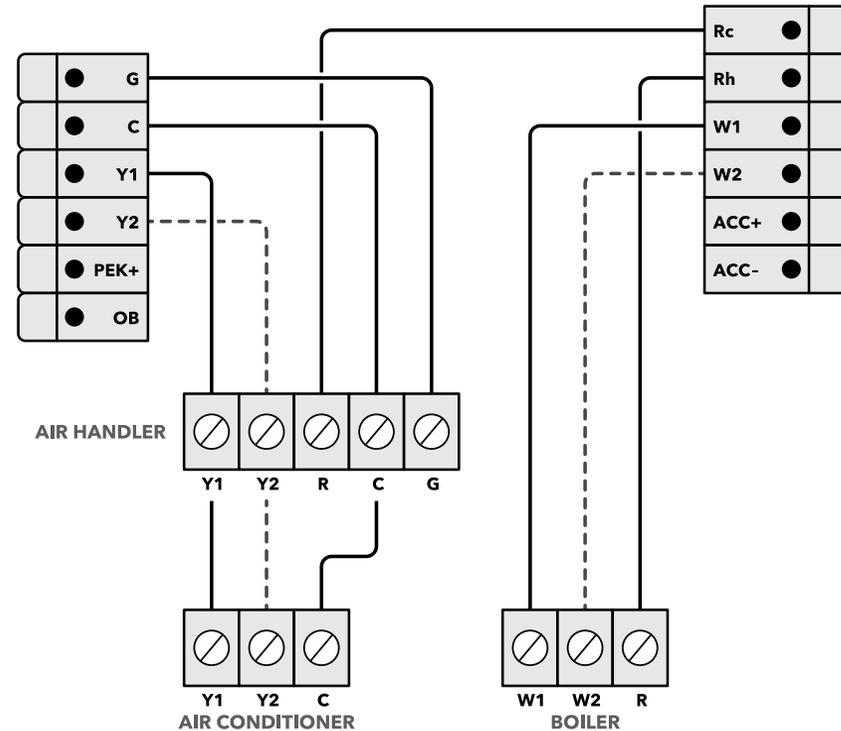


Conventional system

ecobee automatically jumpers the Rc and Rh wires.

For heating-only, connect the R-wire to the Rc terminal.
For cooling-only systems, connect the R-wire to the Rc terminal.

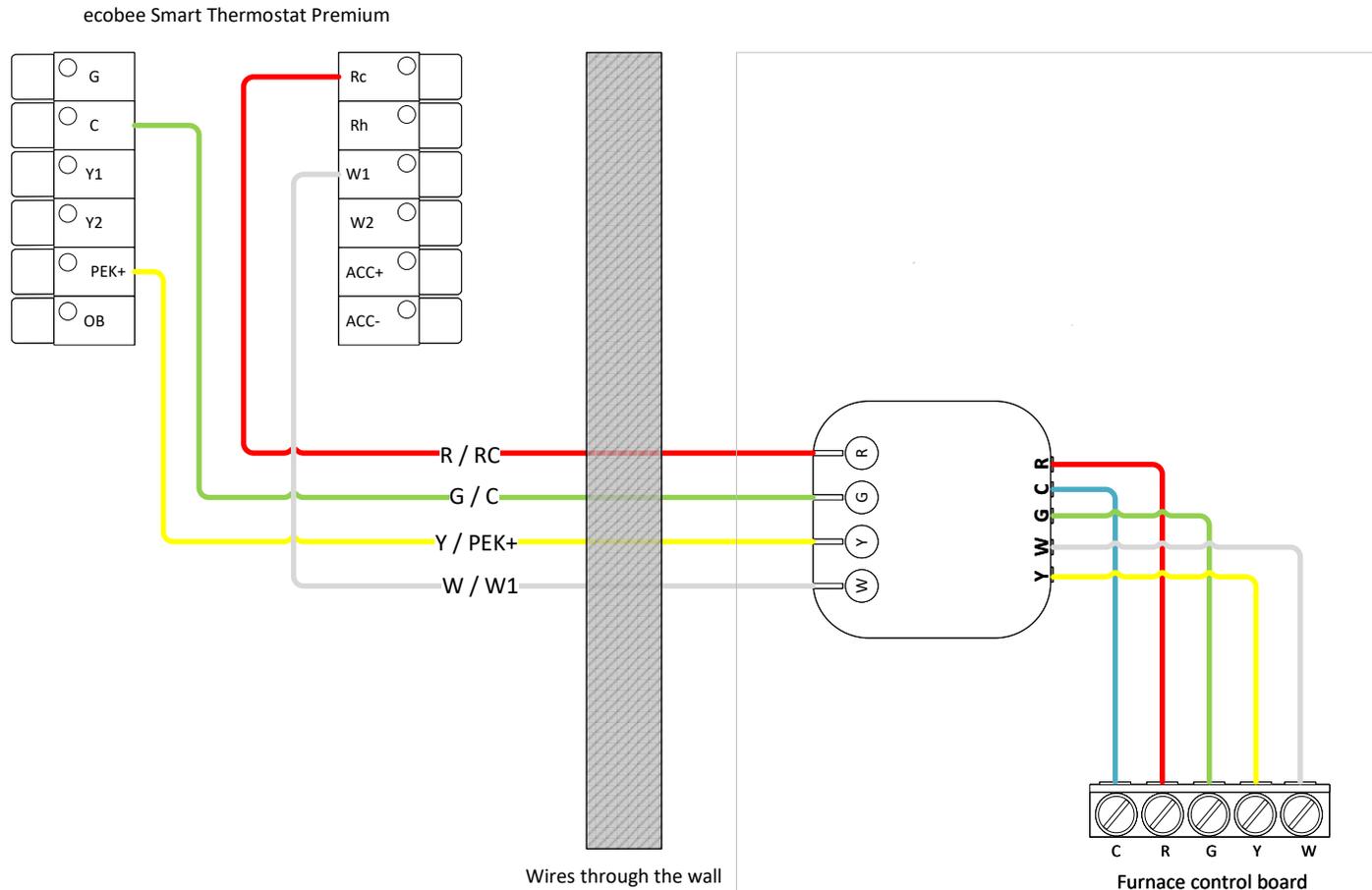
2 transformer configurations will use Rh and Rc.



Boiler system

PEK-to-thermostat wiring

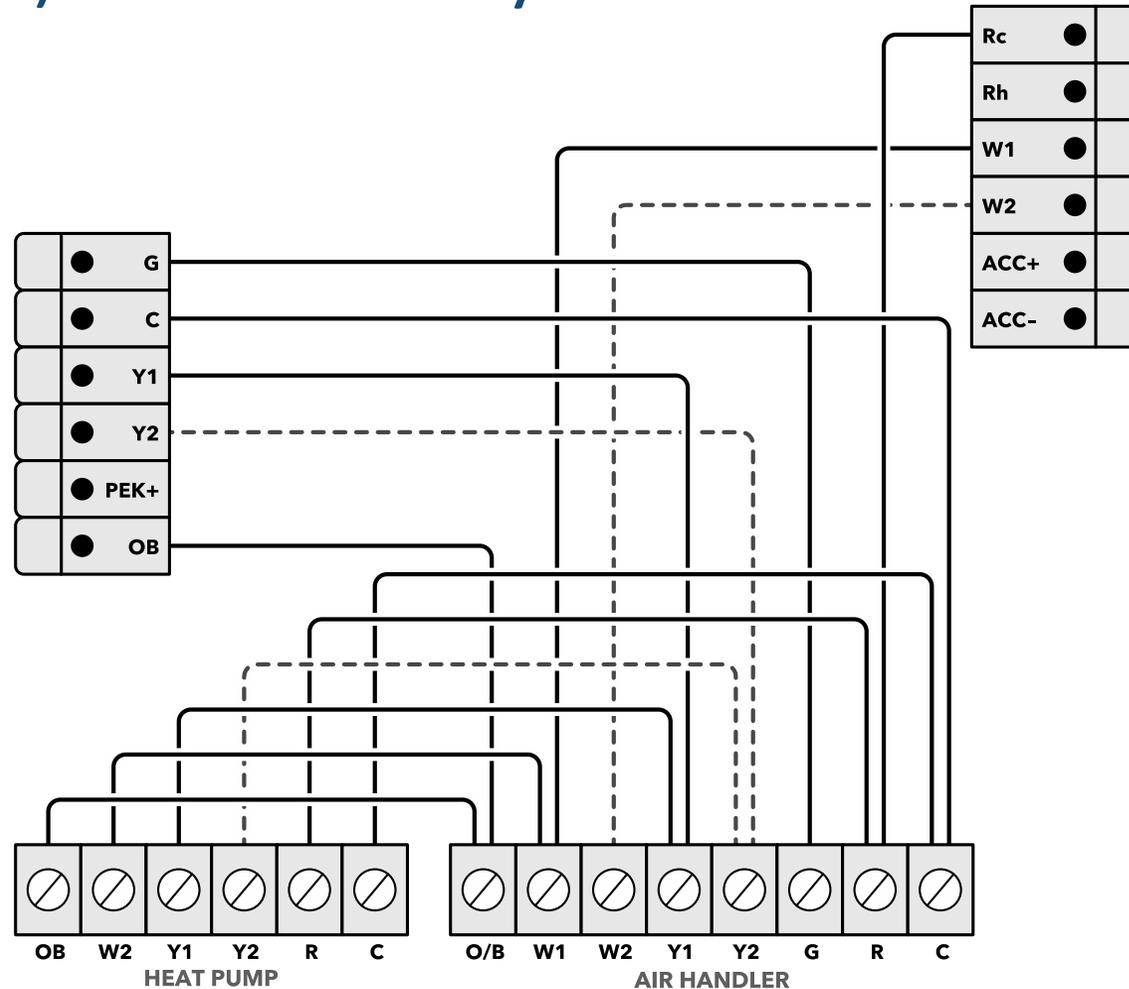
The R wire goes to the Rc terminal, the Y wire goes to the PEK+ terminal, and the G wire goes to the C terminal. W wire goes into the W1 terminal.



ecobee Smart Thermostat Premium

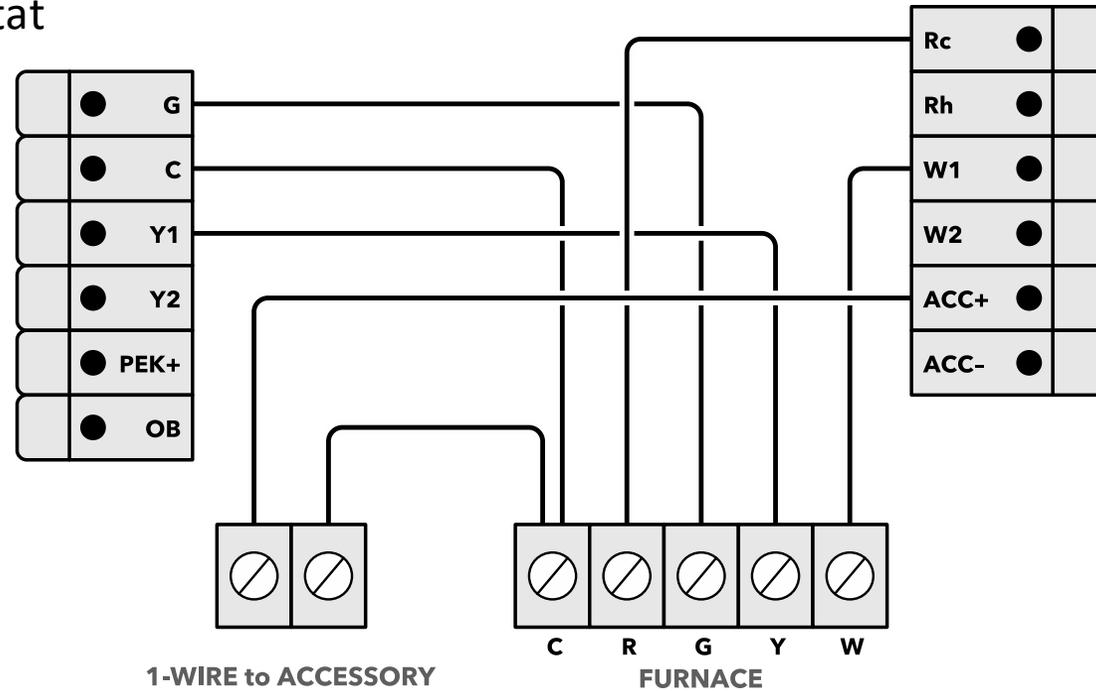
Heat pump (air or geothermal) with auxiliary heat

ecobee Thermostat



1-Wire Accessory Setup

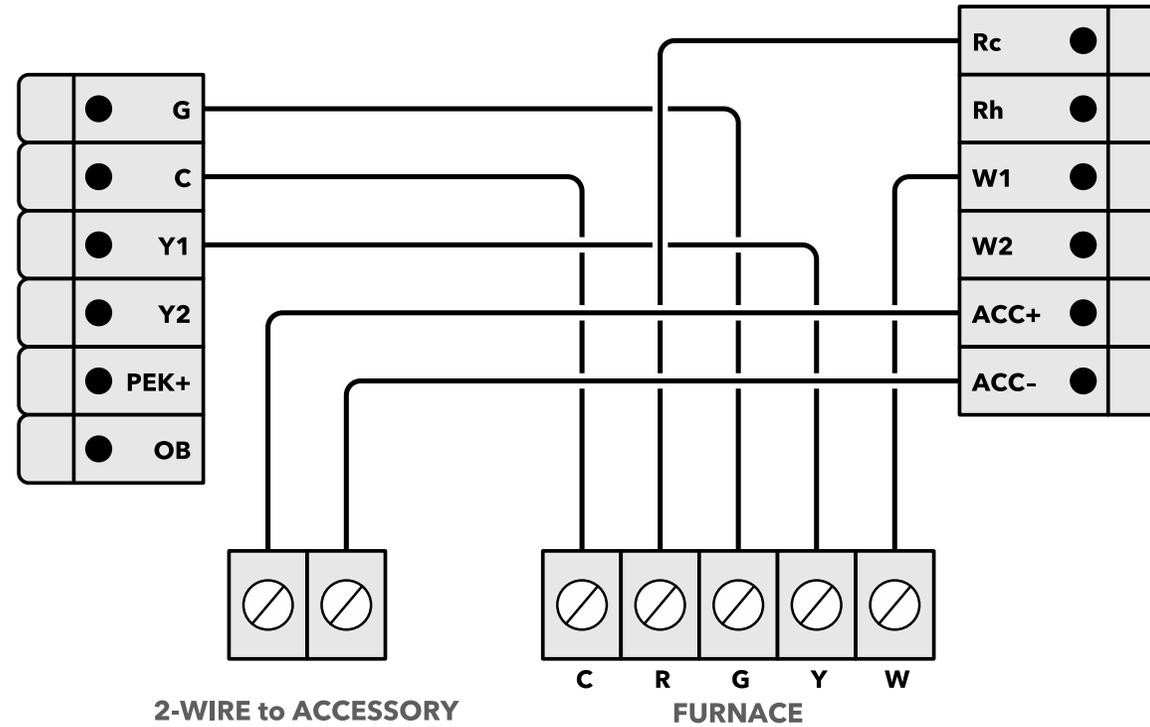
ecobee Thermostat



NOTE: Only a single accessory (humidifier, dehumidifier or ventilator) may be connected to a single thermostat at anytime.

2-Wire Setup

ecobee Thermostat

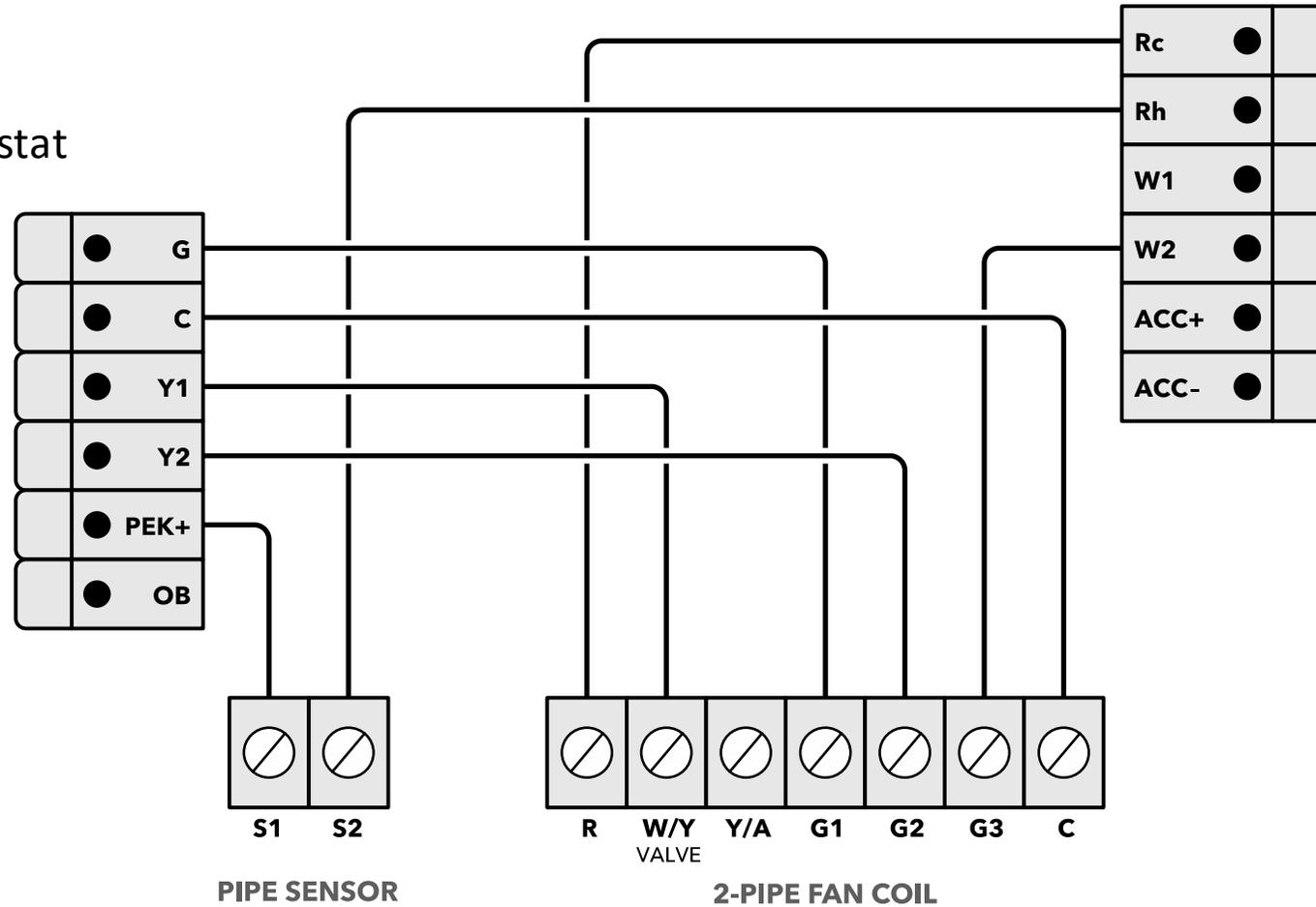


NOTE: Only a humidifier, dehumidifier or ventilator may be connected to a single thermostat at anytime.

ecobee Smart Thermostat Premium

2-Pipe Fan Coil

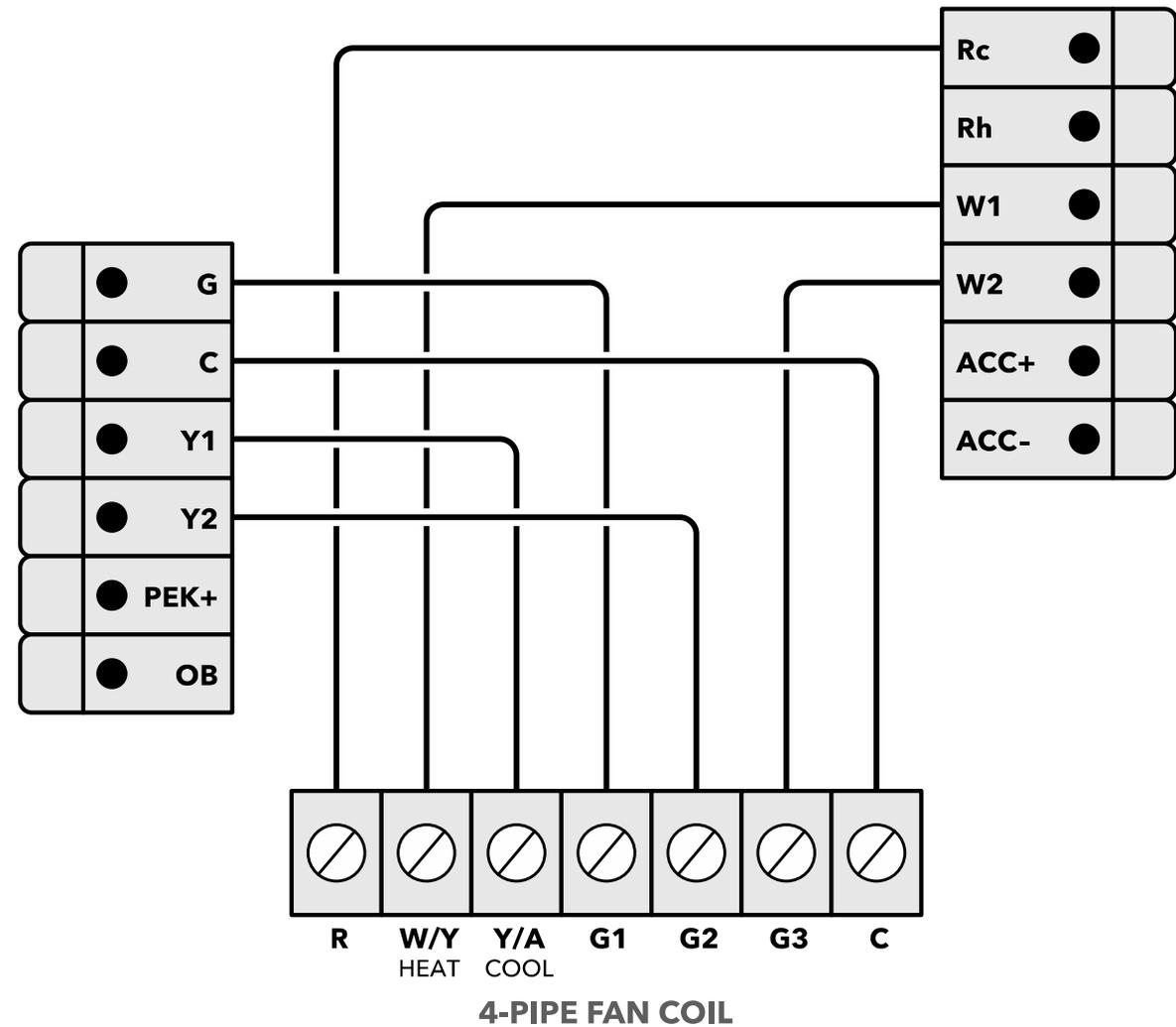
ecobee Thermostat



ecobee Smart Thermostat Premium

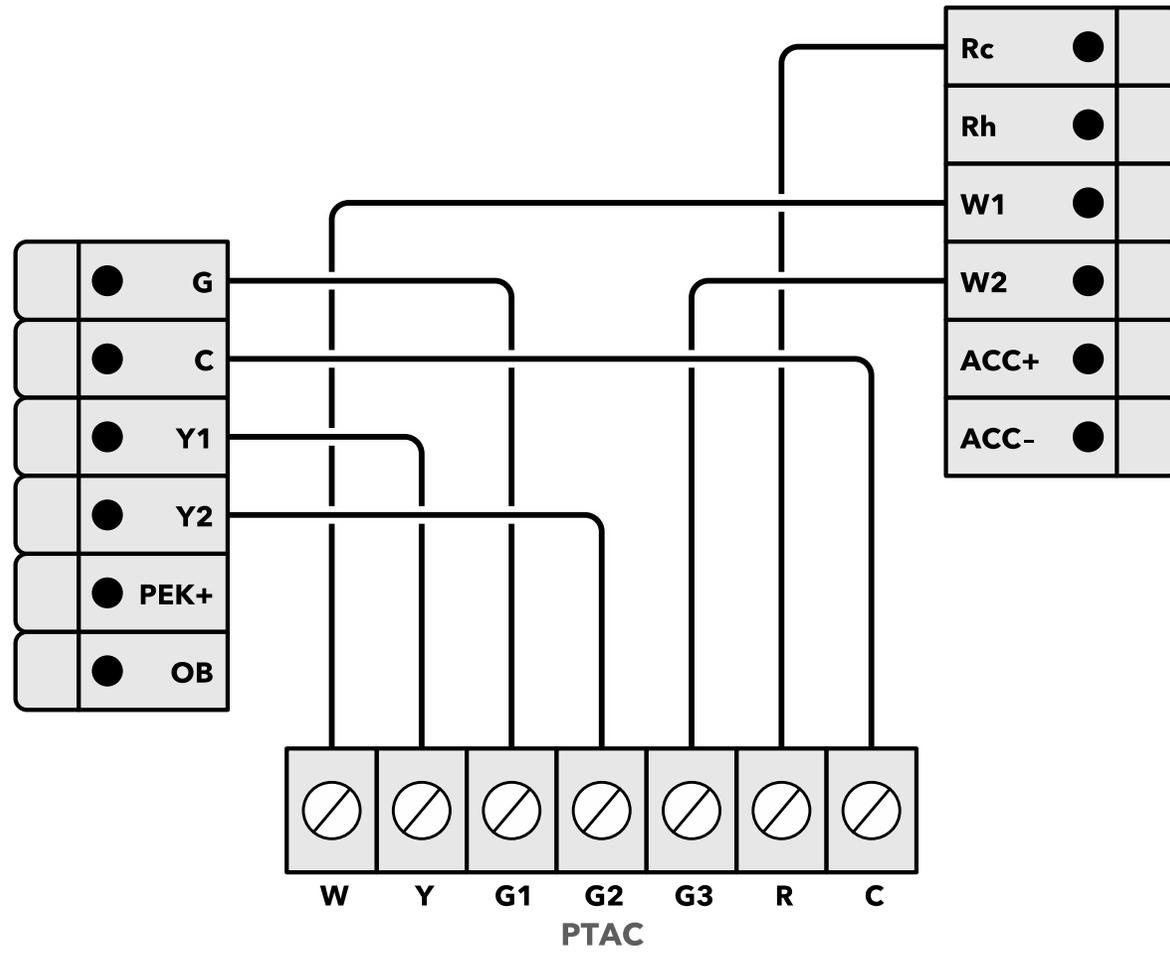
4-Pipe Fan Coil

ecobee Thermostat



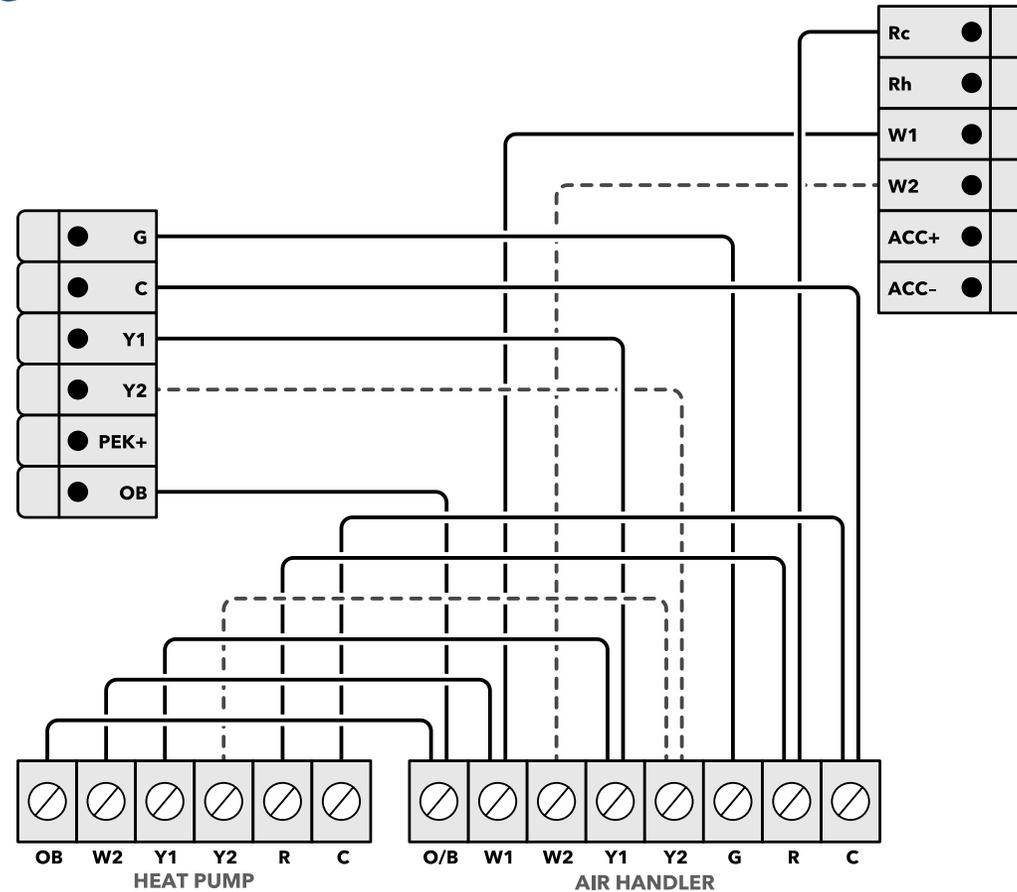
ecobee Smart Thermostat Premium

PTAC



ecobee Smart Thermostat Premium

Heat pump



Multi-Speed
Fan Wiring

NOTE: Only a humidifier, dehumidifier or ventilator may be connected to a single thermostat at anytime.

