

Enable Doorbell Camera notifications to Qolsys IQ Panel 2

Receive notifications on the Qolsys IQ Panel 2 screen when a doorbell camera detects motion or the button is pushed.

Requirements

To enable doorbell camera notifications to the Qolsys IQ Panel 2:

Service package	<p>A service package that supports at least one doorbell camera.</p>
Panel hardware	<p>Firmware version 2.5.3+ is required for the ADC-VDB770.</p> <p>Firmware version 2.2.1+ is required for the SkyBell Doorbell Camera.</p> <p>The Qolsys IQ Panel 2 must be connected to their router's or access point's Wi-Fi network. The doorbell camera and the Qolsys IQ Panel 2 must be connected to the exact same device's Wi-Fi network (SSID) and band (i.e., 2.4 GHz).</p> <p>Note: This feature is incompatible with the IQ remote.</p>
Doorbell camera	<p>One of the following:</p> <ul style="list-style-type: none">• SkyBell Doorbell Camera (ADC-VDB101/102/105/106/105x/106x) on the latest firmware• Alarm.com Video Doorbell (ADC-VDB770) on the latest firmware



Wi-Fi

- Wi-Fi signal strength of 90-100%. For more information about signal strength requirements and how to view the current signal strength, see [What are the network requirements of the SkyBell Doorbell Cameras?](#).
- Wi-Fi router must support multicast broadcasts which are used to send notifications
 - Most routers support multicast broadcasts. If a router does not support multicast broadcasts, the router would need to be replaced in order to be compatible with doorbell camera notifications to the Qolsys IQ Panel 2.

Enable the doorbell camera notification

Note: If the user also wants to view live video from the panel screen's doorbell notification, configure *Stream Video to Security Panel Screen* using the Customer Website. For more information about setting up *Stream Video to Security Panel Screen*, see [Stream live video from Alarm.com cameras on the Qolsys IQ Panel 2](#).

To enable the doorbell camera notification using the Partner Portal:

1. Log in to the Partner Portal.
2. Find the customer account.
3. Click **Equipment**.
4. Click **Video Devices**.
5. Using the *Video Device* dropdown menu, select the desired doorbell camera.
6. Click to select **Send Motion Notifications To Panel** and/or **Send Button Pushed Notifications To Panel** as desired. The settings update automatically after selecting an option.

To enable the doorbell camera notification using the MobileTech app:

1. Log in to the MobileTech app.
2. Find the customer account.
3. Tap **Equipment**.
4. Tap **Video Devices**.
5. Tap the desired doorbell camera name.
6. Tap **Send Motion Notifications To Panel** and/or **Send Button Pushed Notifications To Panel** as desired. The settings update automatically after tapping an option.



To enable the doorbell camera notification using the Customer Website:

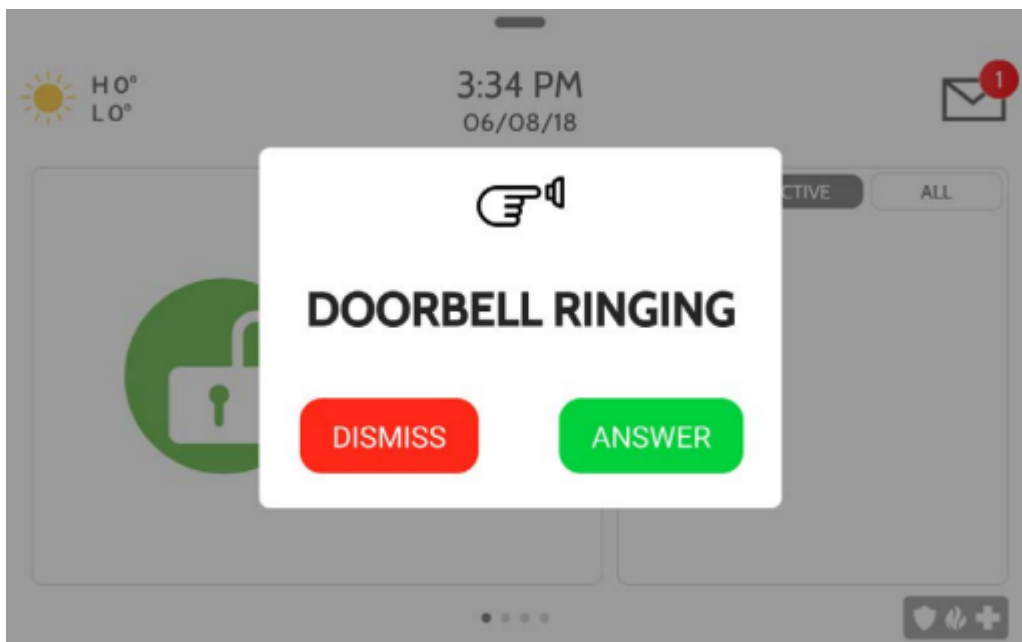
1. Log in to the Customer Website.
2. Click **Video**.
3. Click **Settings**.
4. Using the *Video Device* dropdown menu, select the doorbell camera's name.
5. Click **Video Device Info**.
6. Click to select **Send motion notifications to panel** and/or **Send button pushed notifications to panel** as desired.
7. Click **Save**.

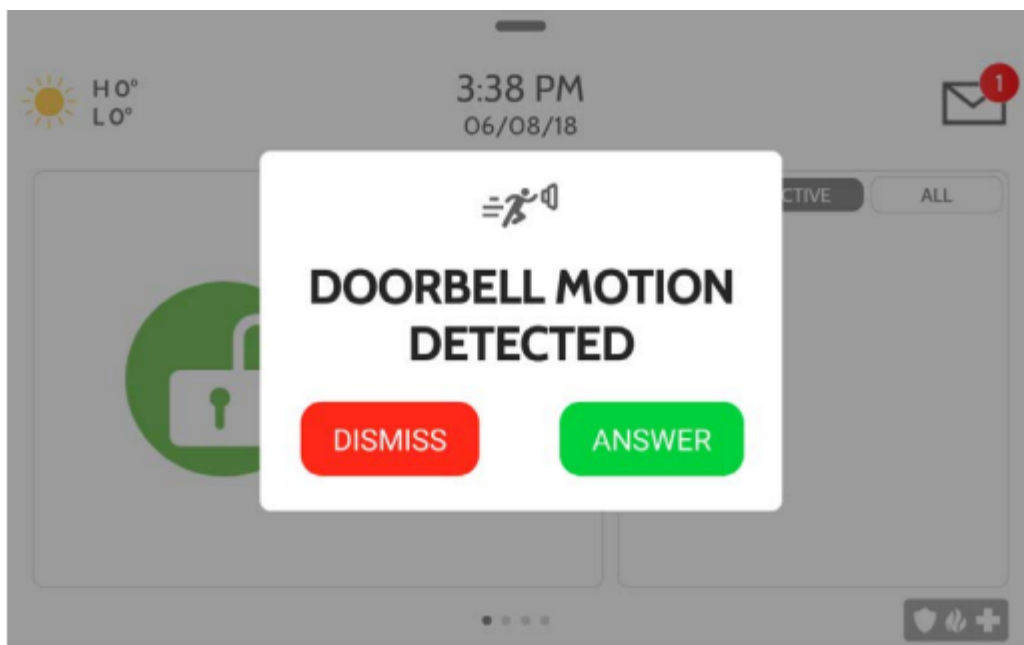
Notifications

The IQ Panel 2 makes a notification sound based on its internal settings. For more information about how to adjust notification volume, see [Adjust the notification volume on the Qolsys IQ Panel 2](#).

Depending on the type of notifications a user has enabled, the user sees either motion detection event notifications or button push event notifications on their panel screen.