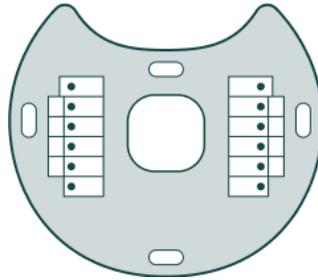


Smart Thermostat **ENHANCED**

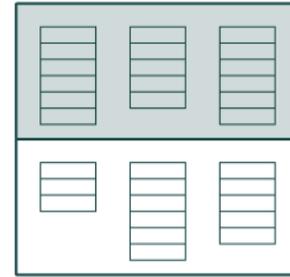
What's in the box?



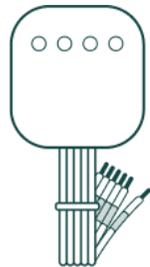
ecobee Smart Thermostat
Enhanced



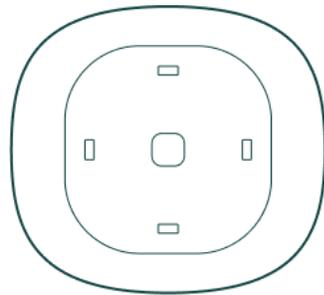
Thermostat
backplate



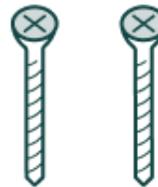
Installation manual, quick
start guide & wire labels



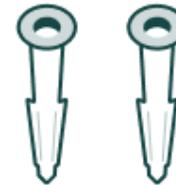
Power Extender Kit (PEK)



Trim plate

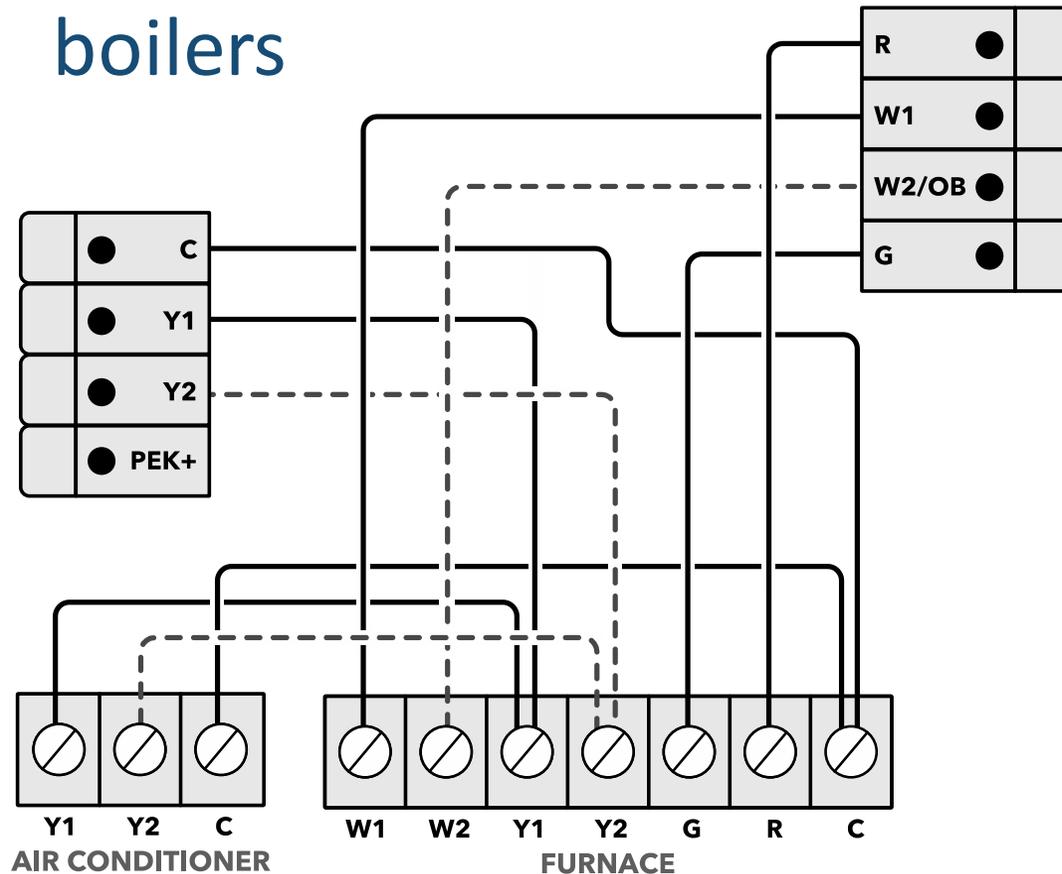


Screws (x2)



Drywall plugs (x2)

Thermostat wiring: Conventional HVAC and boilers



Conventional system

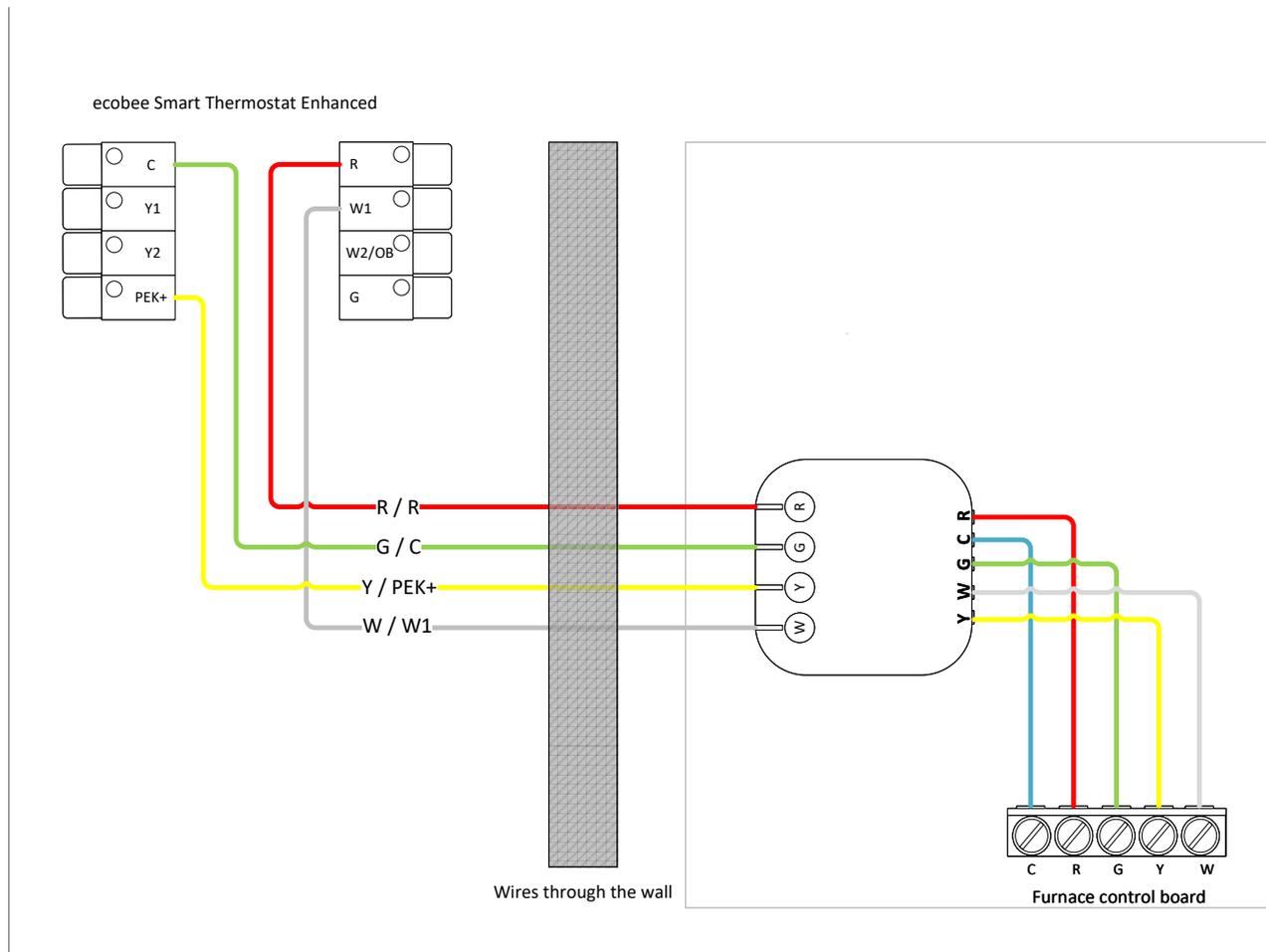
Enhanced only connects to one transformer as it only has 1 R terminal.

For heating and cooling systems, connect the 1 R-wire (even if Rh and Rc) to the R terminal.

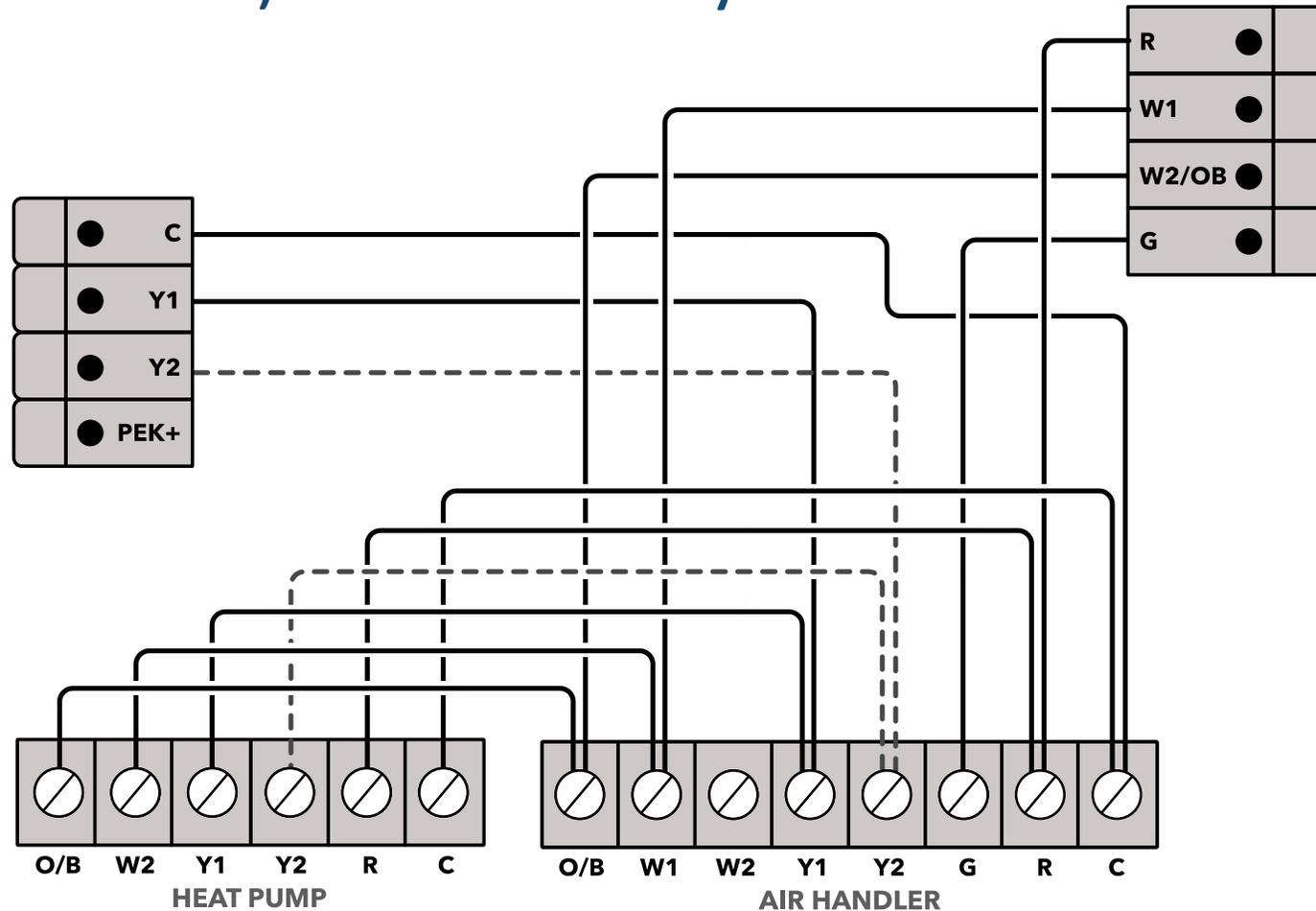
ecobee Smart Thermostat Enhanced

PEK-to-thermostat wiring

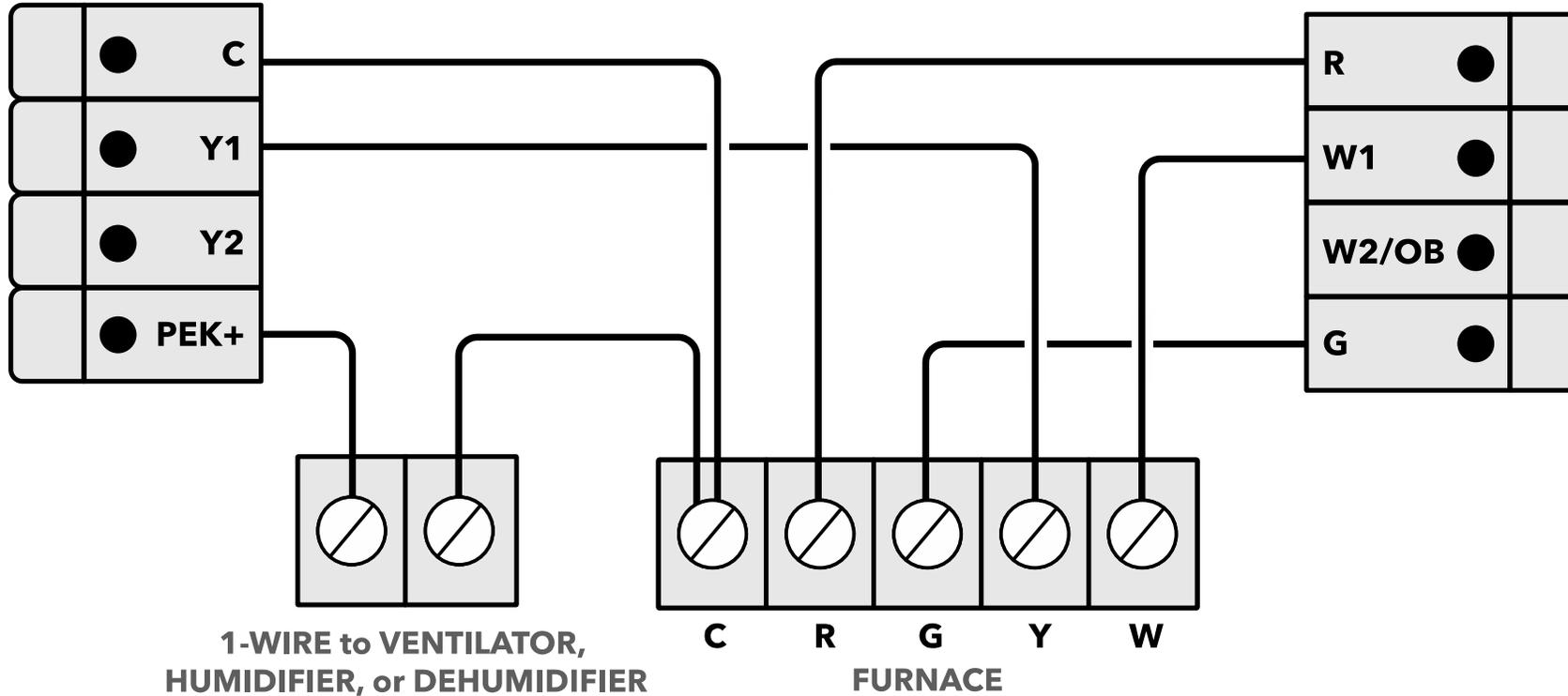
The R wire goes to the R terminal, the Y wire goes to the PEK+ terminal, and the G wire goes to the C terminal.



Heat pump (air or geothermal) with auxiliary heat



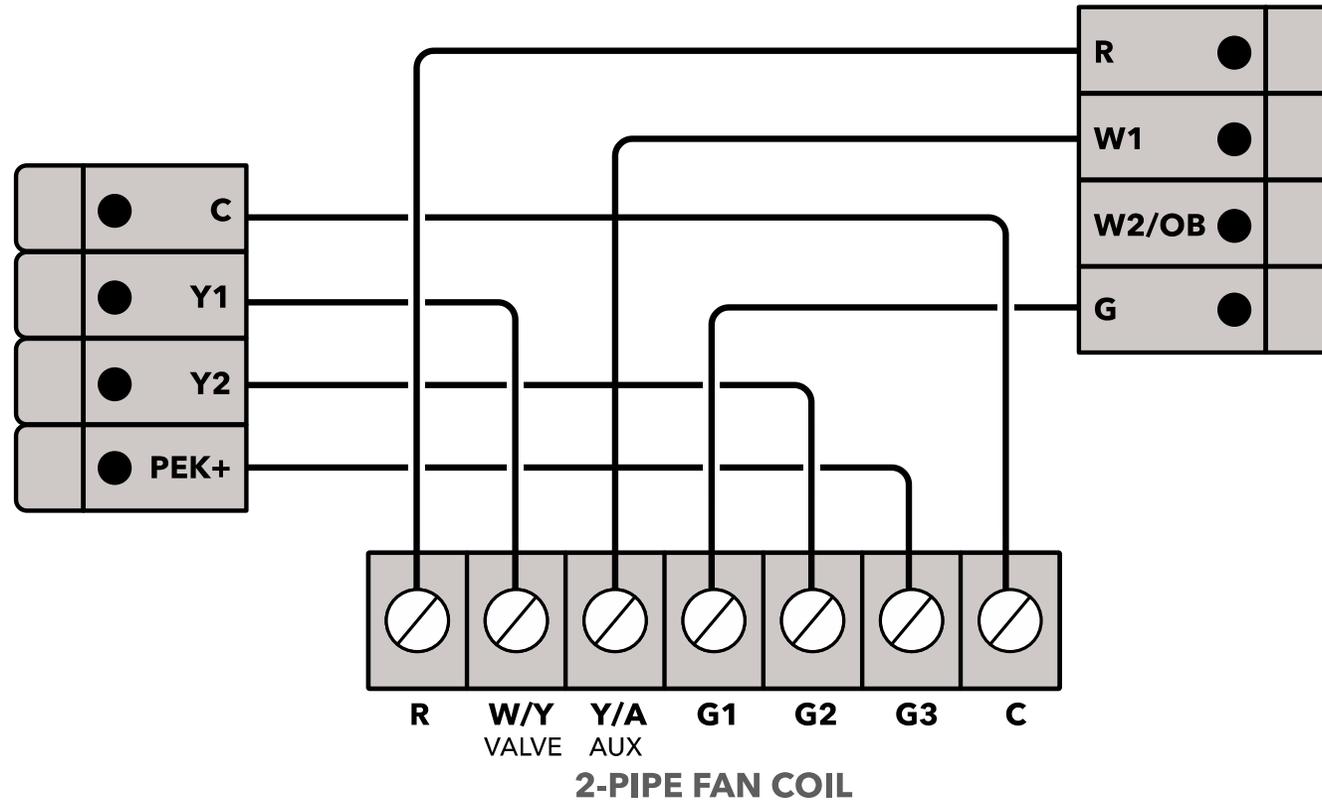
1-Wire Accessory Setup



NOTE: Only a humidifier, dehumidifier or ventilator may be connected to a single thermostat at anytime.

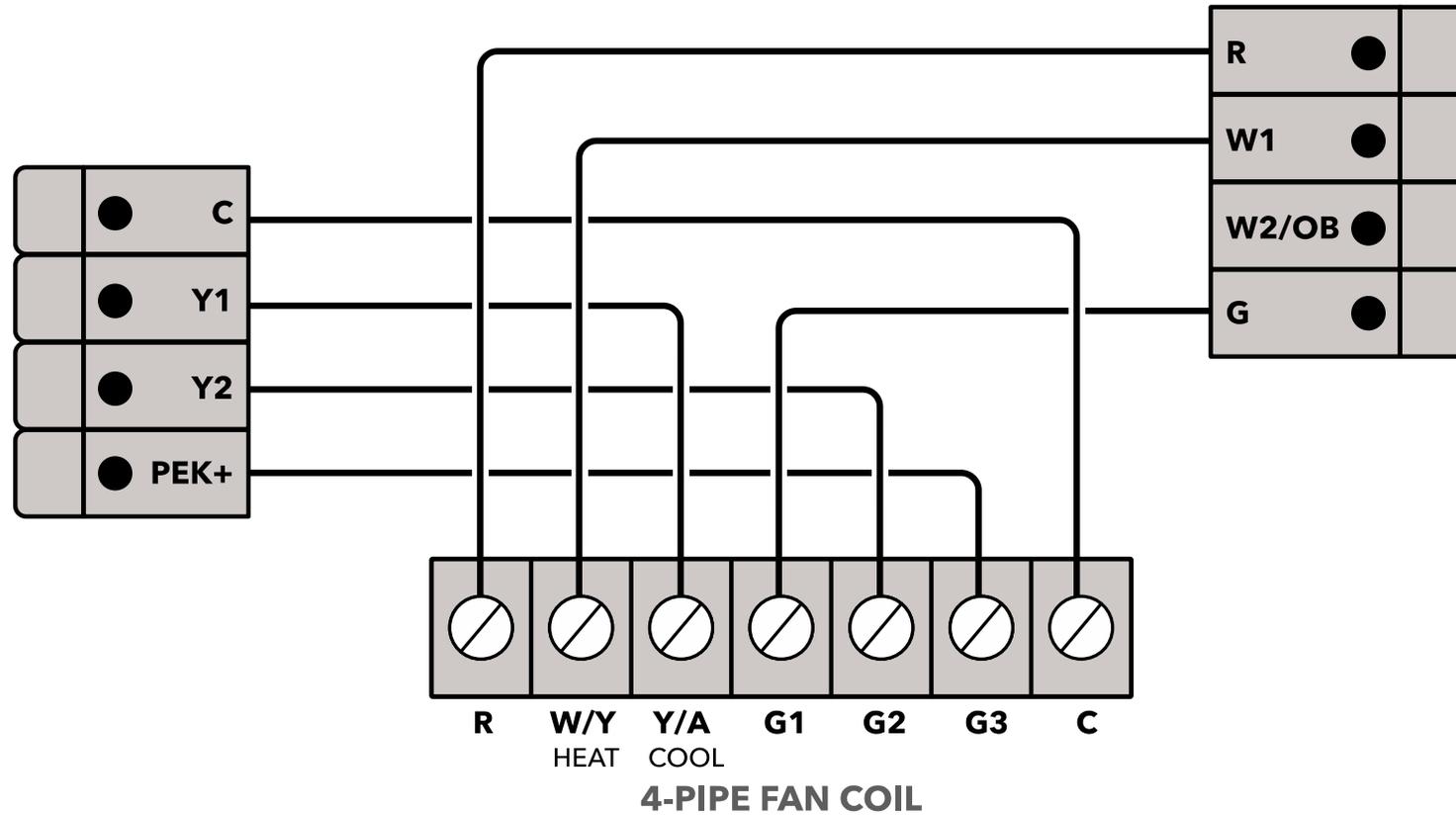
ecobee Smart Thermostat Enhanced

2-Pipe Fan Coil



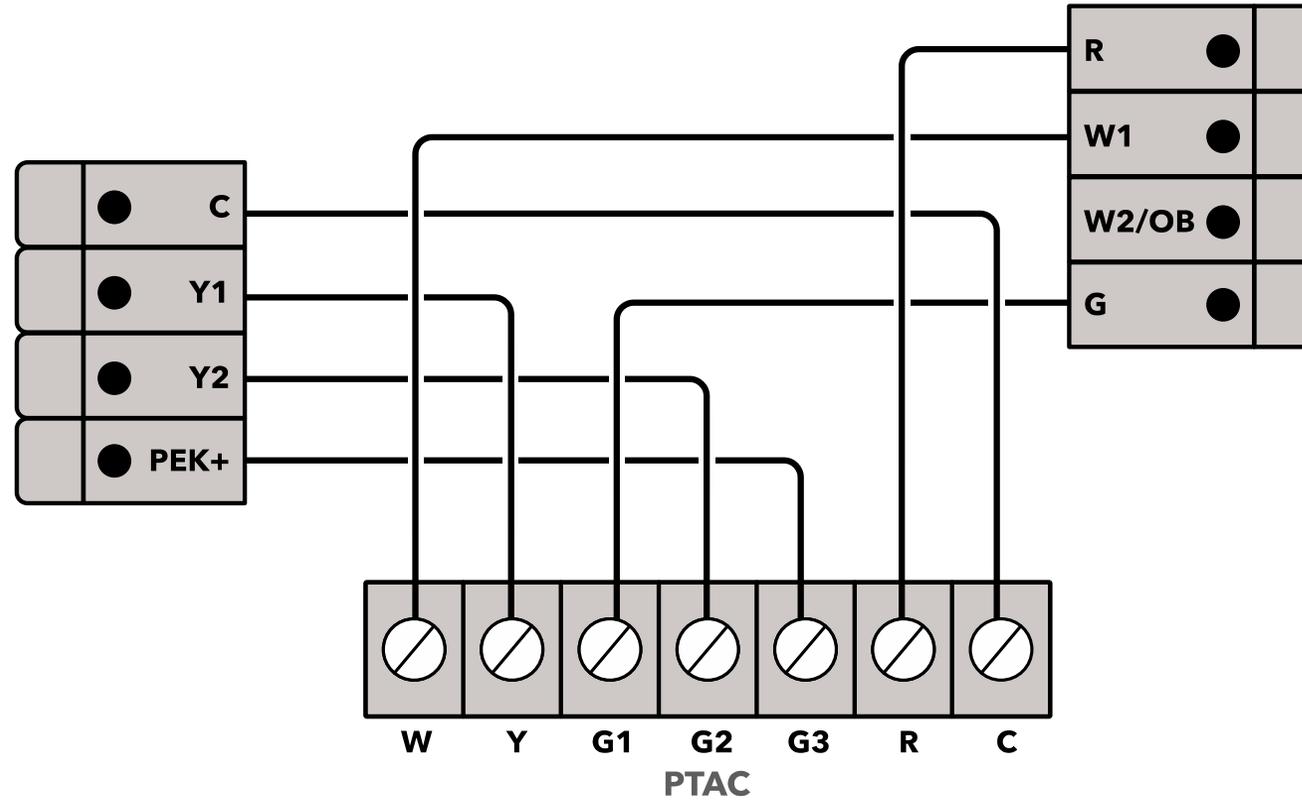
ecobee Smart Thermostat Enhanced

4-Pipe Fan Coil



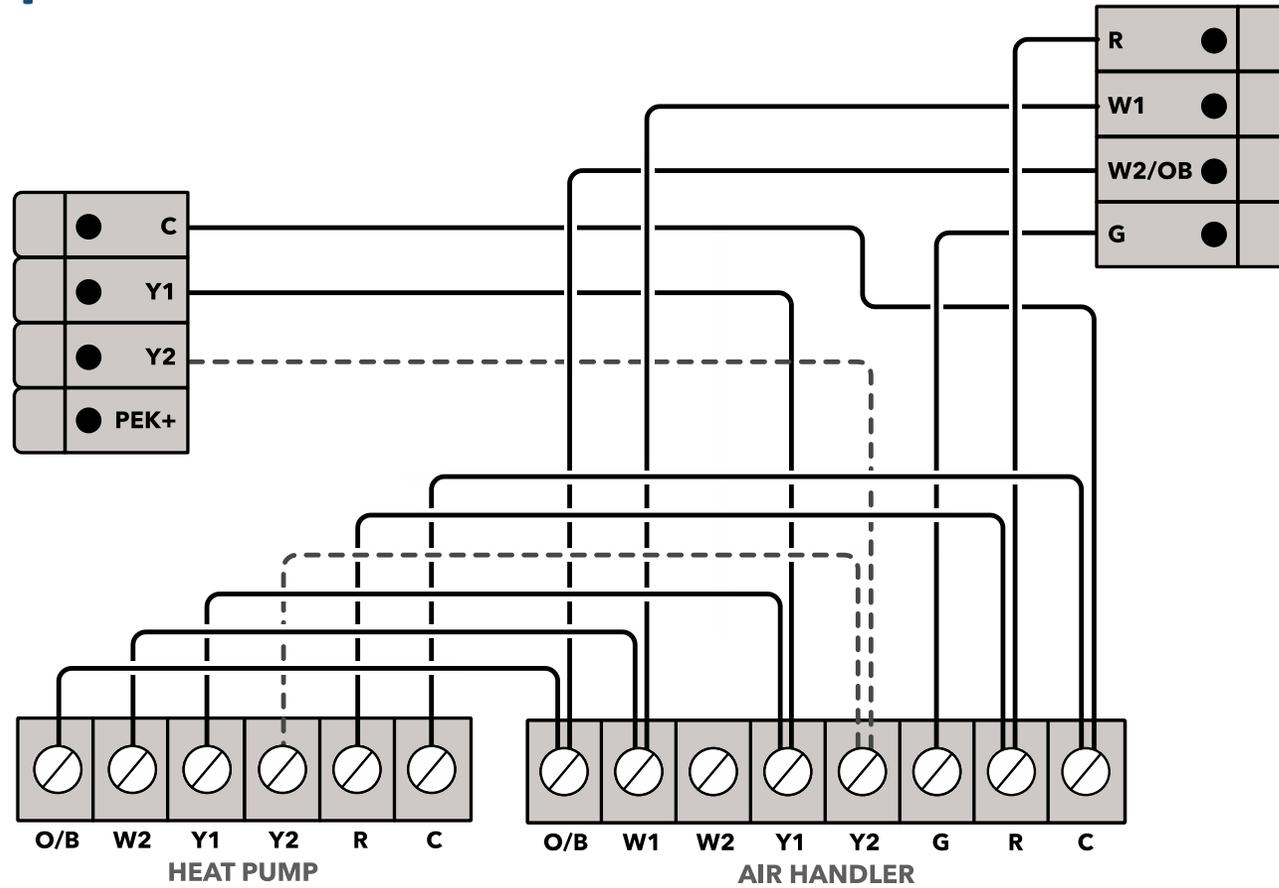
ecobee Smart Thermostat Enhanced

PTAC



ecobee Smart Thermostat Enhanced

Heatpump

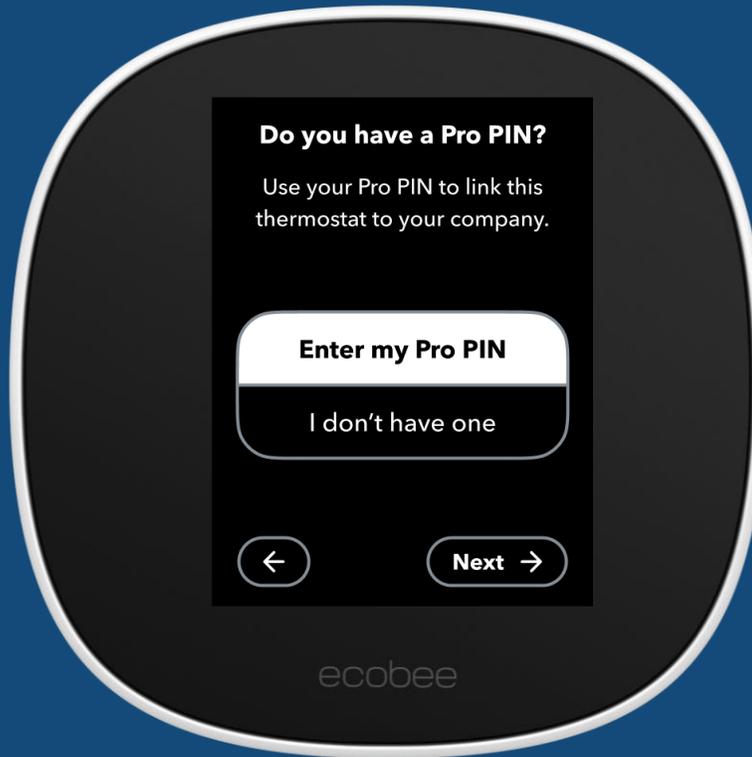
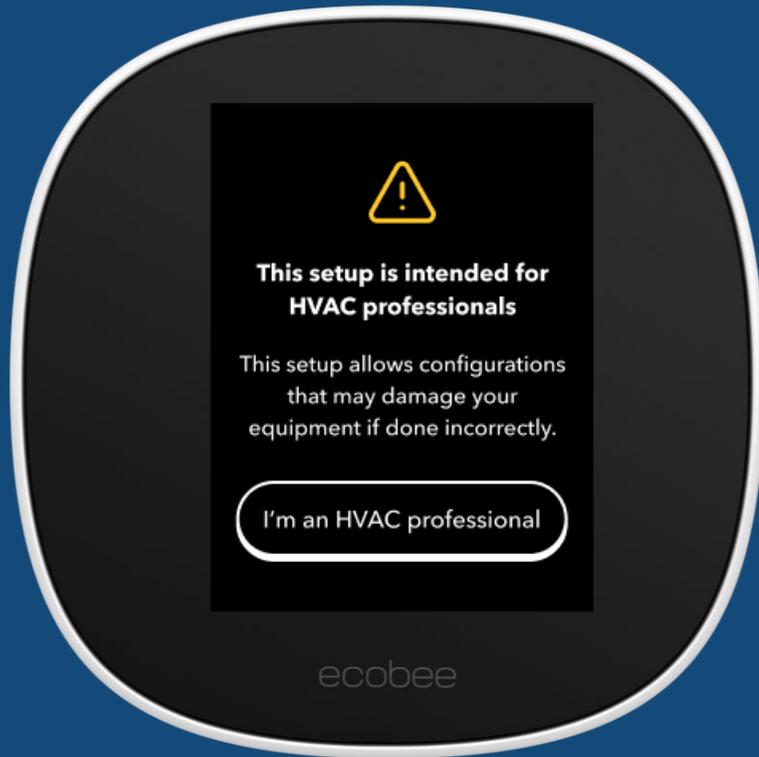




Pro First Run Setup

- For Smart Thermostat Lite
- Walking through a new tailored setup experience for professional installers
- Learn how to setup multi-speed fan on an ecobee thermostat

Pro Pin



Note: If you select "I don't have one", screens on next slide will show automatically.

Dual Transformer System



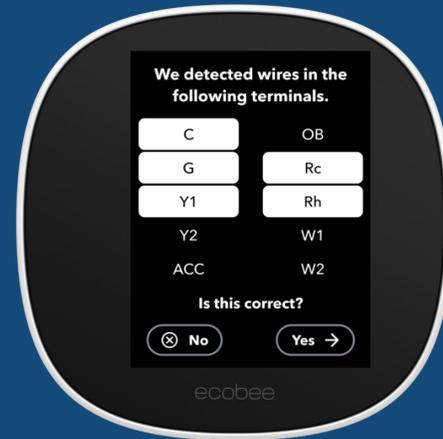
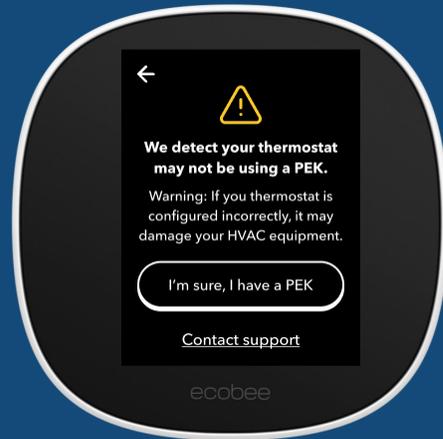
Note: If the home has a dual transformer system, the first run setup will skip to the wiring terminals.

If MSF and Pipe Sensor are **NOT** selected, proceed to accessory control

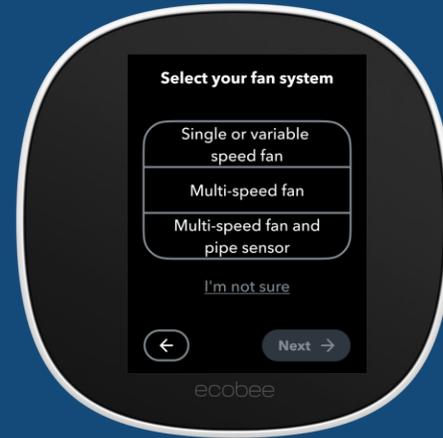
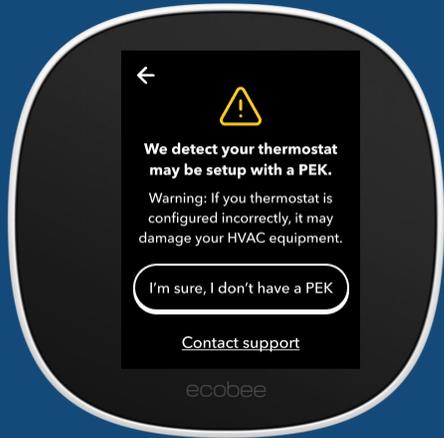
If MSF and Pipe Sensor selected, skip to Wi-Fi Setup

Single Transformer

Yes



No



If MSF and Pipe Sensor are **NOT** selected, proceed to accessory control

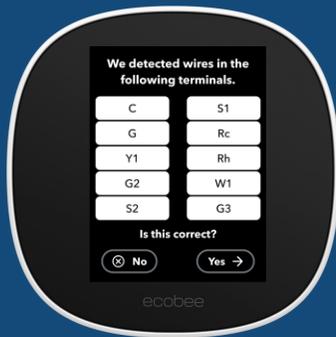
Fan System



Proceed to accessory control



Proceed to accessory control



If MSF and Pipe Sensor selected, skip to Wi-Fi Setup

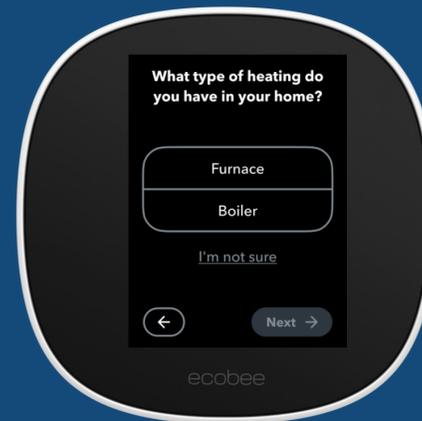
Accessory Control

No Accessory



If **NO** O/B terminal selected, skip to Wi-Fi Setup

Humidifier



If O/B terminal selected, proceed to Heat pump configuration

Accessory Control

Dehumidifier



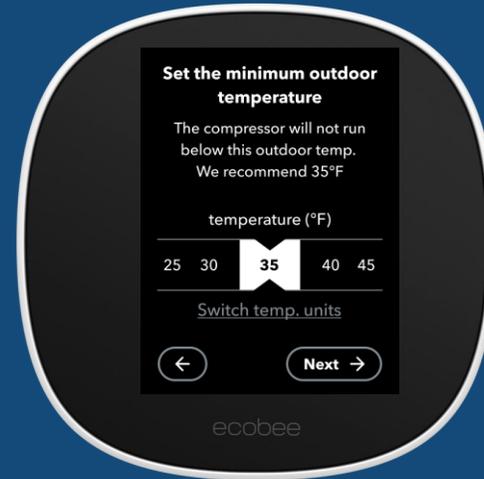
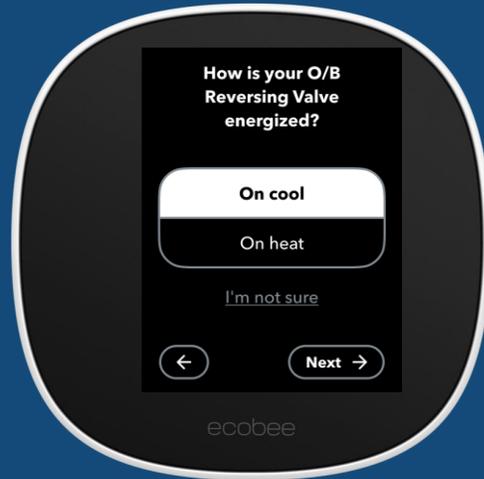
If **NO** O/B terminal selected, skip to Wi-Fi Setup

If O/B terminal selected, proceed to Heat pump configuration

Ventilator

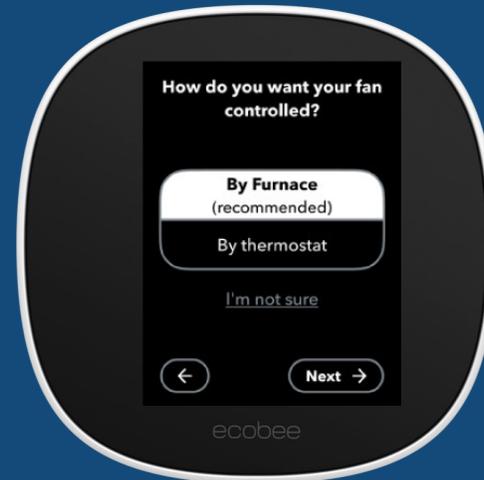


Heat pump

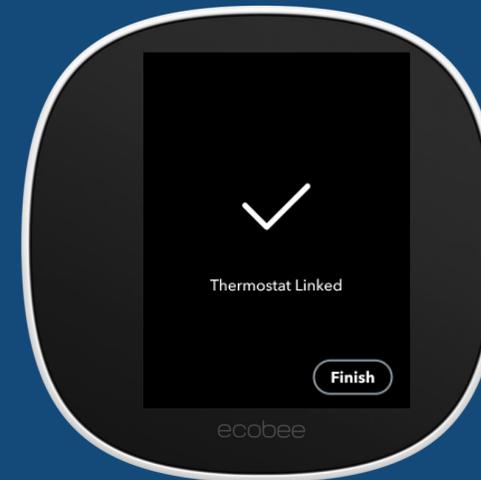
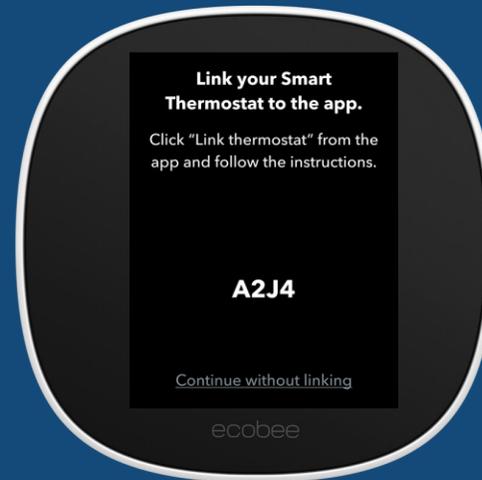


Heat pump Configuration will skip to this screen if:

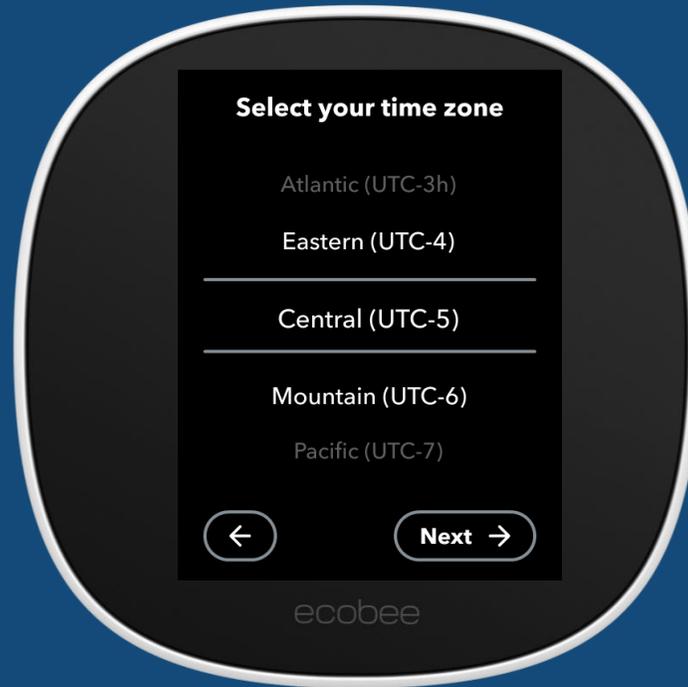
- W1 OR W1/W2 terminals selected
- G Terminal selected



Wi-Fi Setup



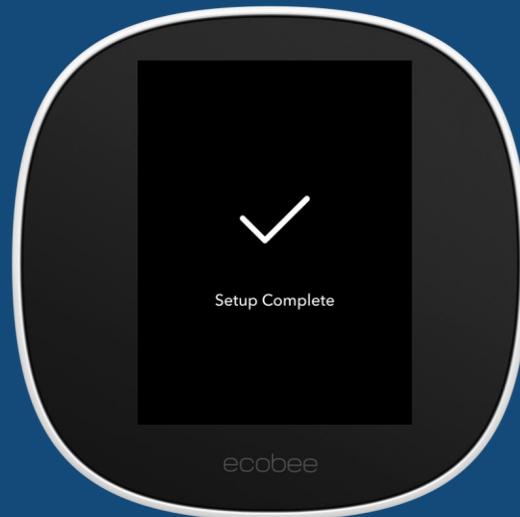
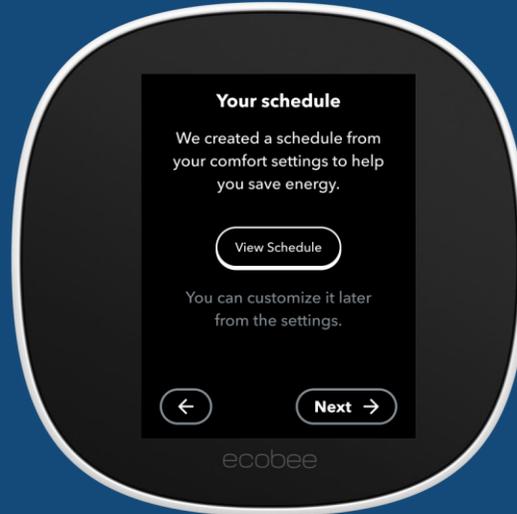
Region and Time Zone



HVAC Mode



Comfort Settings and Schedule





Pro First Run Setup

- For Smart Thermostat Premium & Enhanced
- Walking through a new tailored setup experience for professional installers
- Learn how to setup multi-speed fan on an ecobee thermostat

Pro First Run Setup

This screen will appear on:

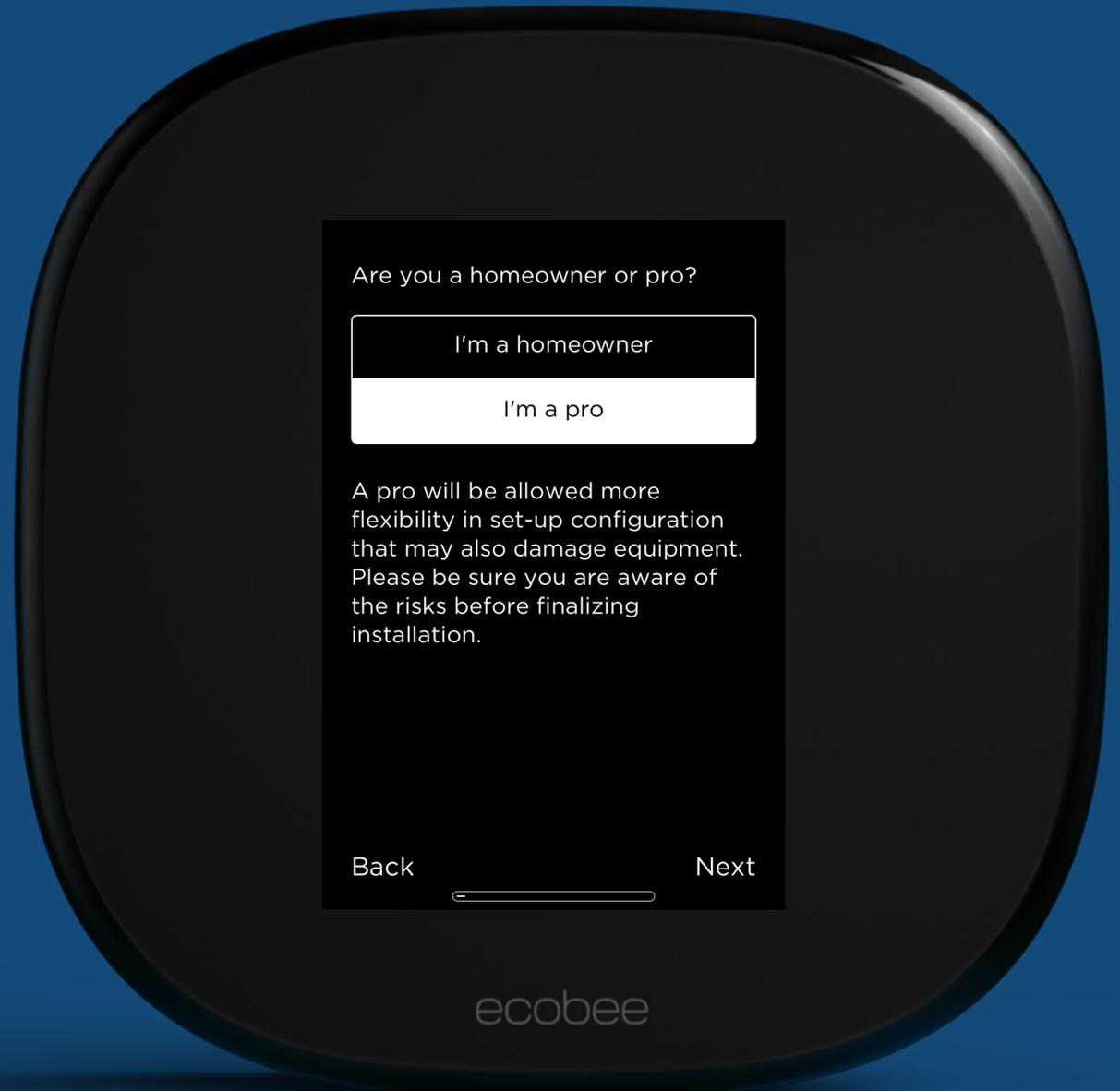
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

Introducing: ecobee Pro PIN

- Unique contractor ID # – allows you to register ecobee SmartThermostat instantly.
- Receive customer maintenance notifications, alerts, and reminders
- Reach out to insidesales@ecobee.com for your unique code

This screen will appear on:

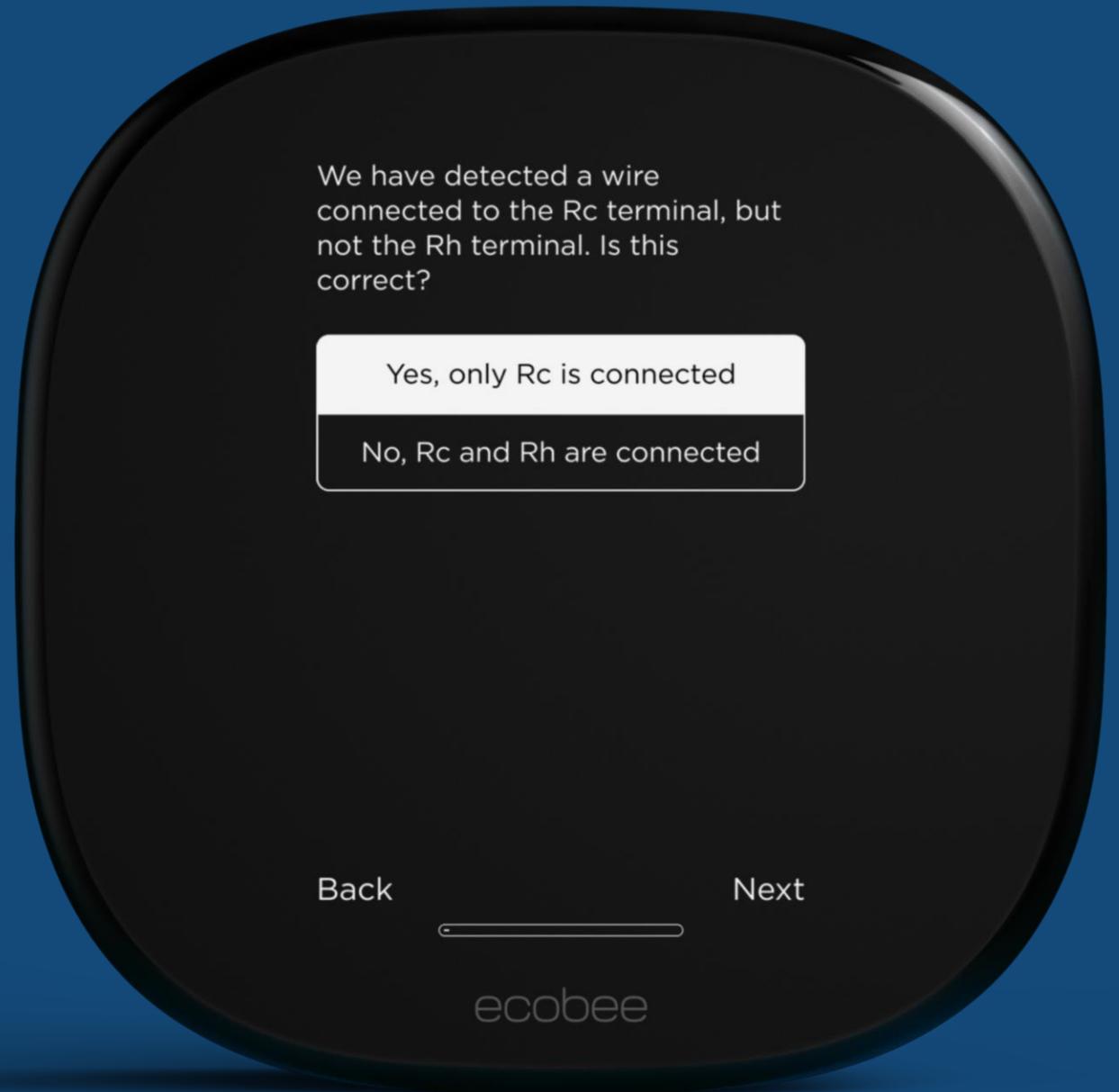
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



We have detected a wire connected to the Rc terminal, but not the Rh terminal. Is this correct?

Yes, only Rc is connected

No, Rc and Rh are connected

Back

Next

ecobee

Pro First Run Setup

Smart Thermostat **ENHANCED**



Smart Thermostat **PREMIUM**



Please go to slide 87 or click [here](#) to see the setup process for multi-speed fan setup

Pro First Run Setup

This screen will appear on:

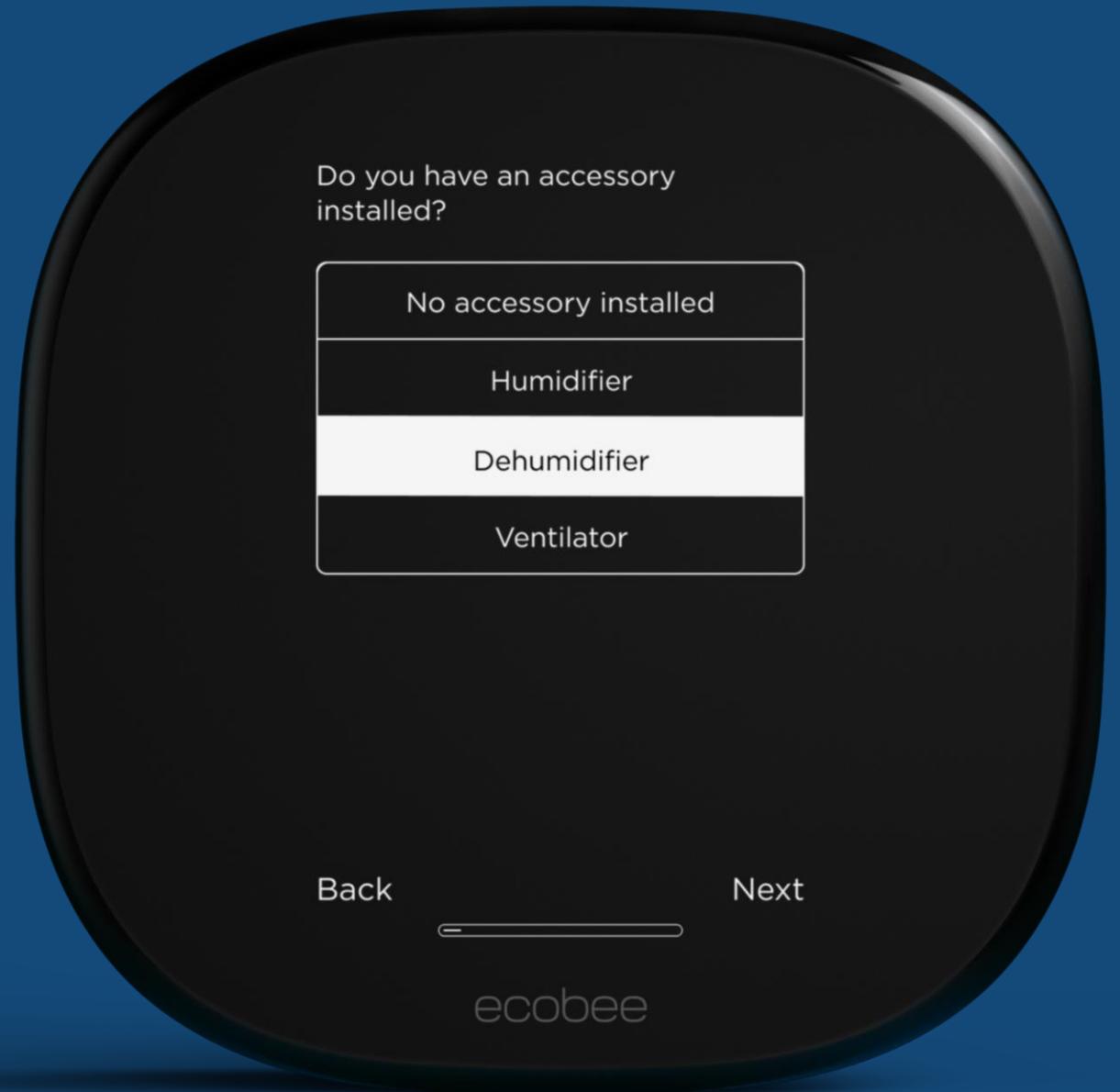
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
 - This screen only appears on the Smart Thermostat Premium because it is the only Smart Thermostat from the ecobee lineup that supports more than one accessory.



Pro First Run Setup

This screen will appear on:

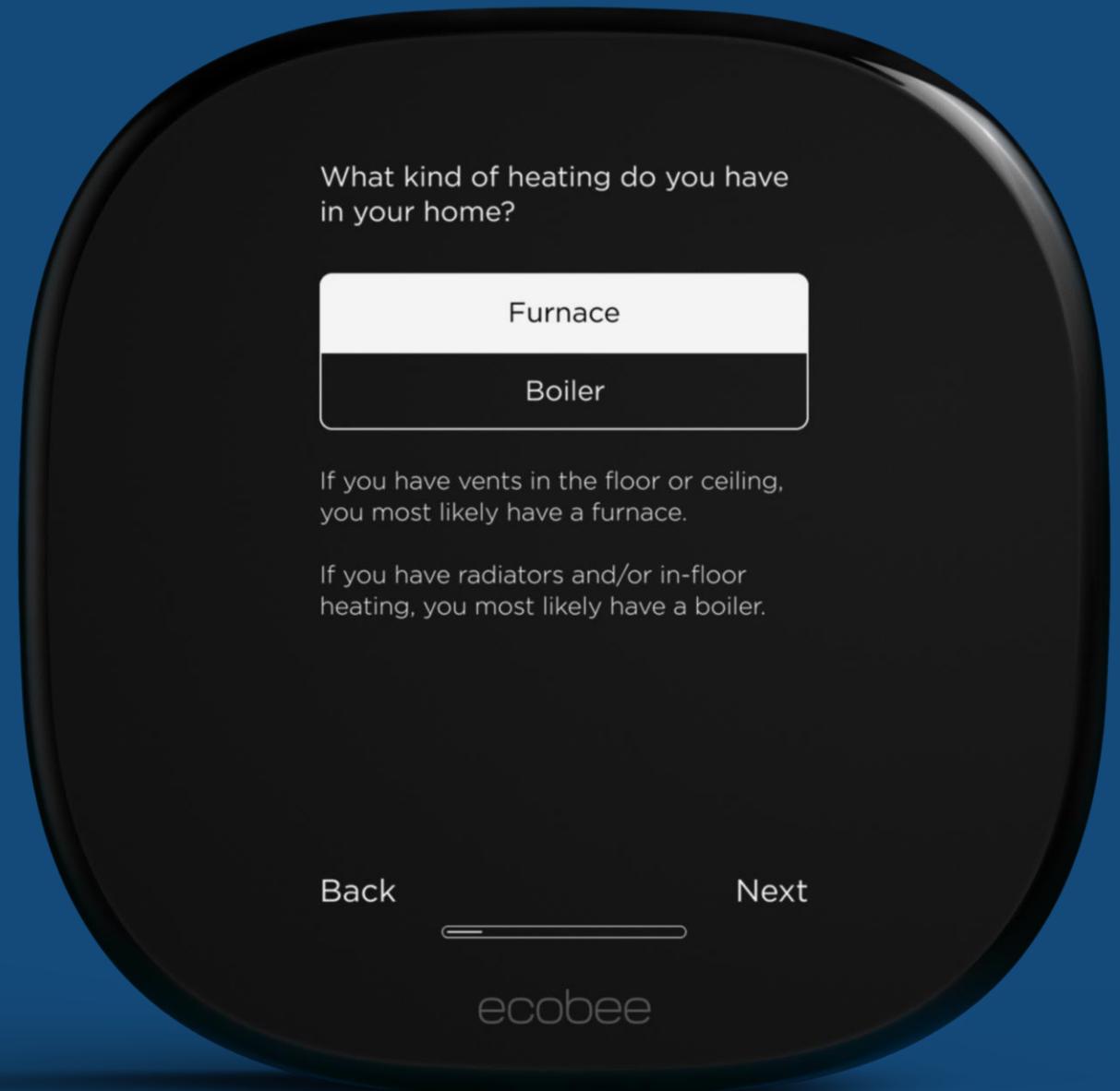
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

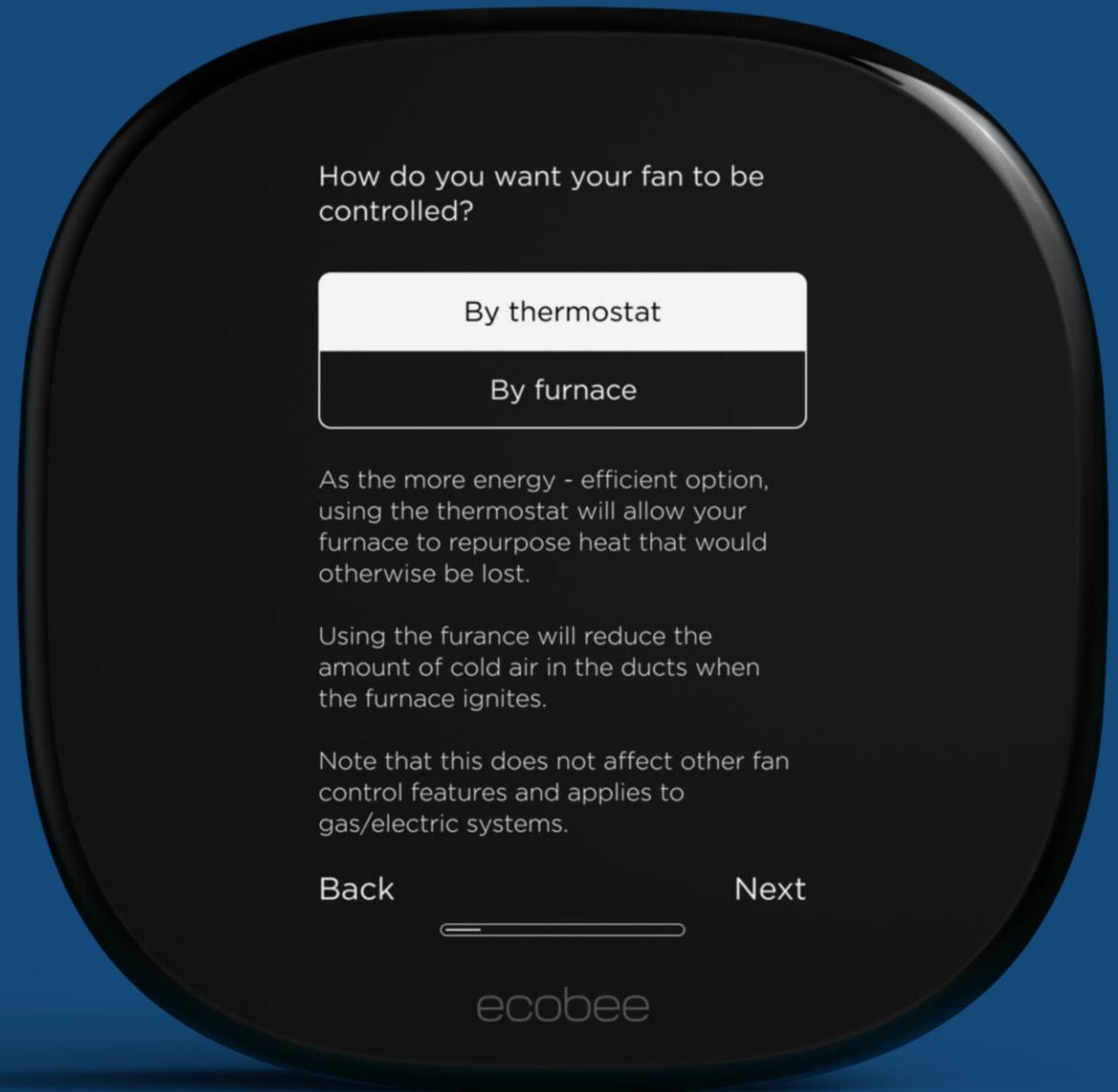
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced

Connect to Wi-Fi to access your ecobee remotely, view the weather forecast and maximize energy savings.

You can use an iOS device such as an iPhone, iPad or iPod, to simplify Wi-Fi setup.

If you do not have an iOS device, select the Wi-Fi network option.

Use iPhone, iPad or iPod

Select Wi-Fi network

Skip Wi-Fi network

Back

Next

ecobee

Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

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Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

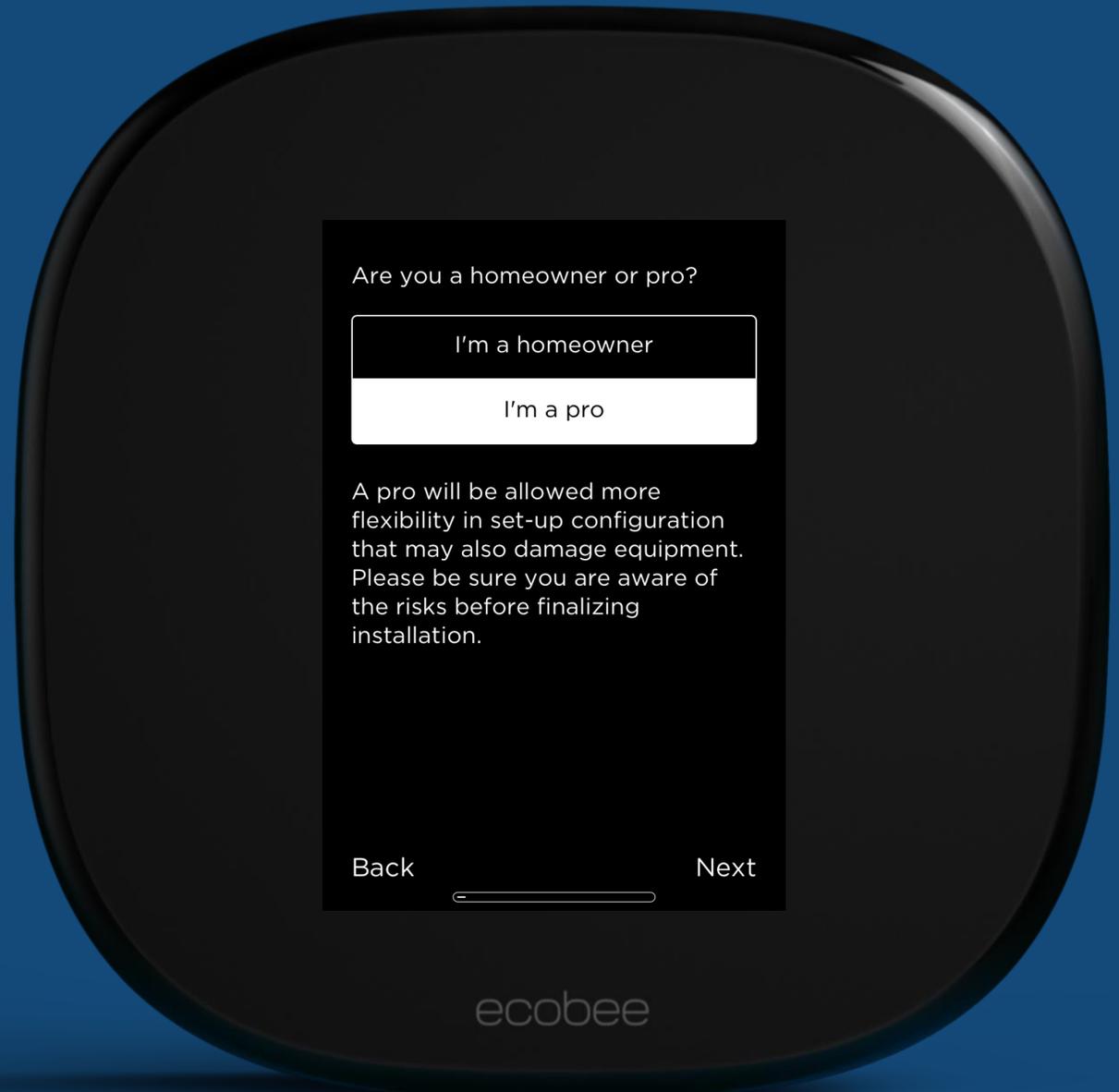
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



NEW

Pro First Run Setup

Introducing: ecobee Pro PIN

- Unique contractor ID # – allows you to register ecobee SmartThermostat instantly.
- Receive customer maintenance notifications, alerts, and reminders
- Reach out to insidesales@ecobee.com for your unique code

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

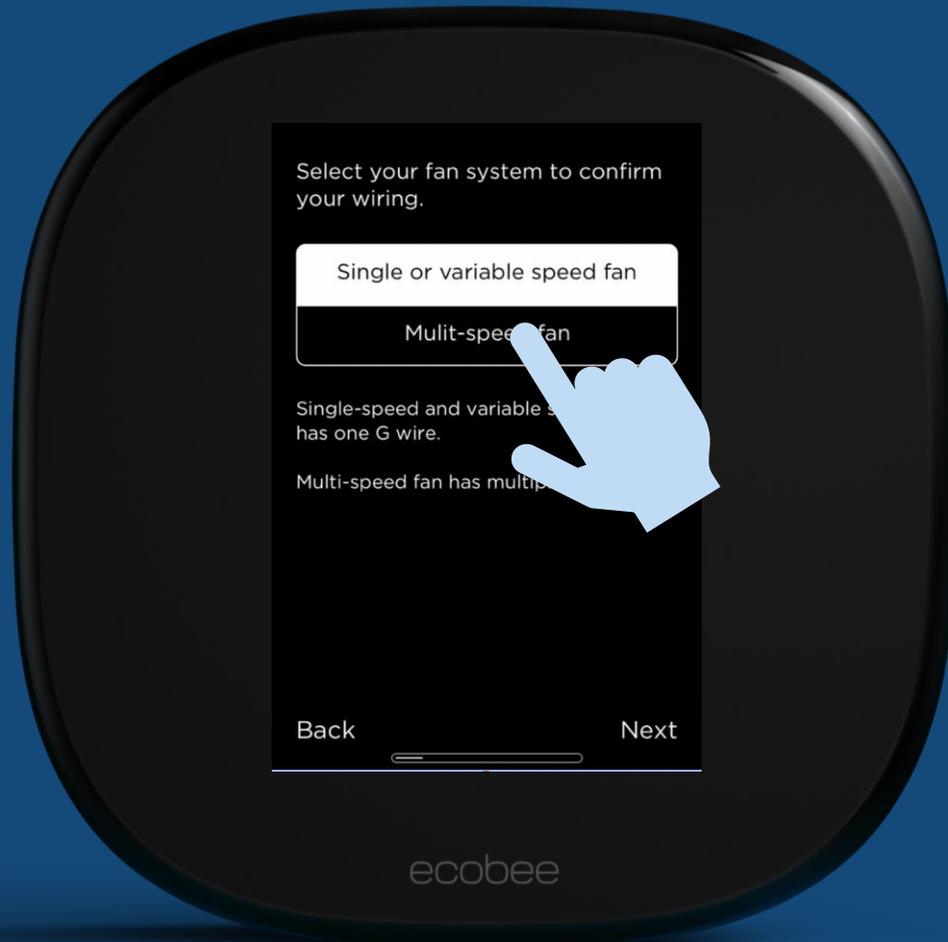
This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

Smart Thermostat **ENHANCED**



Smart Thermostat **PREMIUM**



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Enhanced



Pro First Run Setup

Smart Thermostat **ENHANCED**



Smart Thermostat **PREMIUM**



Pro First Run Setup

Smart Thermostat **ENHANCED**



Smart Thermostat **PREMIUM**



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced

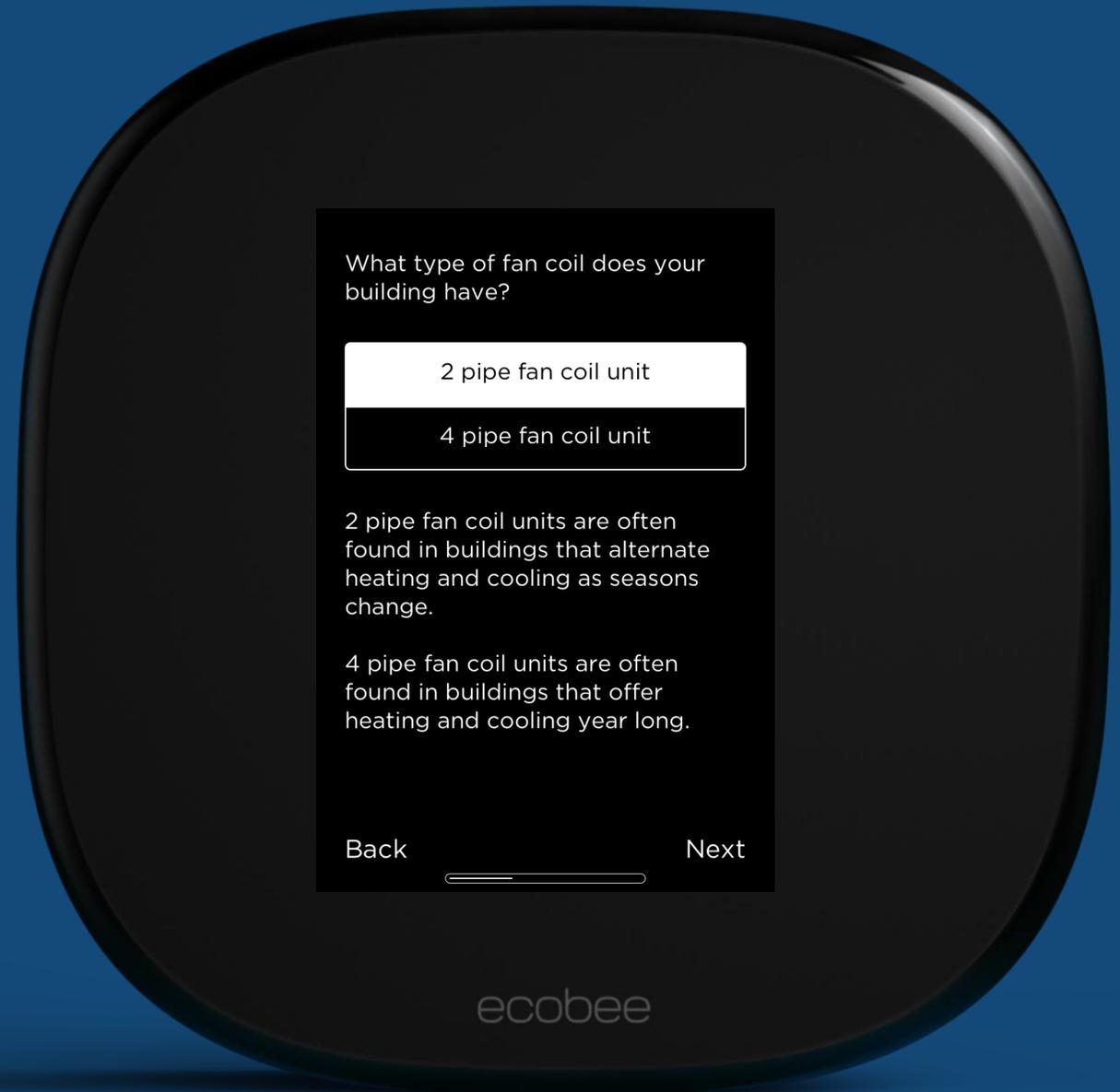


Pro First Run Setup

2-pipe fan coil unit:

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

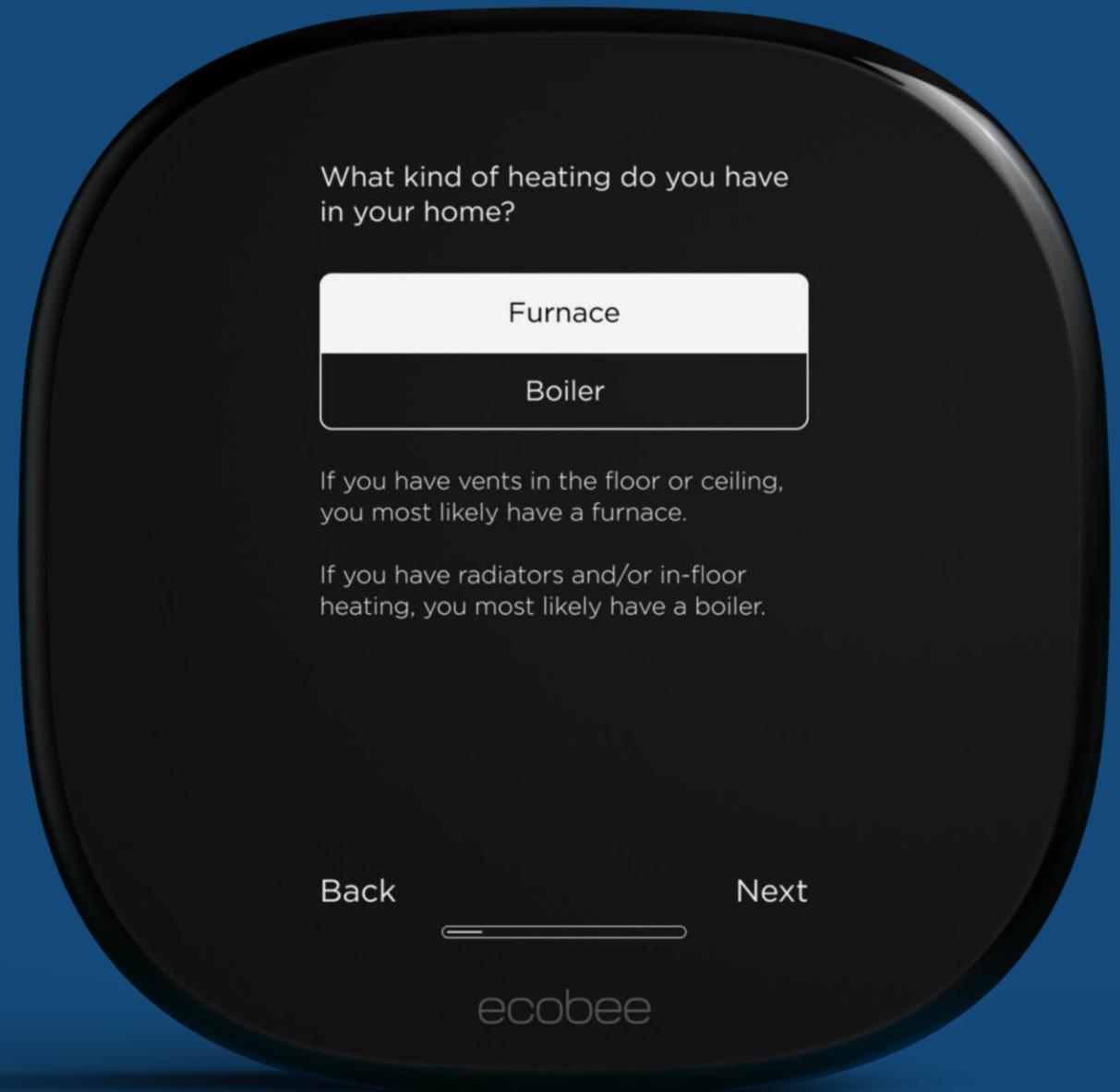
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

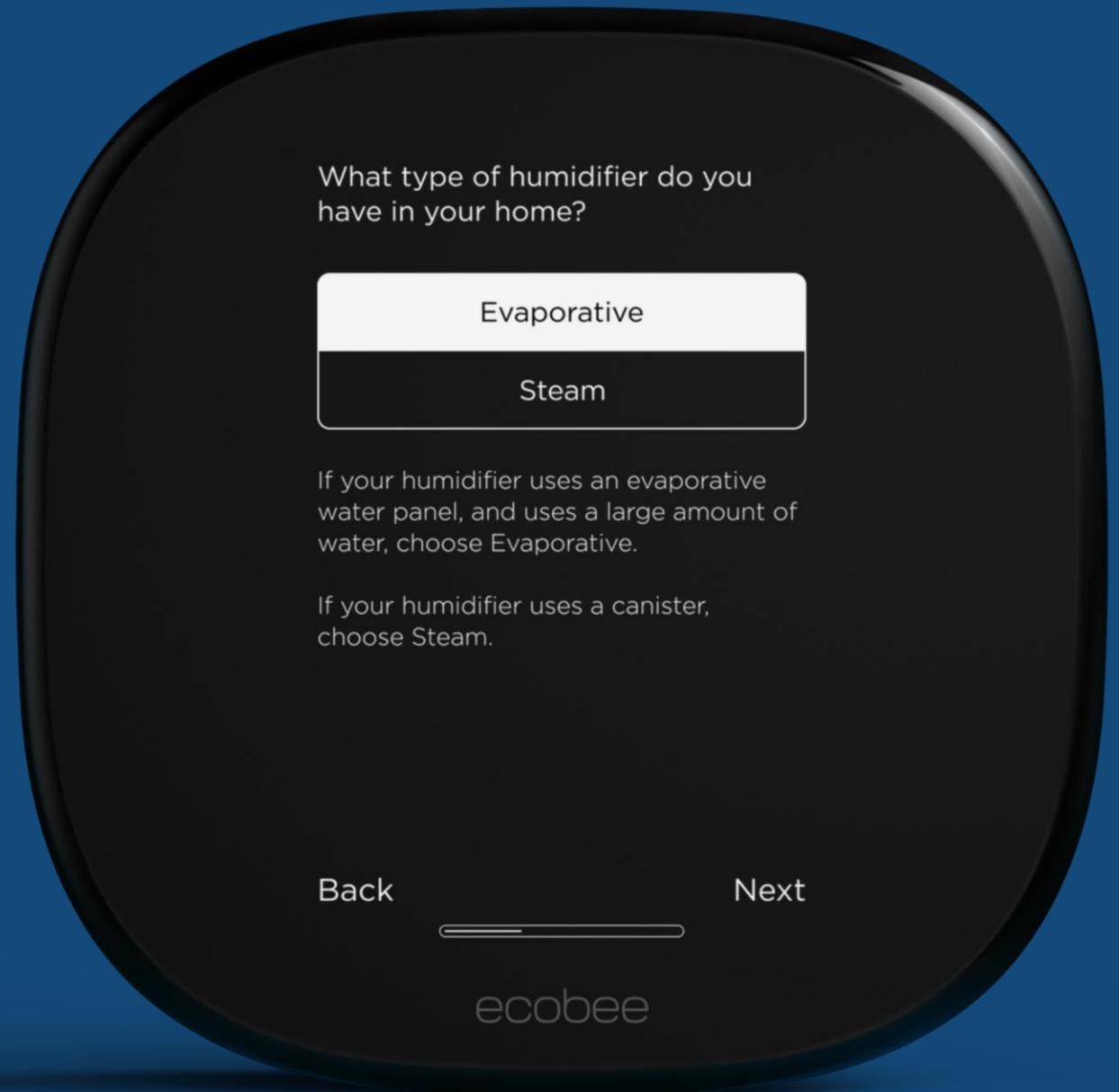
- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced

Connect to Wi-Fi to access your ecobee remotely, view the weather forecast and maximize energy savings.

You can use an iOS device such as an iPhone, iPad or iPod, to simplify Wi-Fi setup.

If you do not have an iOS device, select the Wi-Fi network option.

Use iPhone, iPad or iPod

Select Wi-Fi network

Skip Wi-Fi network

Back

Next

ecobee

Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced



Pro First Run Setup

This screen will appear on:

- Smart Thermostat Premium
- Smart Thermostat Enhanced





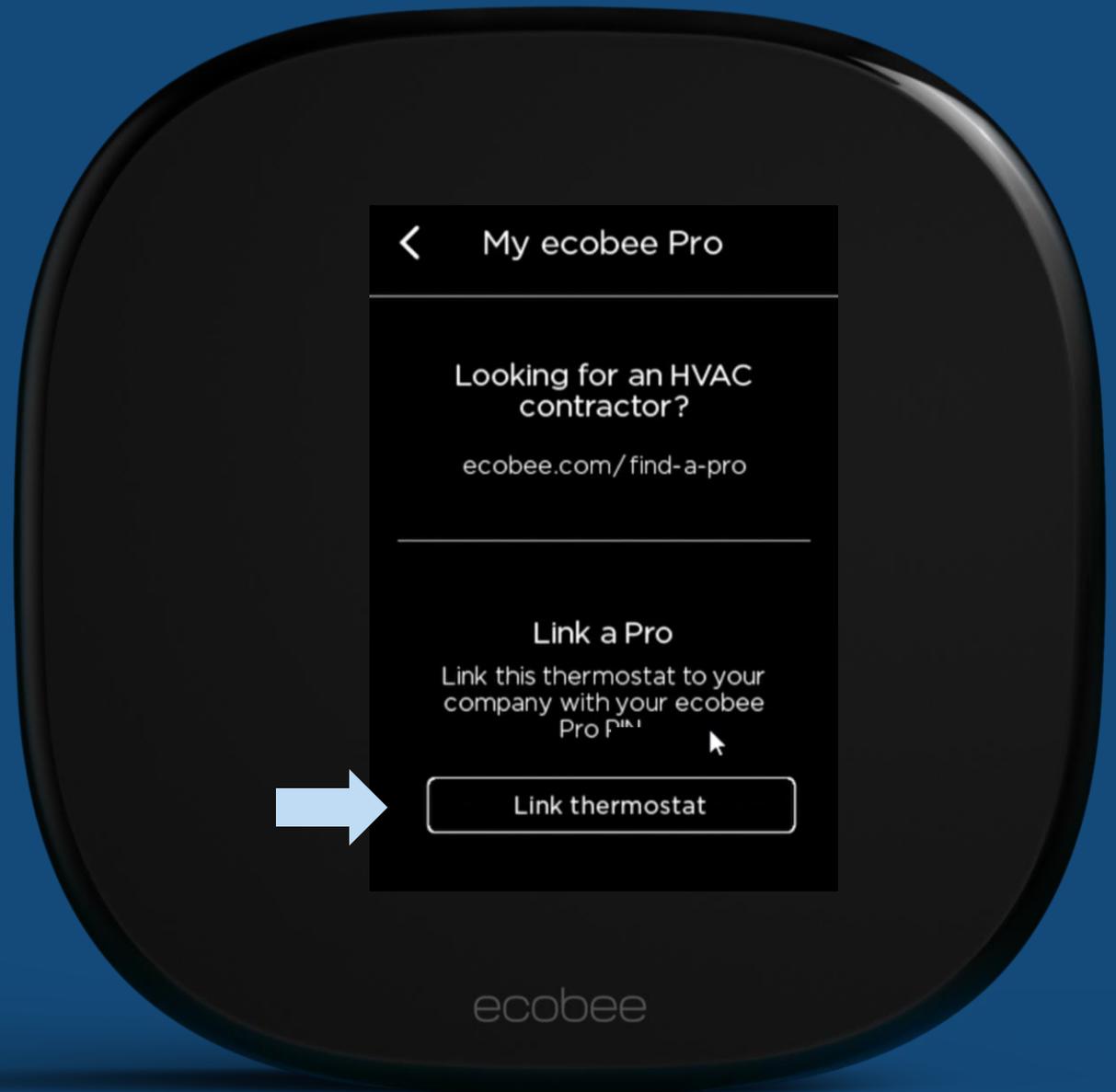
Pro PIN Linking for an Installed SmartThermostat

- How Pros can quickly link an ecobee SmartThermostat that's already installed.

Pro PIN Linking for an Installed SmartThermostat



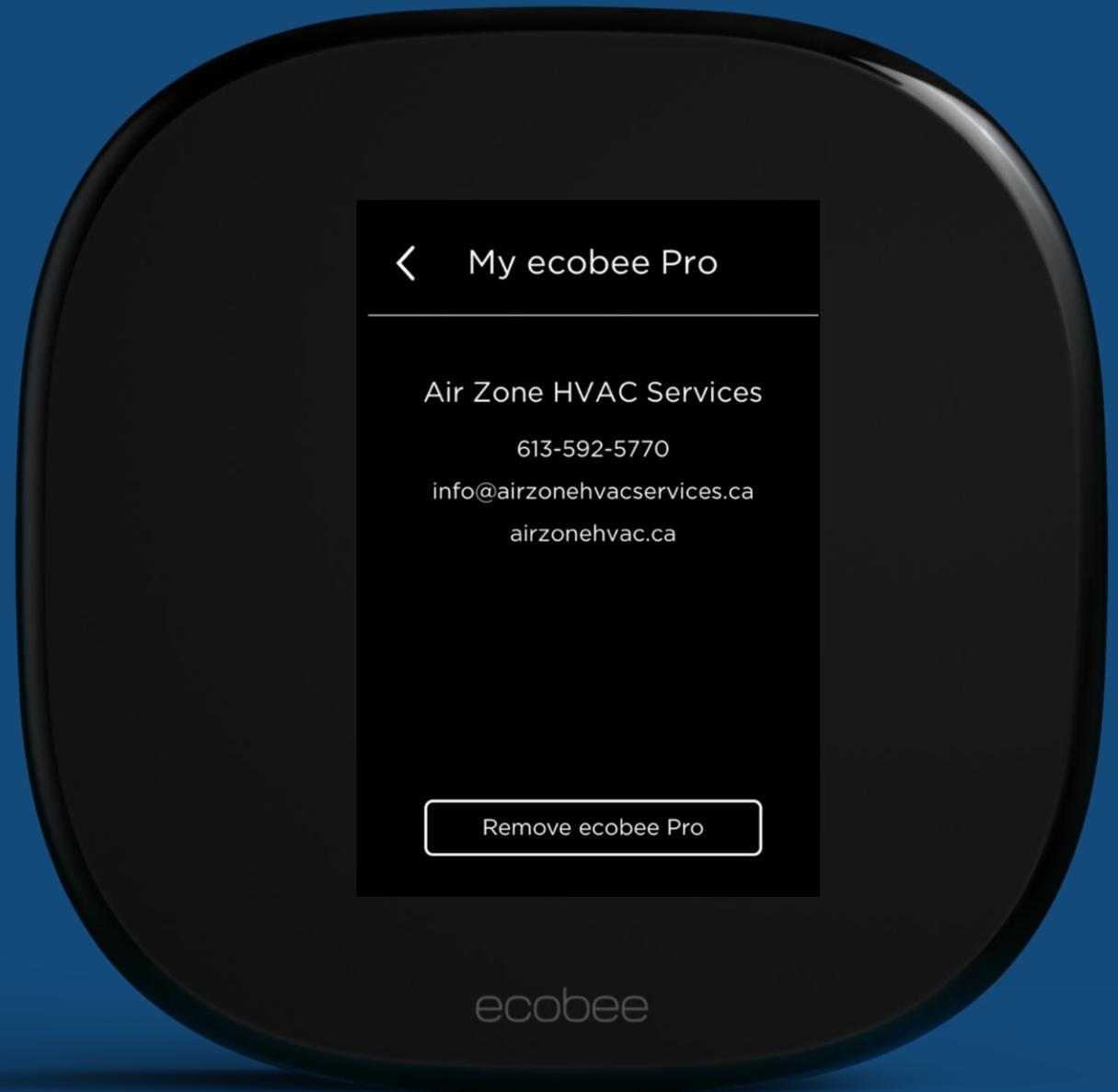
Pro PIN Linking for an Installed SmartThermostat



Pro PIN Linking for an Installed SmartThermostat



Pro PIN Linking for an Installed SmartThermostat



ecobee | SmartCamera

with voice control



Feature overview

- 1080p HD video day or night with 180° FOV
- Auto pan and zoom to keep subjects in frame
- Easy to install and comes with a dual mount
- Two-way talk
- On-device processing (enhances privacy, saves bandwidth)
- Two-factor authentication

Enhance with an ecobee Haven subscription

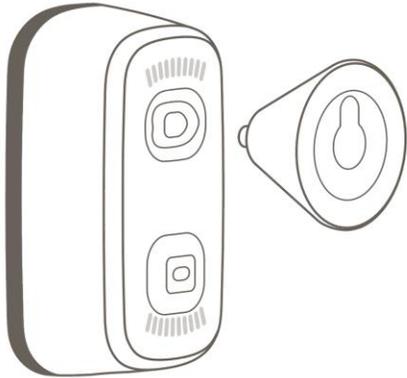
- Autopilot: Disarms when family members are home
- 30-day video history via ecobee Haven subscription



Works with
SmartSensors

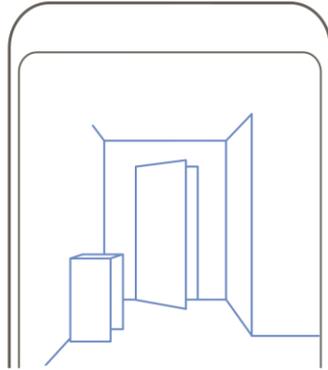
How to mount ecobee SmartCamera with voice control.

1



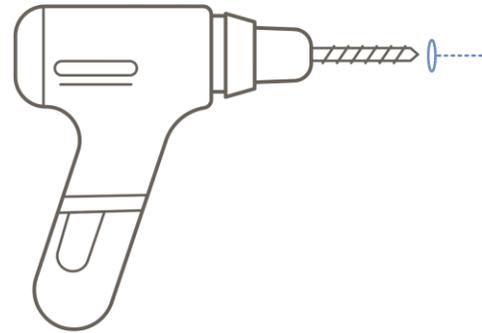
Attach the dual mount/stand to the back of SmartCamera and plug it in.

2



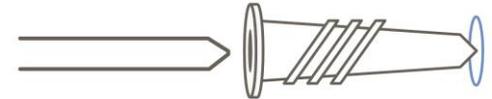
Test the view. You can adjust the view after mounting.

3



Use a 3/16" drill bit to drill a hole where you will mount the camera.

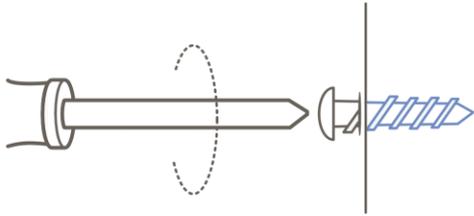
4



Screw the plastic anchor into the wall and ensure it's flush.

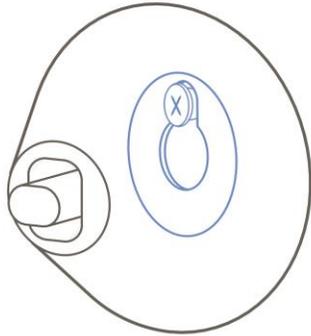
How to mount ecobee SmartCamera with voice control.

5



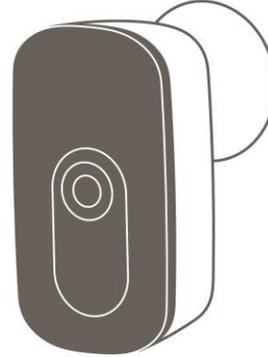
Fasten the mounting screw into the anchor.

6



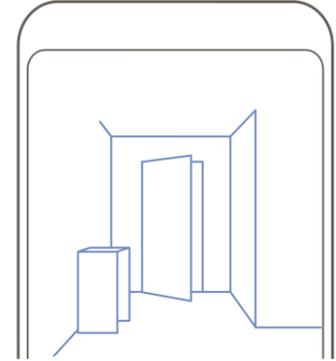
Remove the mount from the camera and hang it on the screw.

7



Attach the camera to the mount.

8



You're all set.
Open the ecobee app to check the camera's view and adjust it anyway you like.

Simple and seamless installation starts here

These powerful, multipurpose devices are easy to install and work together to do more with less.



Home Monitoring Hub

20-30 minute install



Home Monitoring Hub

15-20 minute install



~5 minute install



~5 minute install



ecobee | Smart Security

Added value only Pros can offer

- **Free 6-month ecobee Smart Security trial** (an additional 4 months) for homeowners who purchase through a pro
 - \$30 USD / \$42 CAD value
- Post-trial: Homeowners have the option of continuing their subscription to enhance ecobee devices
 - Essential plan: \$5/month USD, \$7/month CAN
 - Extended plan: \$10/month USD, \$14/month CAN

Your regional sales manager or the ecobee inside sales team will provide the code to you.



ecobee Smart Doorbell Camera Installation made easy

- What's in the box?
- Recommended Tools
- Installation Process
- Wiring diagrams

Meet your Smart Doorbell Camera.

- 👁️ Best view, day or night.
- ✅ Superior product reliability - always on protection
- 🔔 Smarter, more accurate alerts.
- 🏠 Expansive and personalized whole home integration.
- 🛡️ Optional advanced security features.
- 🎯 Built-in radar for advanced verification.
- 📶 Works as an ecobee Smart Security base station.



ecobee Smart Doorbell Camera

What's in the box?



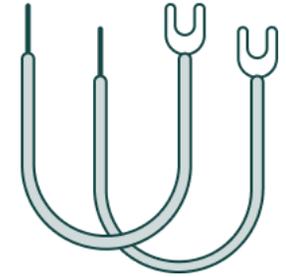
ecobee Smart Doorbell Camera



Wedge



Backplate & Security screw
M3 X 8 (pre-attached)



Wire Extenders (x2)



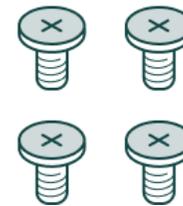
Chime Adapter



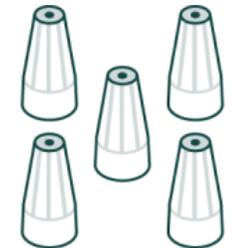
Allen Key



Long Screws M3 x 25 (x2)
Anchors – Brick only (x2)

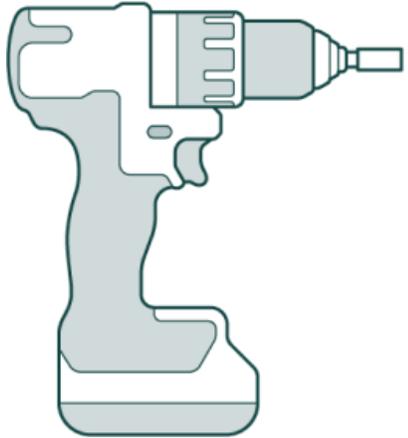


Short Screws
M2.5 X 5.5 (x4)

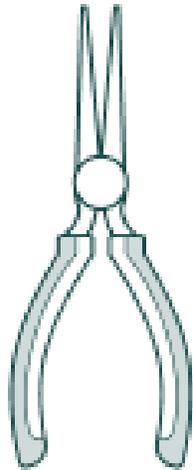


Wire Connectors (x5)

Recommended Tools



Drill



Needle-nose pliers



Phillips Screw Driver



1/4" masonry bit (hard surfaces)
5/64" (soft surfaces)

ecobee Smart Doorbell Camera (wired)

Installation Process – Power & Chime Box

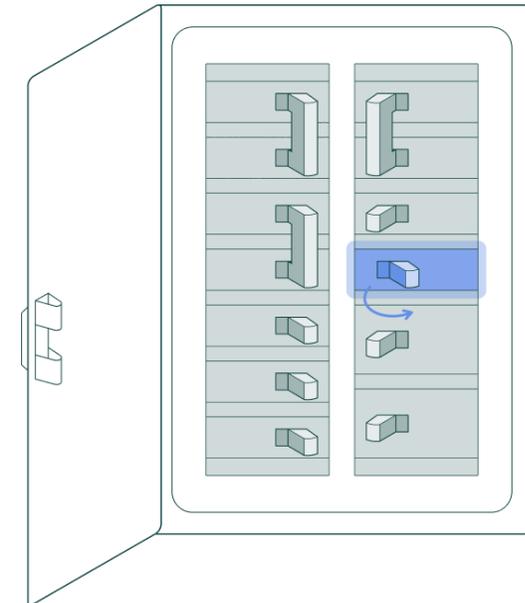
1. Locate Chime Box

Easiest way to do this is by ringing the doorbell & following the sound.



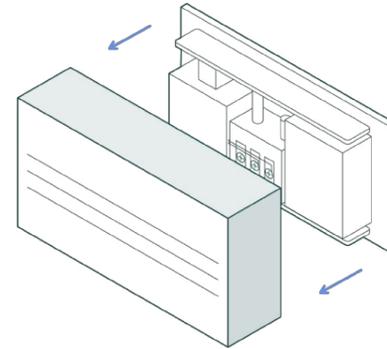
2. Turn off Power

Once you have located the chime box and confirm the doorbell is working, turn off the power by turning off the circuit breaker for the doorbell.



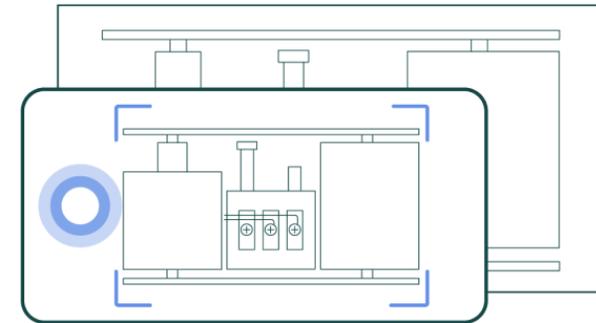
Installation Process – Power & Chime Box

3. Remove Chime Box Cover



4. Take a photo of the chime box:

We know you are Pros at this, but we recommend taking photos the chime box. Make sure the wiring and labels are clearly visible.

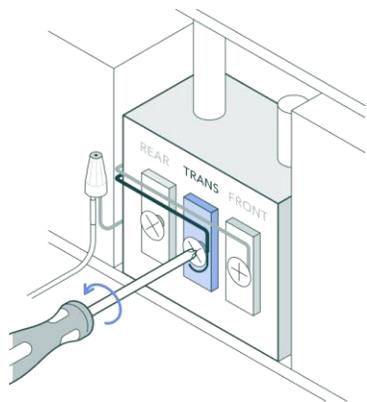


Does the Home have more than one doorbell?

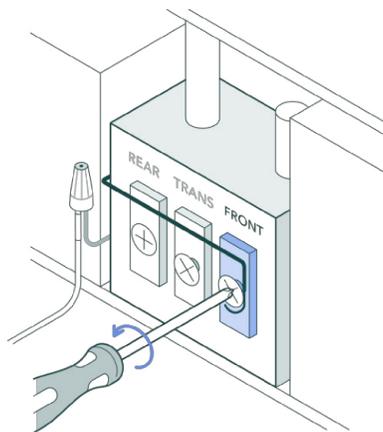
YES

NO

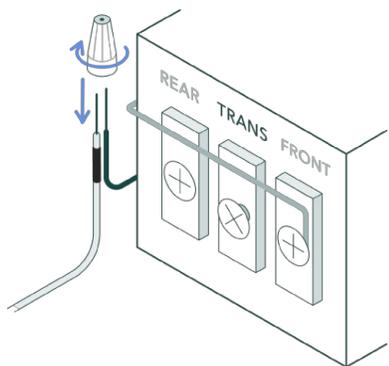
Installation Process – Chime Box Wiring (Path A)



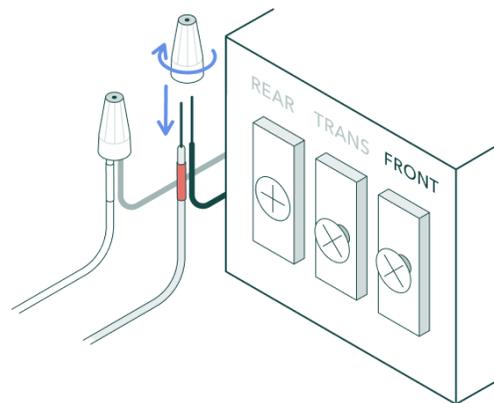
5A: Disconnect the TRANS wire.



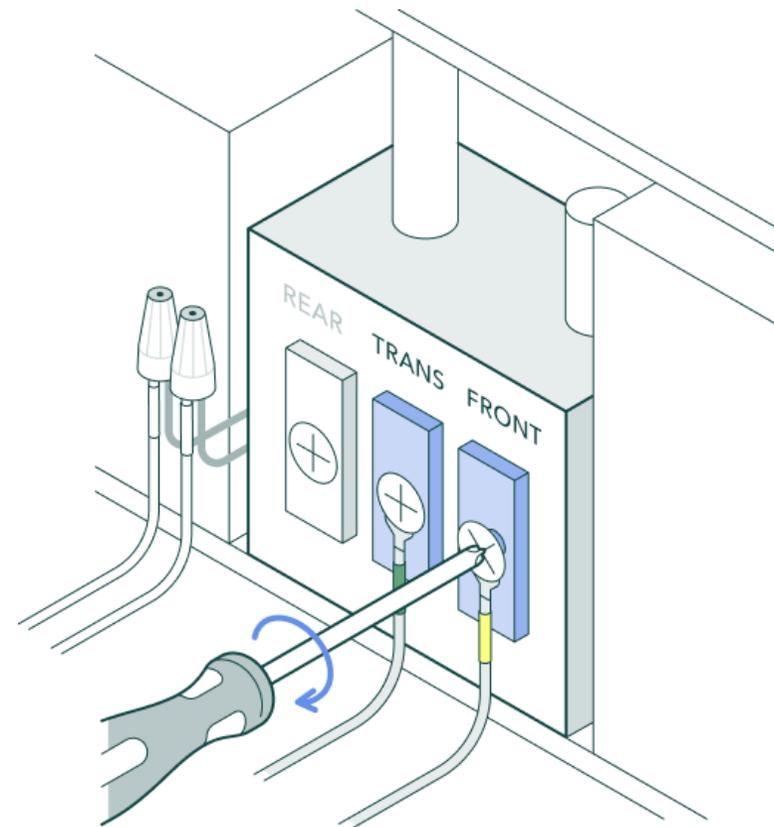
7A: Disconnect the FRONT wire.



6A: Connect the chime adapter's black wire with the TRANS wire.



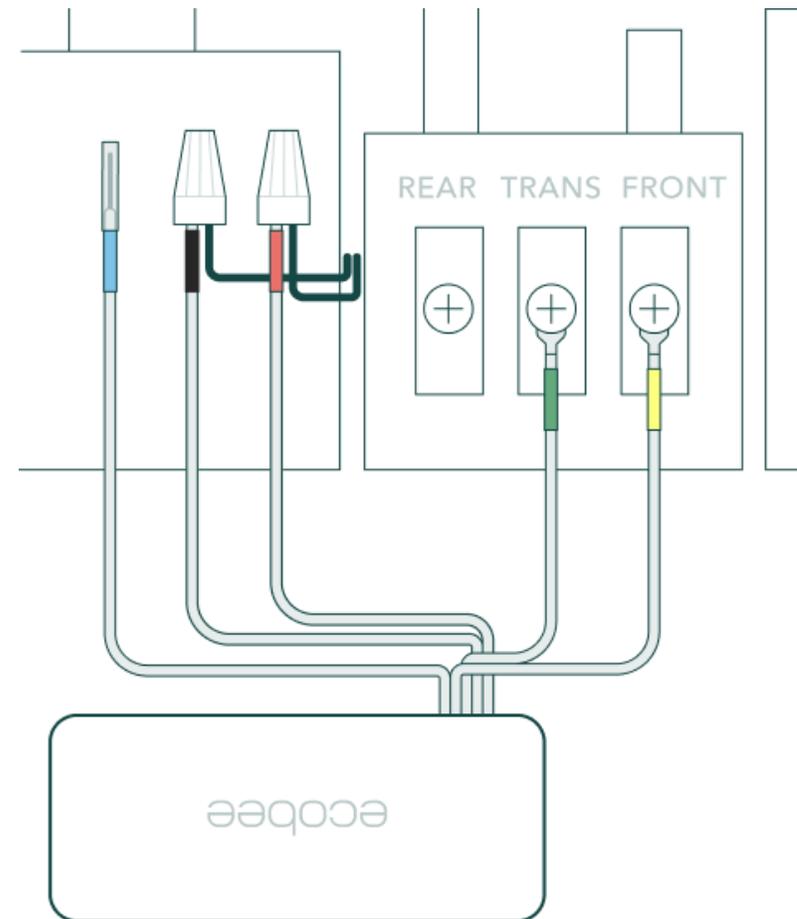
8A: Connect the chime adapter's red wire with the FRONT wire.



9A: Connect the U-wires to the TRANS and FRONT terminals. The order and color of the wires do not matter. Attach one of the U-wires to the TRANS terminal and the other to the FRONT terminal. Tighten the terminal screws.

Installation Process – Chime Box Wiring (Path A)

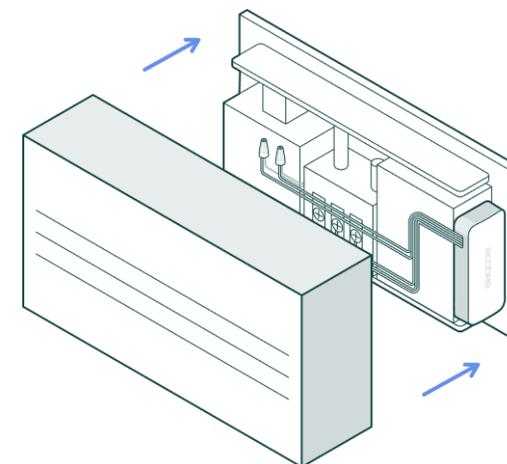
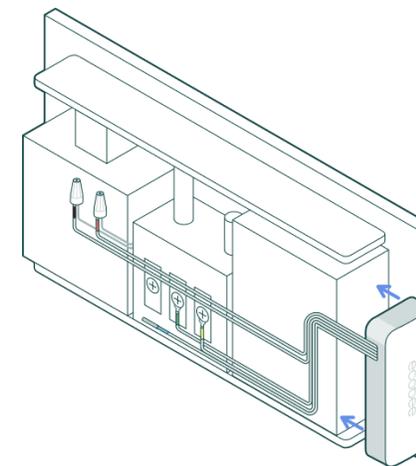
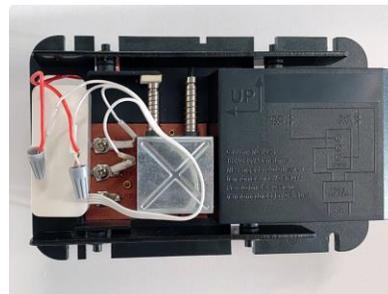
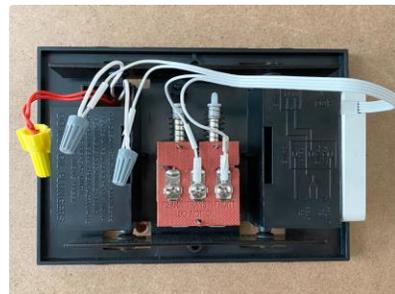
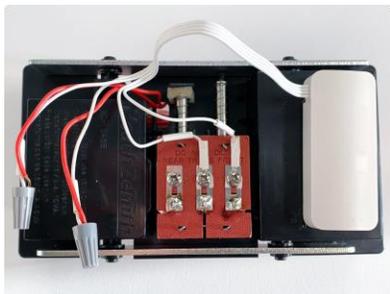
This is the wiring setup for homes with one doorbell. Double-check the Chime Box Wiring Setup and confirm they are secure.



Installation Process – Chime Box Wiring (Path A)

13B. Attach the Chime Adapter

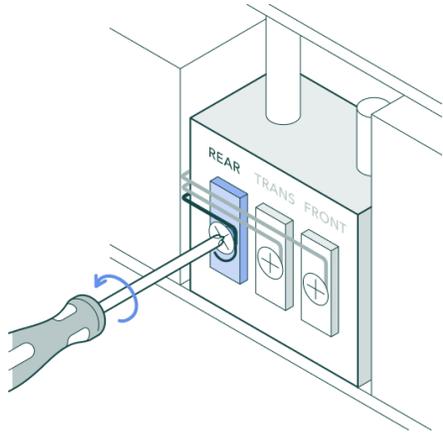
Find a spot for the chime adapter where it will not impact the sound of the doorbell. Use the adhesive on the back of the chime adapter to secure it. See examples below



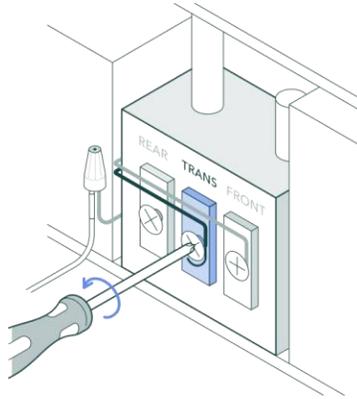
14B: Put the cover back on & organize the wires so they do not interfere with the chime mechanism.

Proceed to installing the ecobee Smart Doorbell Camera

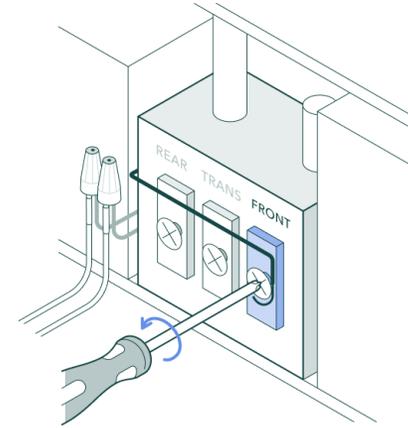
Installation Process – 1+ Doorbell – Chime Box Wiring (Path B)



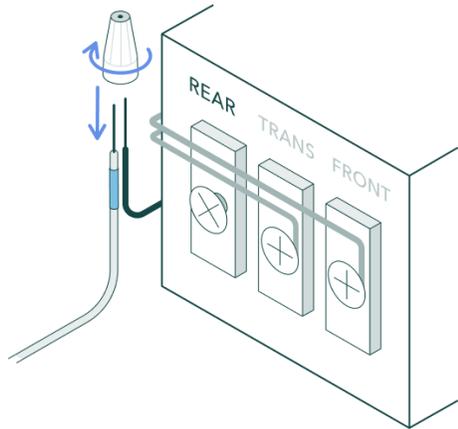
5B: Disconnect the Rear Wire:



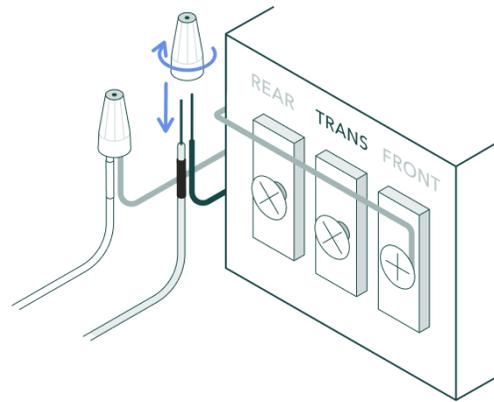
7B: Disconnect the Trans Wire:



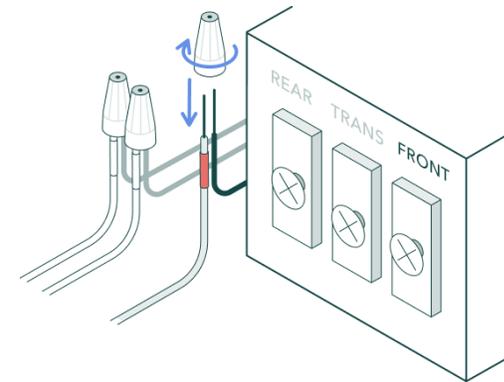
9B: Disconnect the Front Wire:



6B: Connect the chime adapter's blue wire with the Rear wire



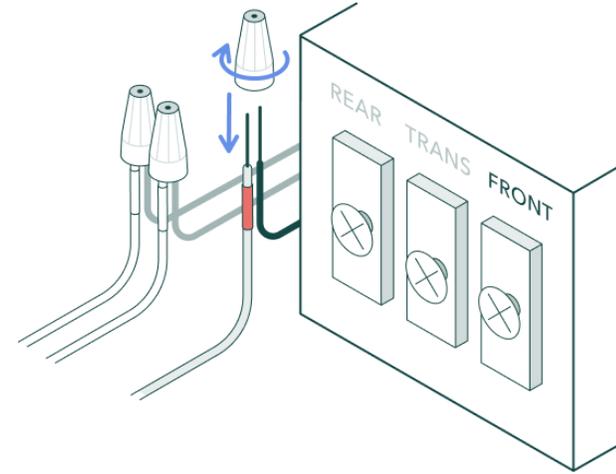
8B: Connect the chime adapter's black wire with the Trans wire



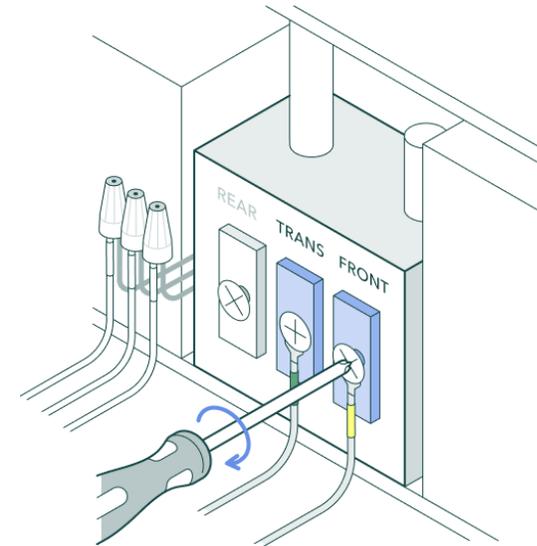
10B: Connect the chime adapter's red wire with the Front wire

Installation Process – 1+ Doorbell – Chime Box Wiring (Path B)

11B: Connect the chime adapter's red wire with the FRONT wire

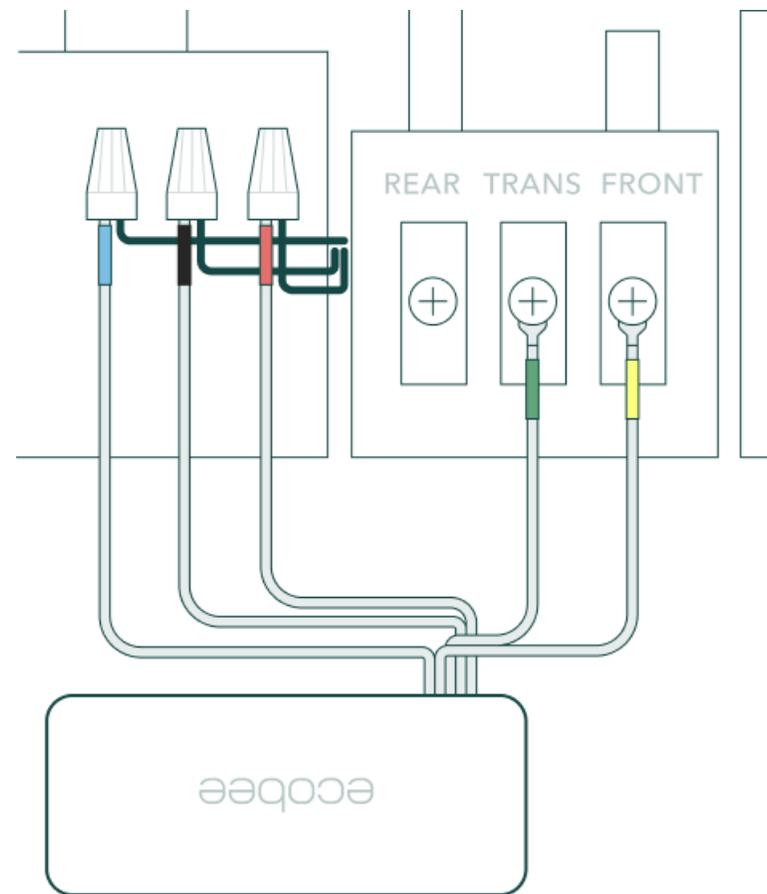


12B: Connect the U-wires to the TRANS and FRONT terminals



Installation Process – 1+ Doorbell – Chime Box Wiring (Path B)

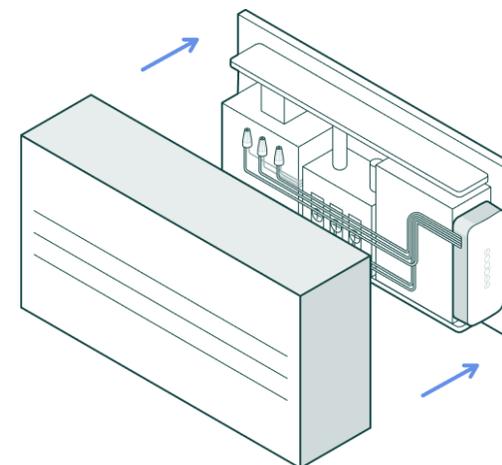
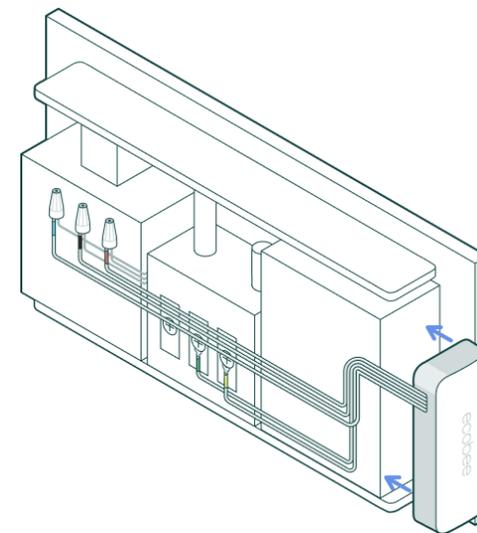
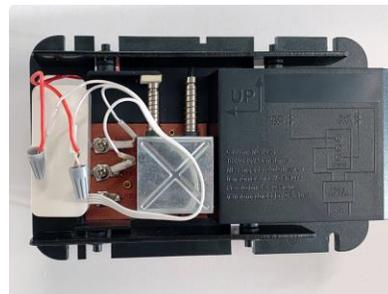
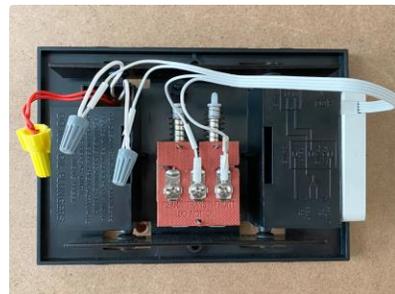
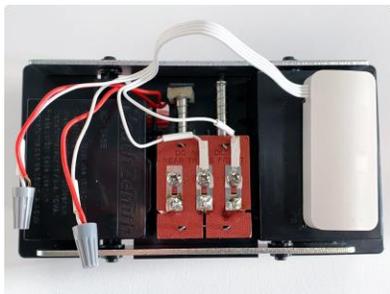
This is the wiring setup for homes with more than one doorbell. Double-check the Chime Box Wiring Setup and confirm they are secure.



Installation Process – 1+ Doorbell – Chime Box Wiring (Path B)

13B. Attach the Chime Adapter:

Find a spot for the chime adapter where it will not impact the sound of the doorbell. Use the adhesive on the back of the chime adapter to secure it. See examples below

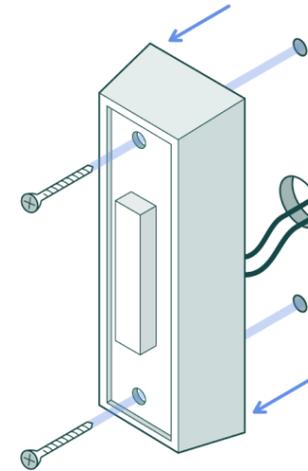


14B: Put the cover back on & organize the wires so they do not interfere with the chime mechanism.

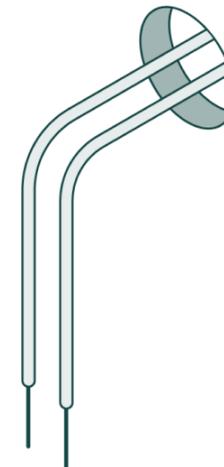
Proceed to
installing the
ecobee Smart
Doorbell Camera

Installation Process – Doorbell

1. Remove Old Doorbell



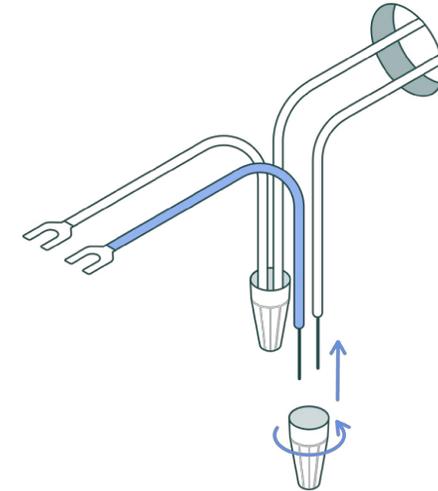
2. Disconnect and bend the wires



Installation Process – Doorbell

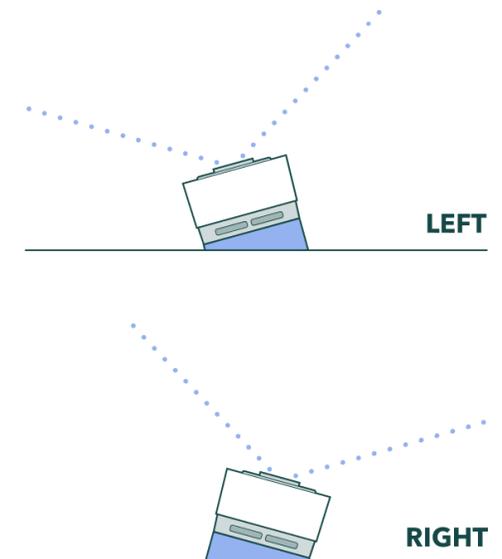
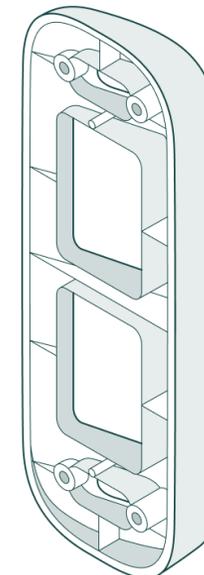
3. Attach the wire extenders

Twist the exposed portion of the wire extender and one of the wires from the wall. Align the tips of the wires and screw on a wire connector. Repeat with the second wire extender.



4. Select the correct angle for the Wedge

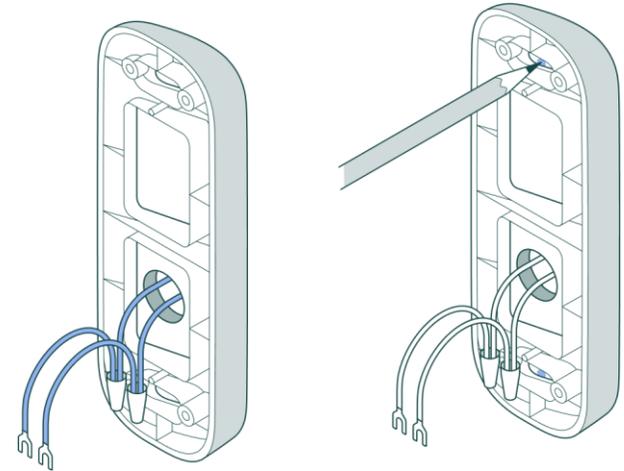
The wedge shifts the device's field of view by 15° to the left or right. Adjust your doorbell's field of view by flipping the wedge in either direction.



Installation Process – Doorbell

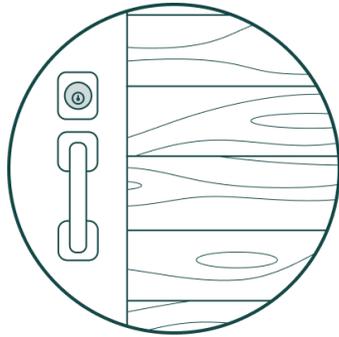
5. Align the wedge & mark the holes

Gently pull the wires through the bottom hole. Make sure the smooth side is facing the wall.

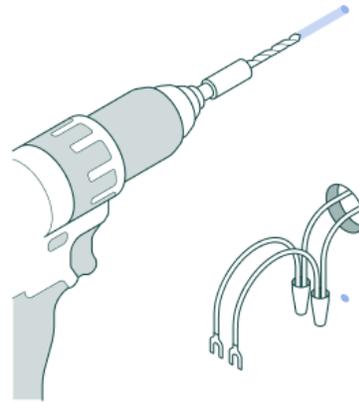


Installation Process – Doorbell

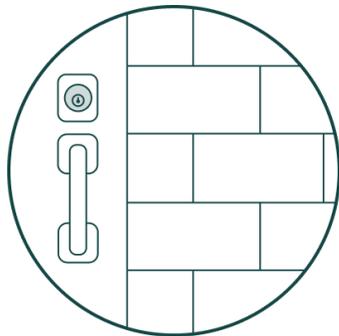
6. Are you installing on a hard or soft surface?



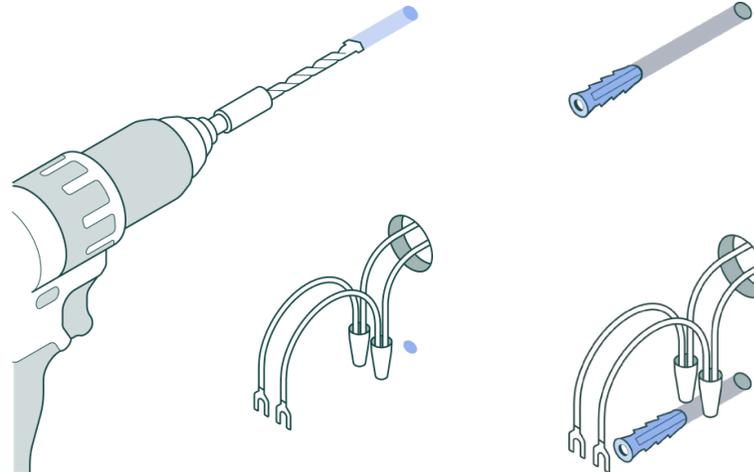
Soft (wood, siding)



Drill the holes with a 5/64" bit



Hard (brick, concrete)

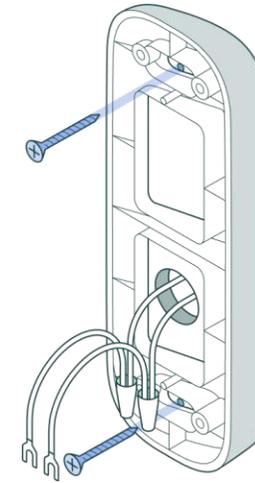


Drill the holes with a 1/4" masonry bit & insert the anchors

Installation Process – Doorbell

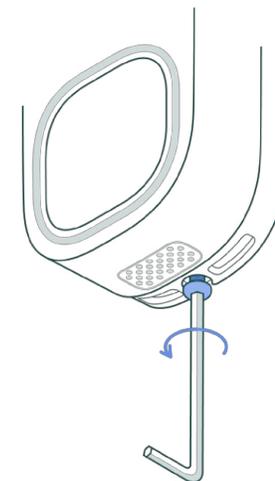
7. Attach the wedge

Align the wedge, then gently pull the wires through the bottom hole. Screw the provided long screws into the wide slots.



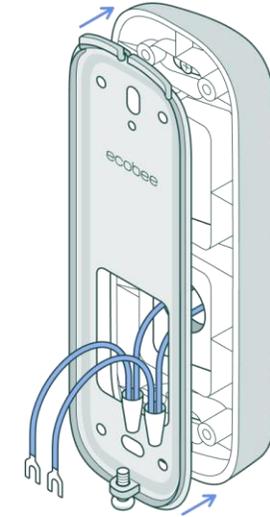
8. Detach the backplate from the doorbell

Using the provided Allen key, loosen the security screw on the bottom of the device until you can lift the backplate off. Do not fully remove the security screw.



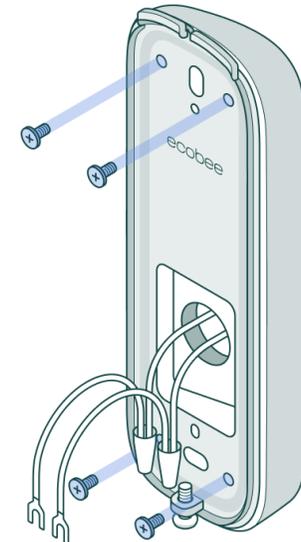
Installation Process – Doorbell

9. Guide the wires through the backplate



10. Attach the backplate to the wedge

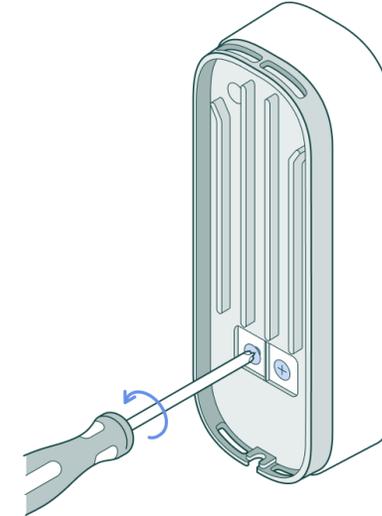
Screw the provided short screws into the smaller holes.



Installation Process – Doorbell

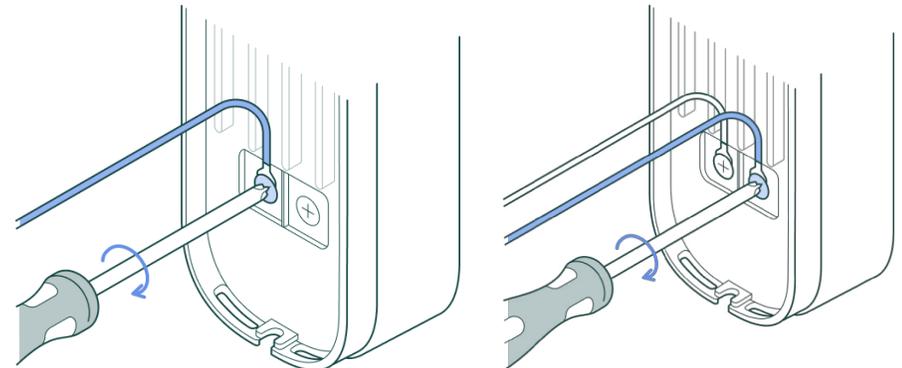
11. Loosen the terminal screws

Loosen the 2 terminal screws on the back of the doorbell. Do not remove the terminal screws.



12. Connect the U-wire to the terminal and tighten the screw

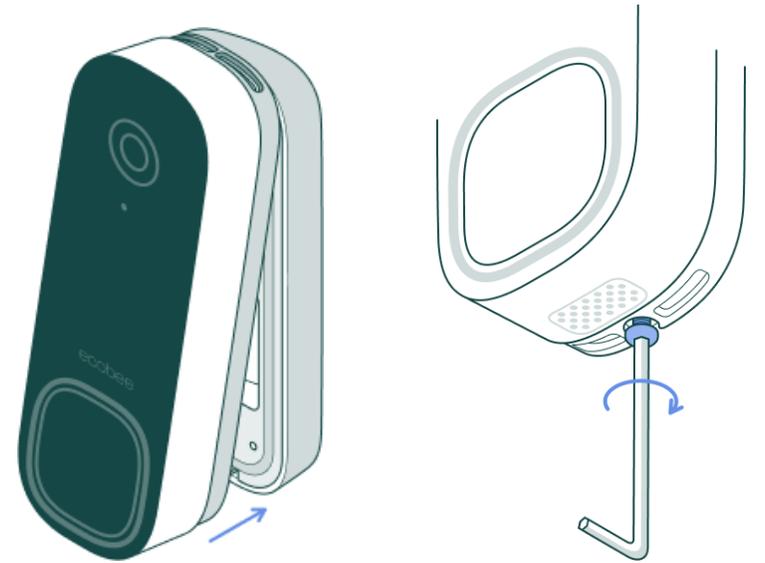
Slide the U-wire under the terminal screw, with the U-wire pointing down. The order of the wires does not matter. Tighten the terminal screw.



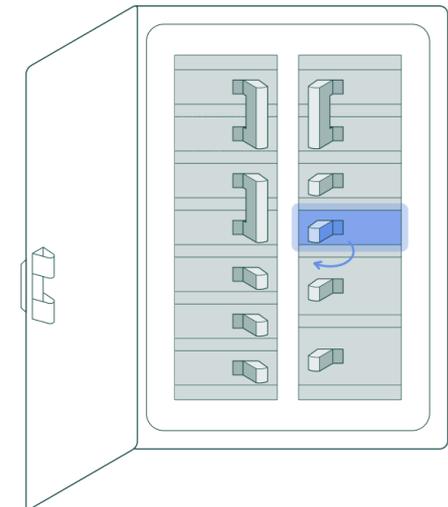
Installation Process – Doorbell

13. Hang the doorbell on the backplate & secure the doorbell.

Slide the U-wire under the terminal screw, with the U-wire pointing down. The order of the wires does not matter. Tighten the terminal screw.



14. Turn on the power for the doorbell.



Installation Process – Doorbell First Run

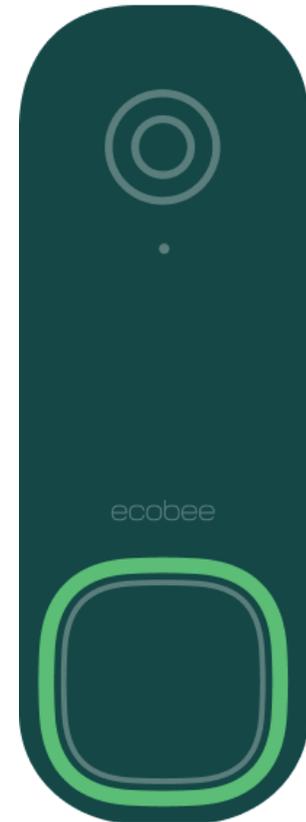
15. Is the light loop on the front of the doorbell solid green?

This may take a minute or two.

If no, try these troubleshooting steps:

1. Turn off power to your system.
2. Make sure all the wires are connected correctly. Give them a gentle tug to see if any are loose.
3. Turn the power back on and see if the doorbell has powered on.

[If yes, click here to proceed](#)



Installation Process – Doorbell First Run

16. Ring the doorbell to test the sound

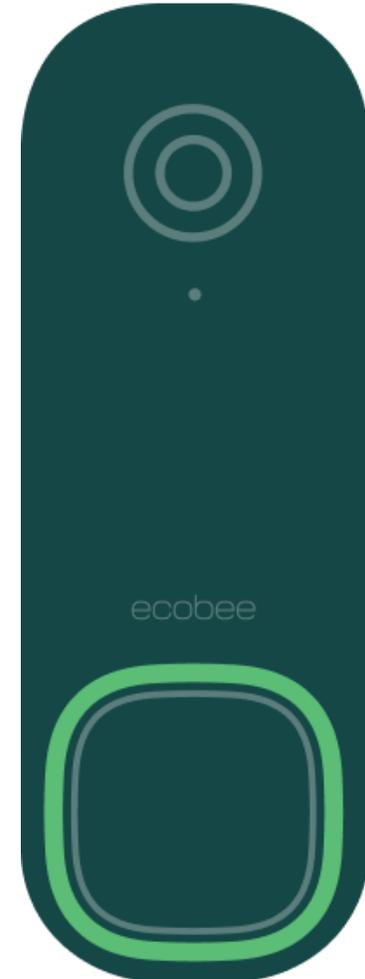
Look at the possible outcomes below.

If you can hear the in-home chime, you have successfully installed the ecobee Smart Doorbell Camera.

If you cannot hear the in-home chime, press and hold the doorbell button until the light loop flashes green 3 times. Ring the doorbell again to test the sound.

With this step, we have changed the configuration from a Mechanical Chime to a Digital Chime – which will require Wi-Fi connectivity.

Skip to Mobile Setup



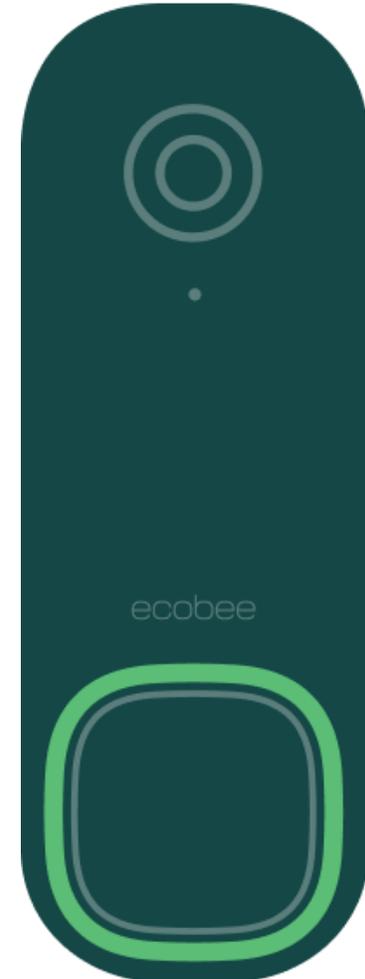
Installation Process – Doorbell First Run

16. Ring the doorbell again to test the sound

If the Smart Doorbell didn't ring or has a faint ring, follow the instructions below:

1. Make sure there are no wires interfering with the mechanical chime or metal plunger.
2. Turn off the power.
3. Make sure all the wires are connected correctly. Give them a gentle tug to see if any are loose.
4. Turn the power back on and ring the doorbell.
5. If the Smart Doorbell still does not ring, turn the power off and swap the chime adapter's Front and Trans wires. Turn the power back on and ring the doorbell.

Dedicated contractor customer support line
Available 8am–11pm (Mon–Fri) and 9am–9pm (Sat–Sun).
1.866.518.6740 | support.ecobee.com



ecobee Smart Doorbell Camera

Mobile Setup



iOS



Android

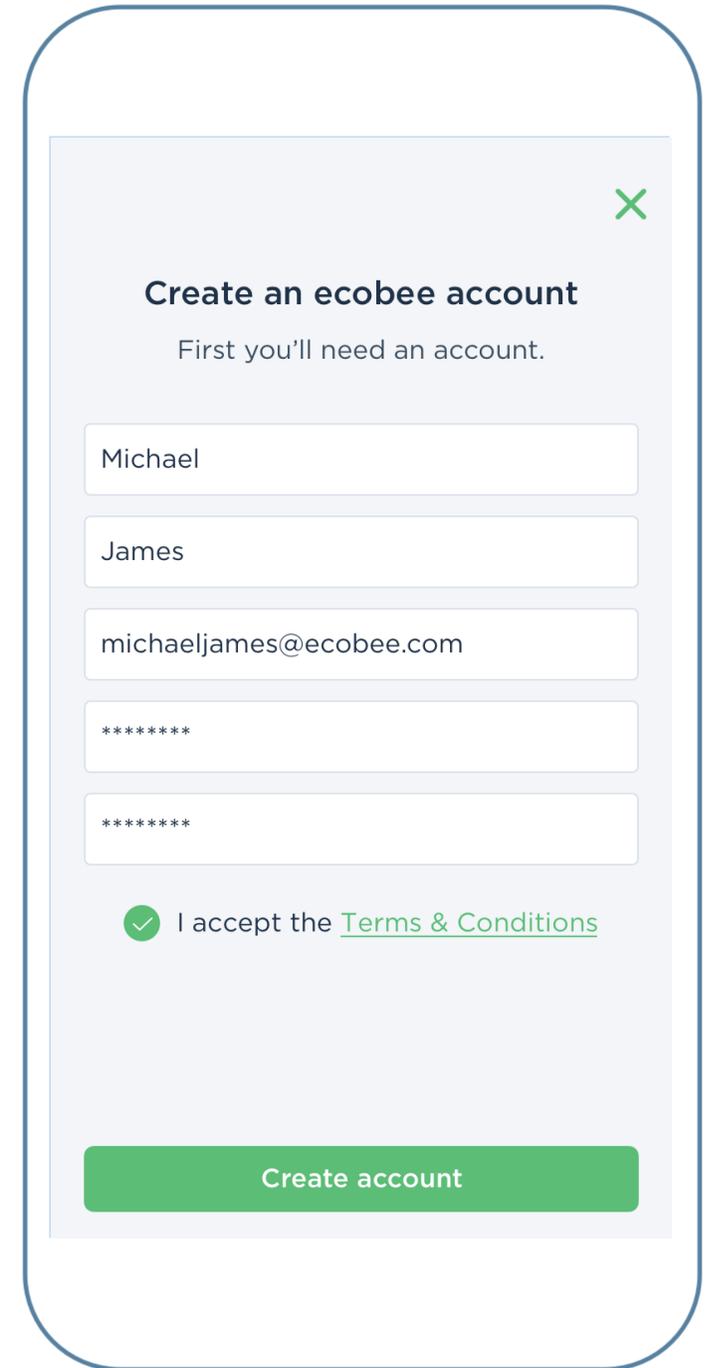
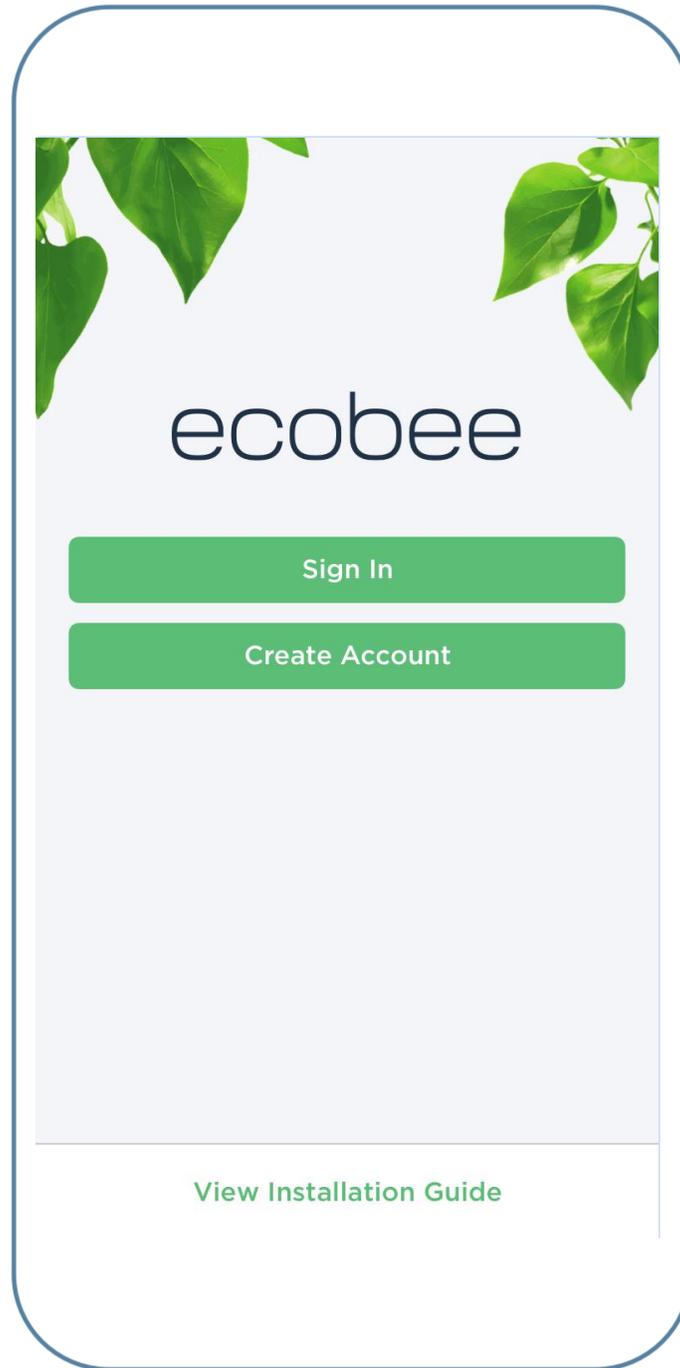
**Install the ecobee app on the Homeowners phone
Login or Create an account.**

ecobee Smart Doorbell Camera

Mobile Setup

**Install the ecobee app
on the Homeowners
phone**

**Login or Create an
account.**



Mobile Setup

Add a Home and complete the necessary details.



Now let's add a Home

Adding a new home to your ecobee account allows your devices to work better together. You can choose to create your own home, or join an existing home.

Create My Home

Join a Home



Add a home

Give your Home a name and address. Your location enables your devices to sync with local weather and timezone to enable smart features.

My Home

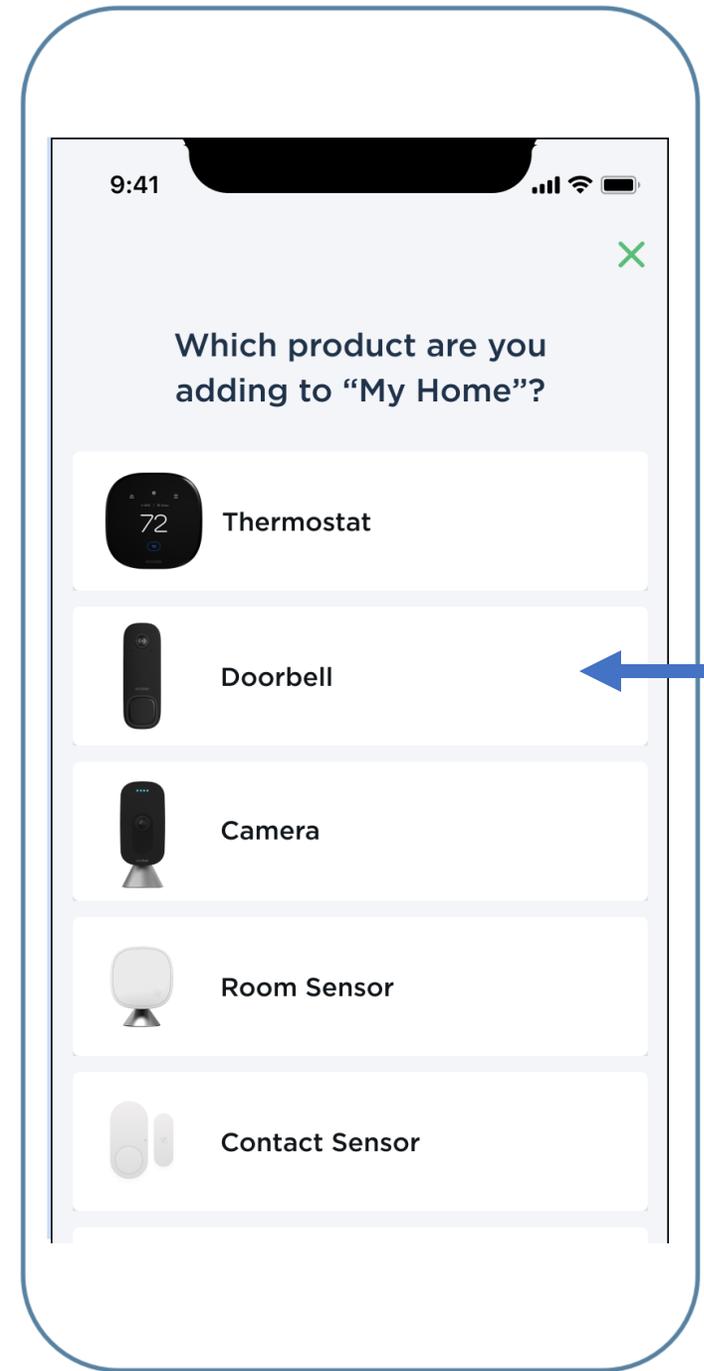
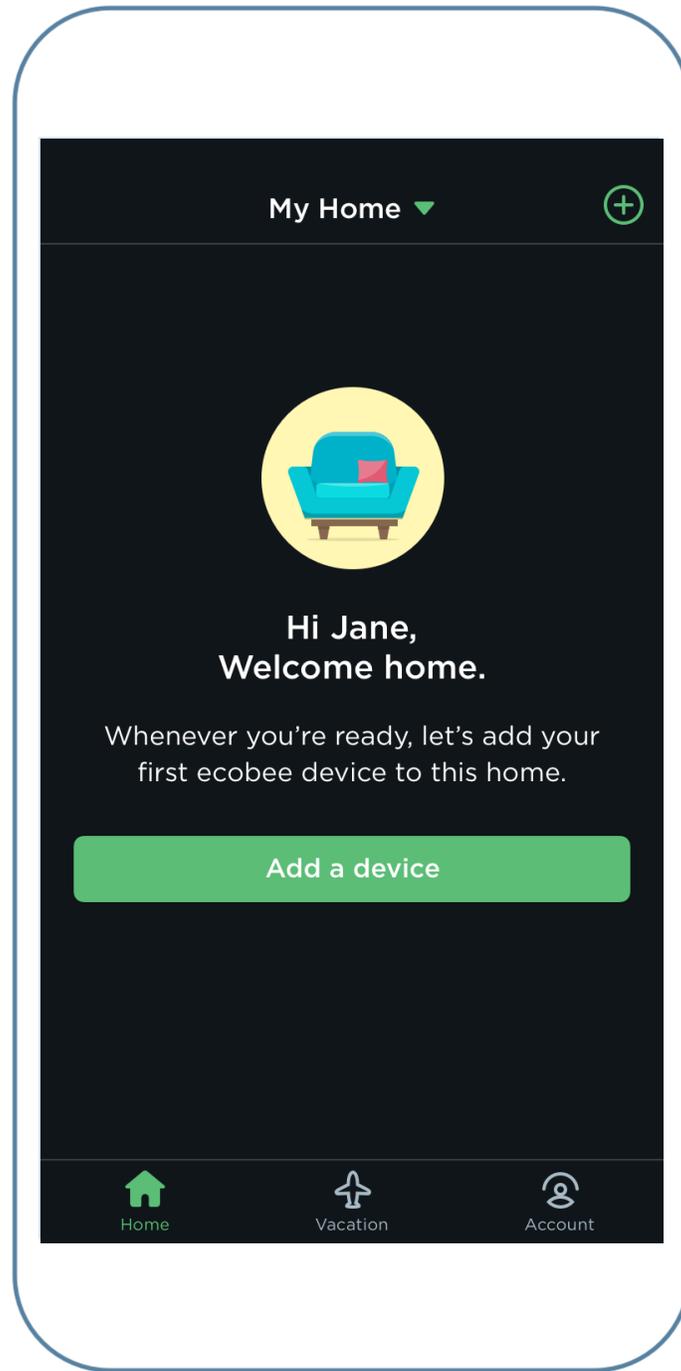
Search address



Save home

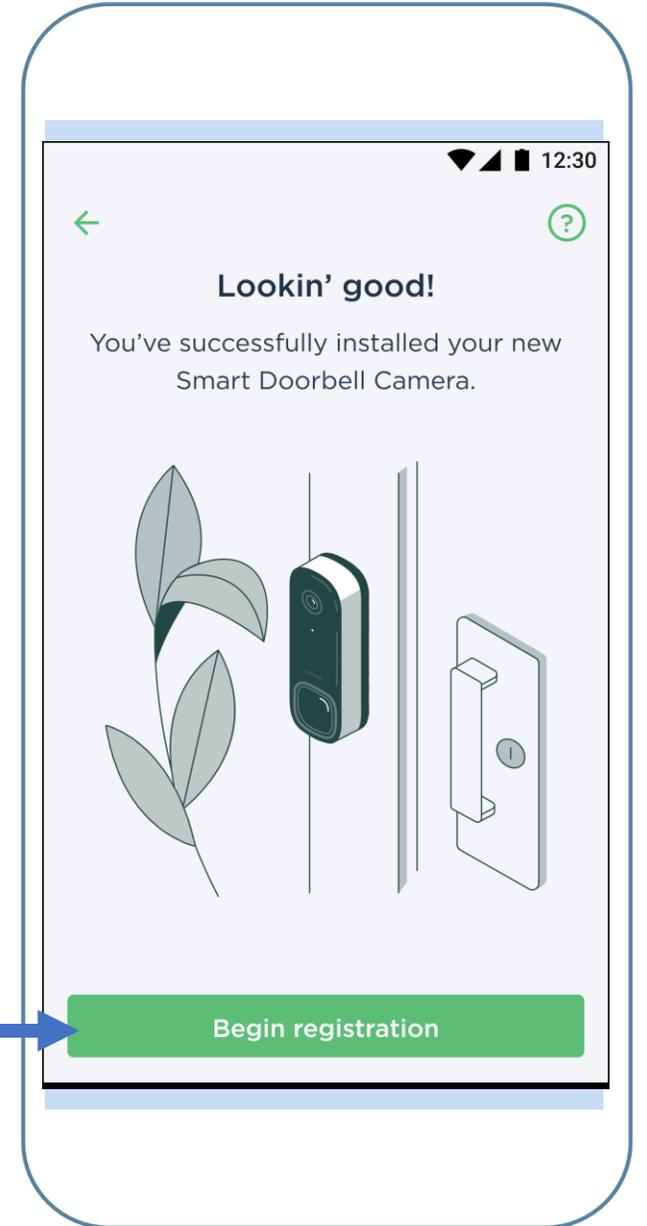
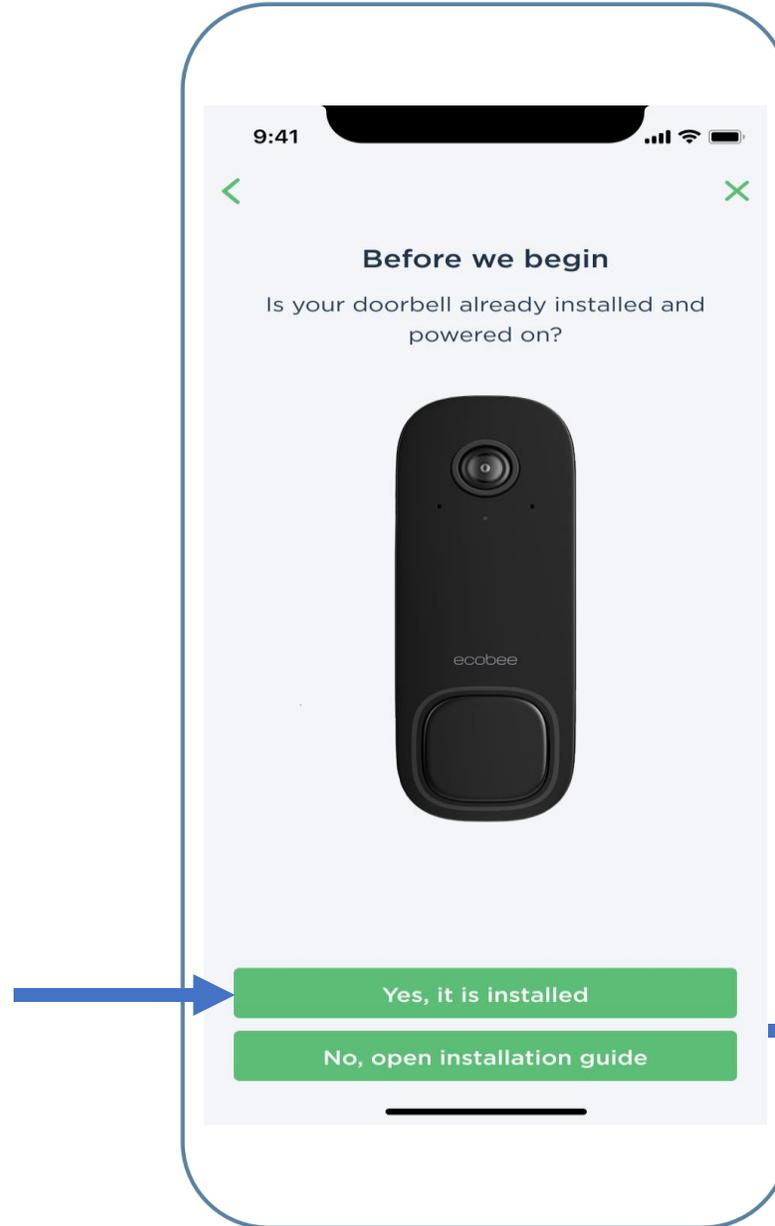
Mobile Setup

Select “Add a device”
and choose Smart
Doorbell Camera.



Mobile Setup

Select “Yes, it is installed” and proceed with the setup guide prompted in the App.

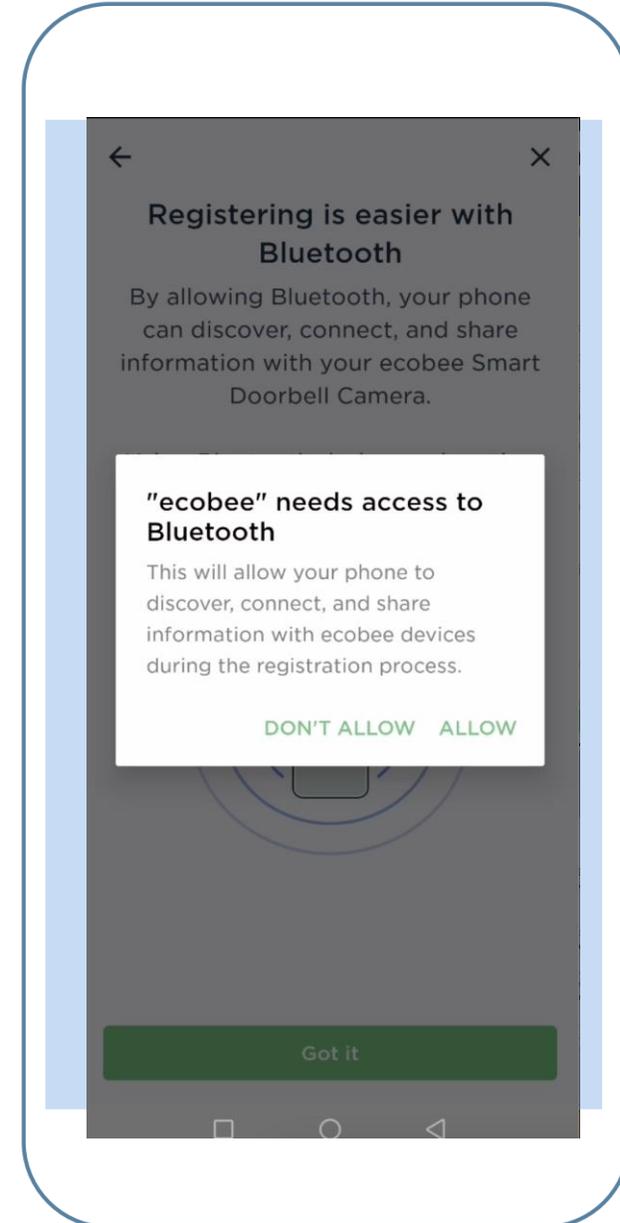
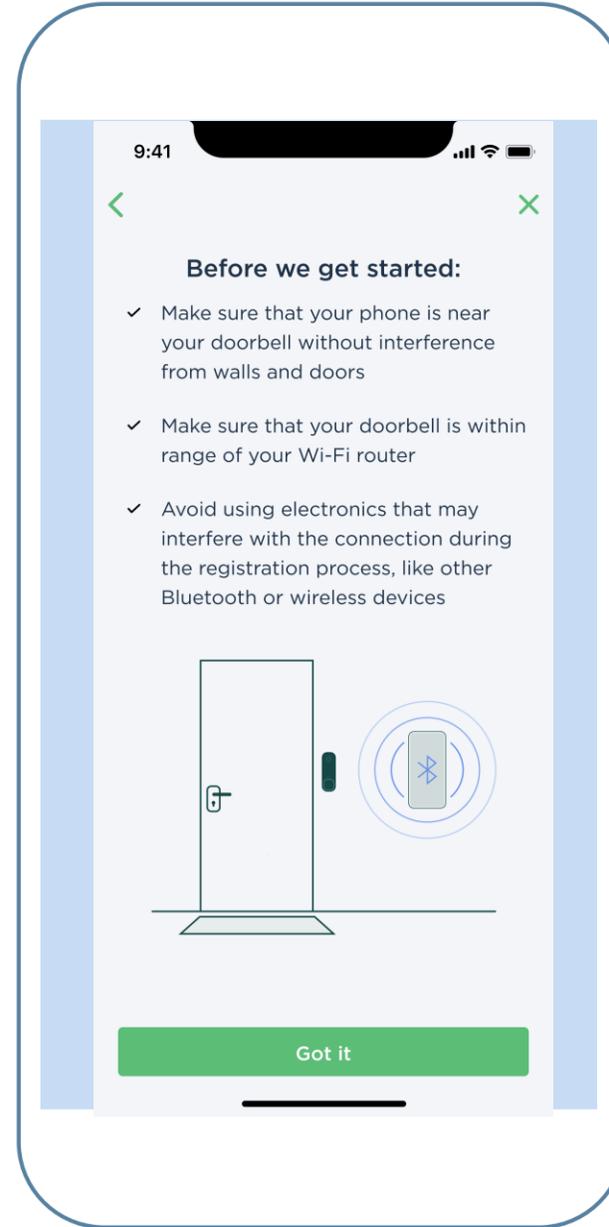


Mobile Setup

Register with Bluetooth

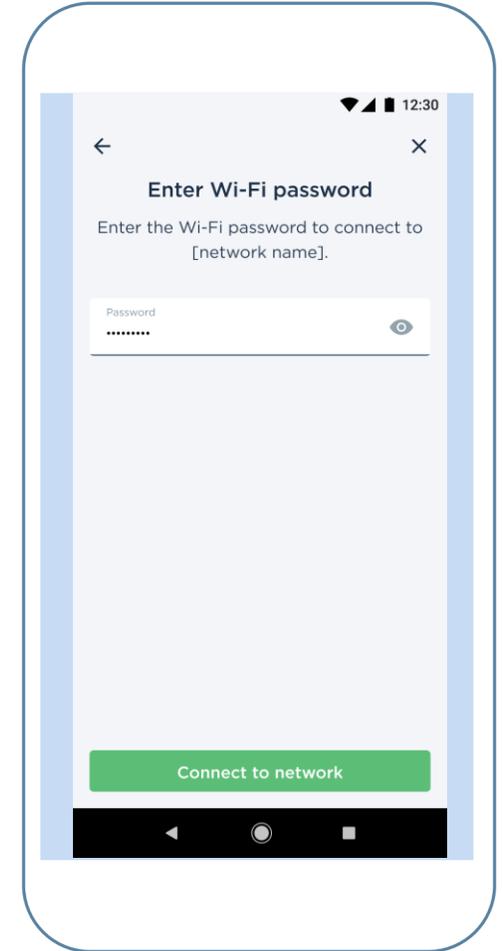
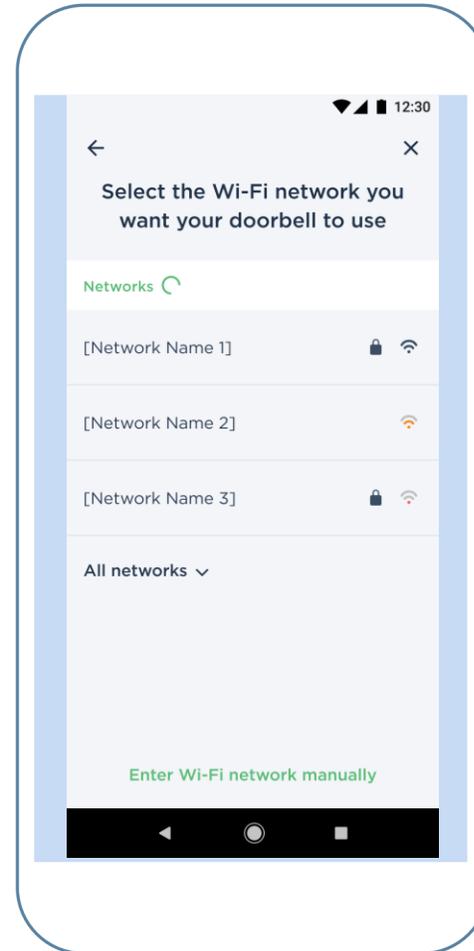
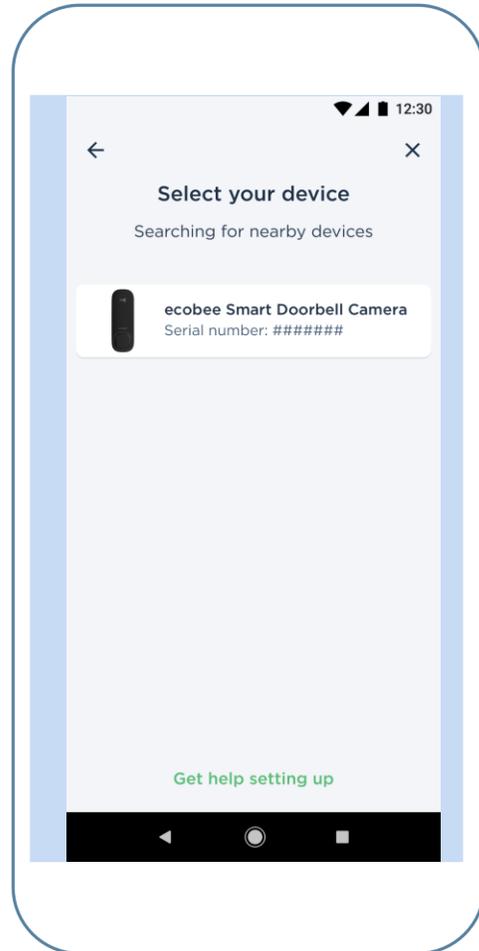
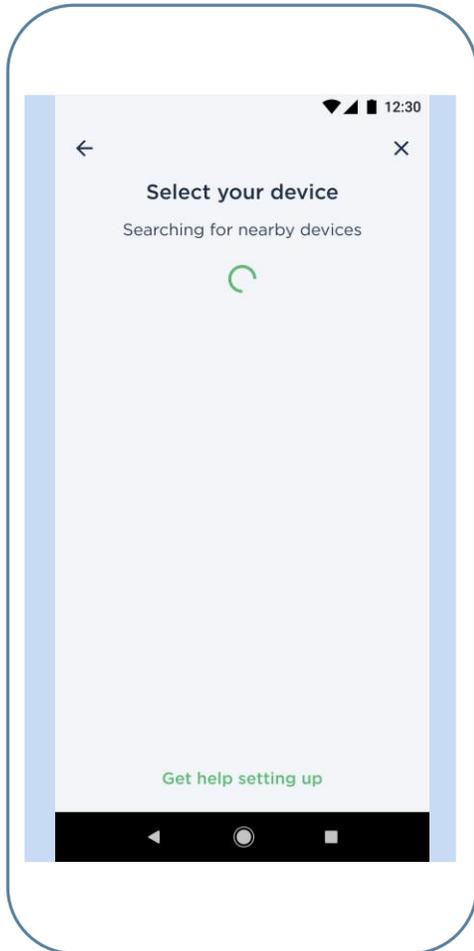
By allowing Bluetooth, your phone can discover, connect, and share information with your ecobee Smart Doorbell Camera.

Using Bluetooth during registration helps improve your smartphone's connection with your new device.



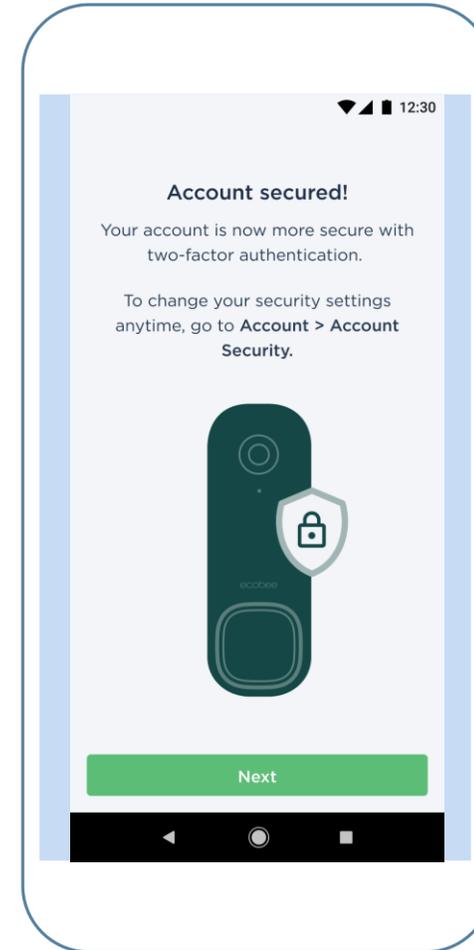
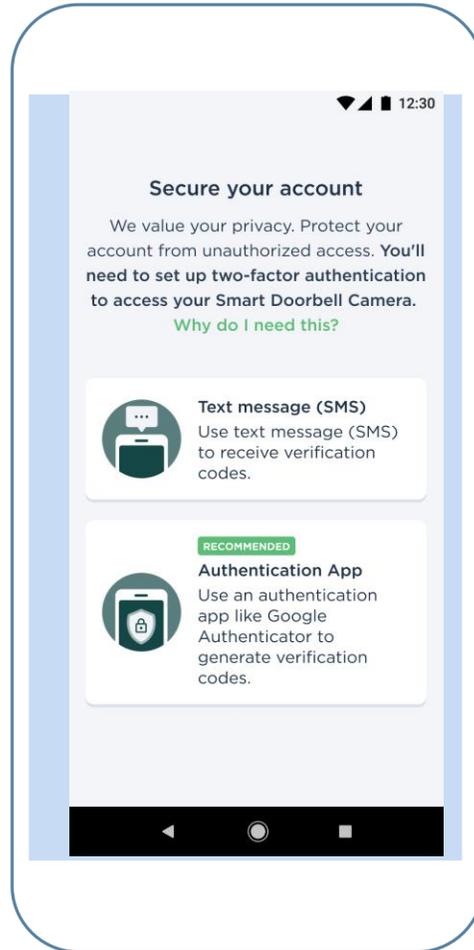
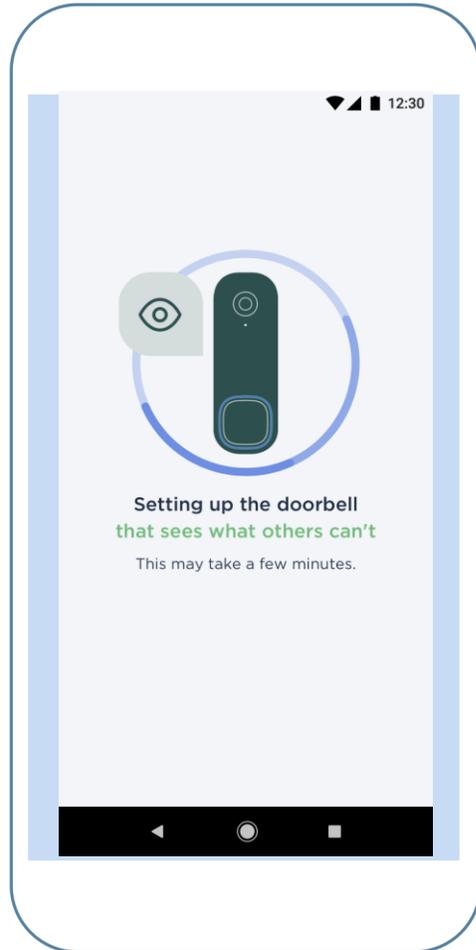
Mobile Setup – Pairing Process

Select the Doorbell Camera after the search and enter the Wi-Fi credentials.



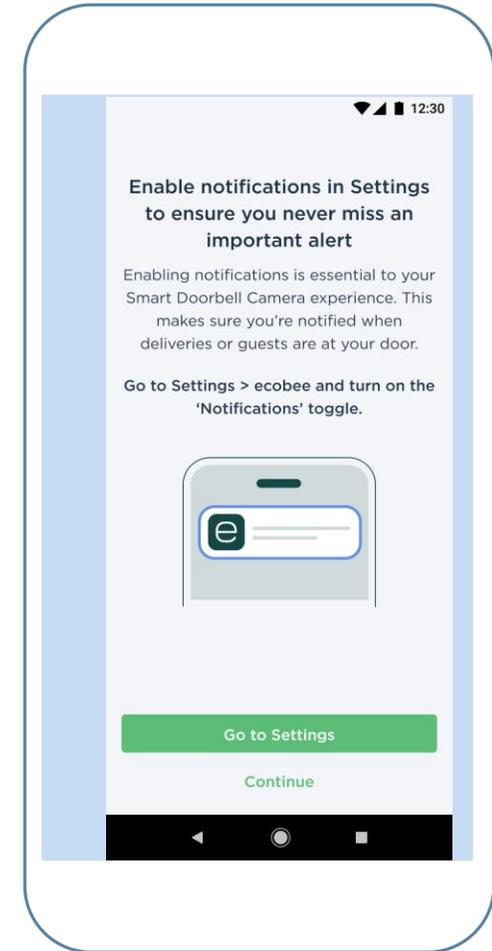
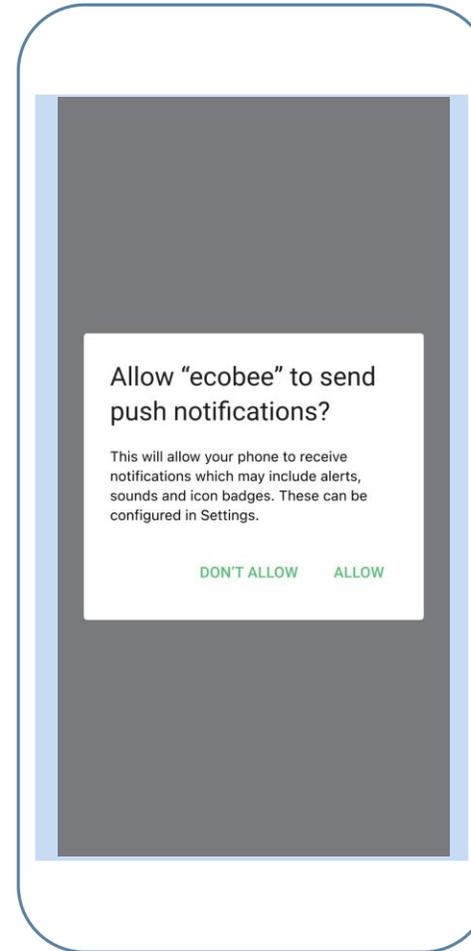
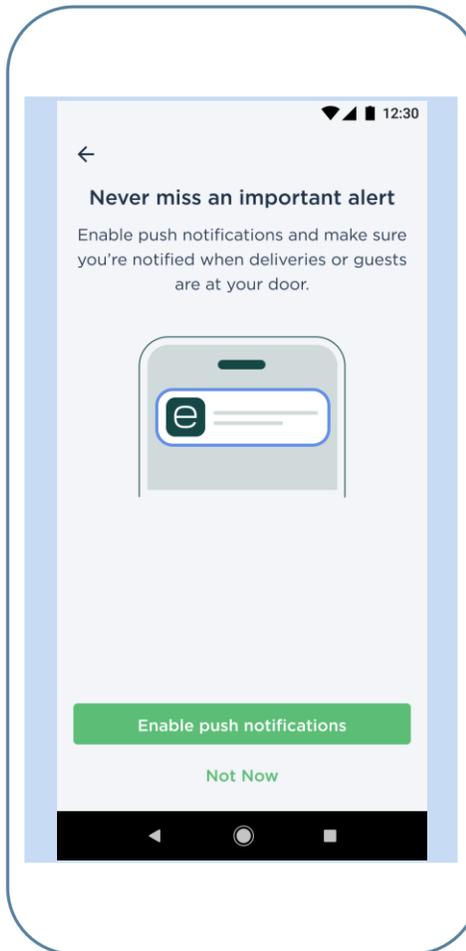
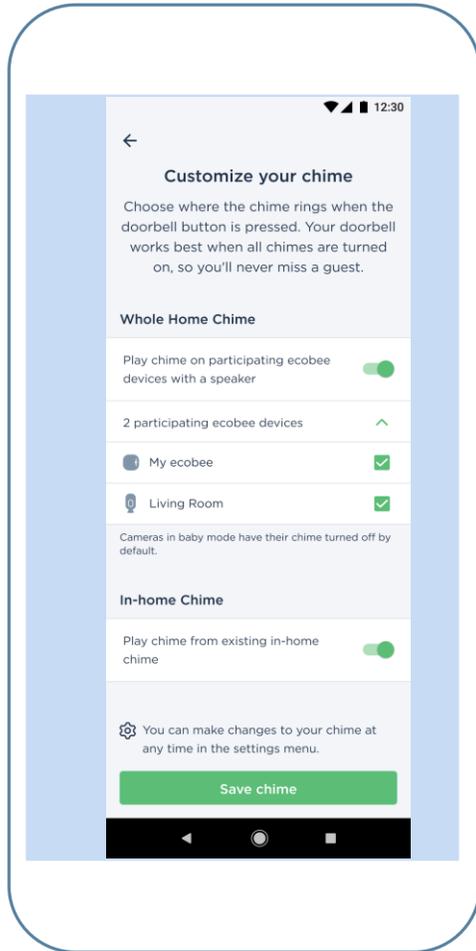
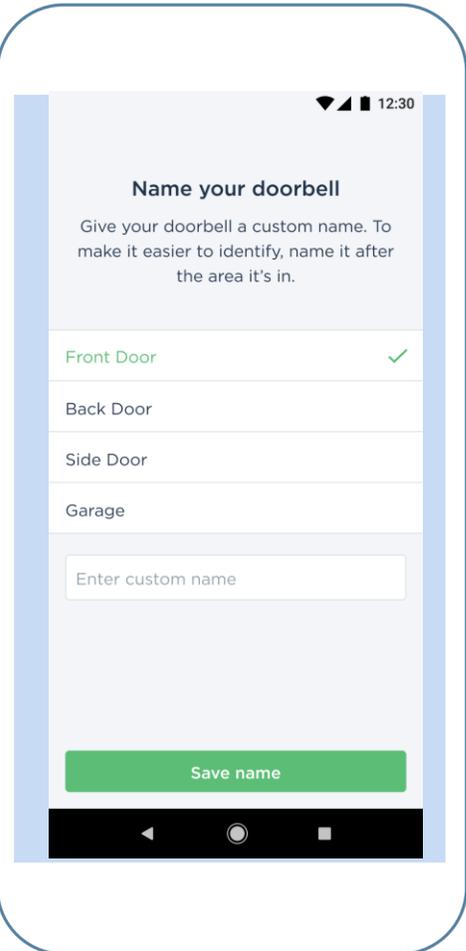
Mobile Setup – Setup and Secure Account

After the doorbell has finished setting up, select an option for two factor authentication.



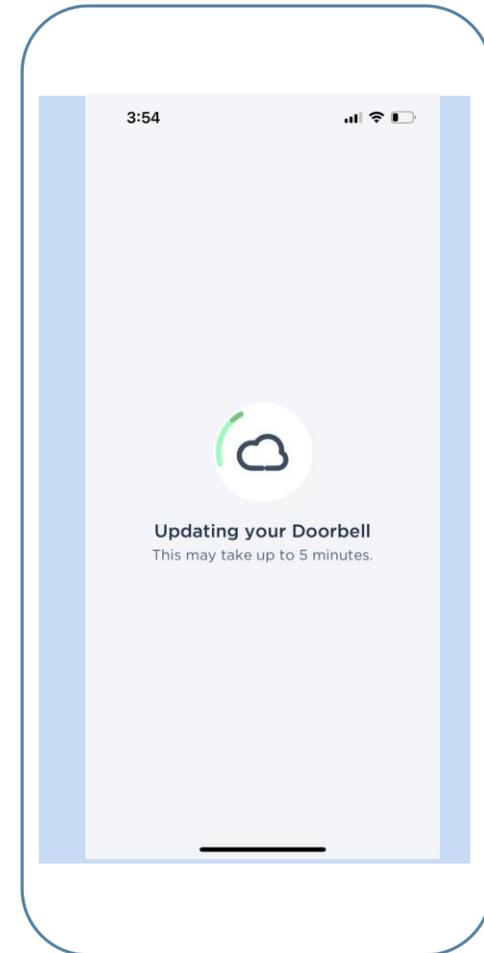
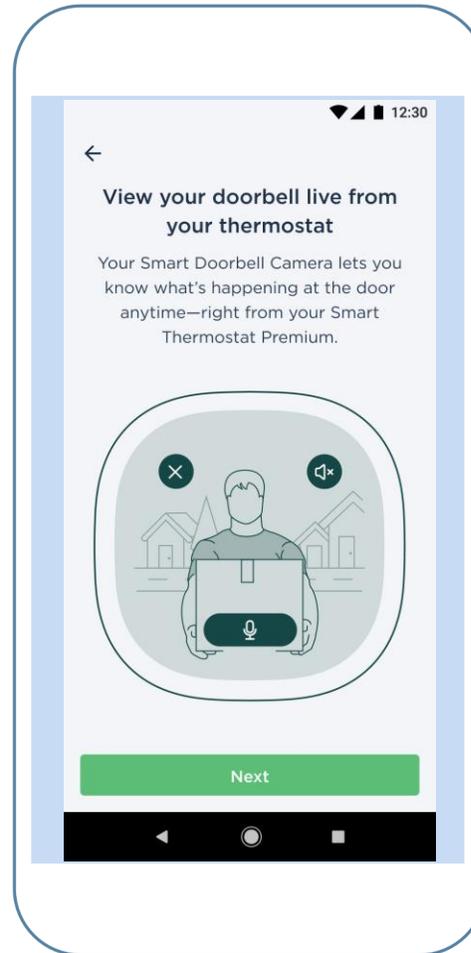
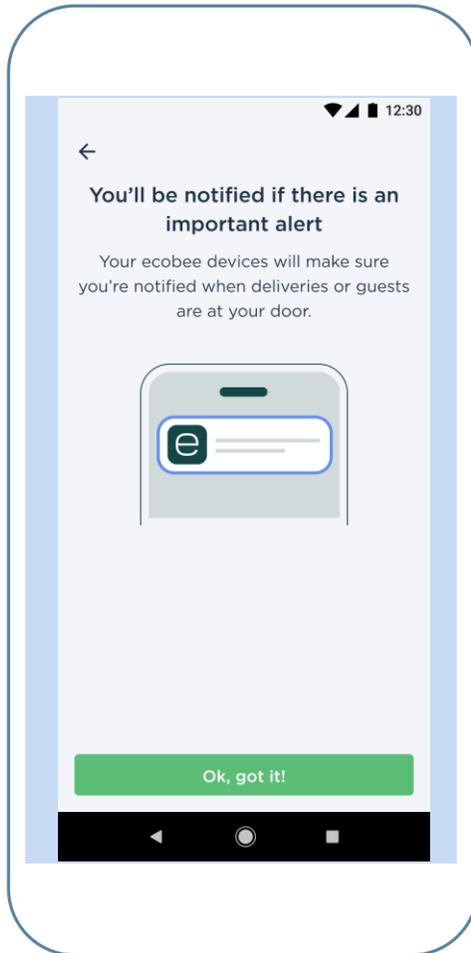
Mobile Setup – Final Steps

Customize the chime according to the Homeowner preference and ensure notifications are enabled.



Mobile Setup – Final Steps

Customize the chime according to the Homeowner preference and ensure notifications are enabled.



Mobile Setup – Final Steps

Encourage the Homeowners to try ecobee Smart Security to get the complete ecobee Smart Doorbell Camera experience.

Test the Doorbell Camera live feed by selected “Show me my doorbell”

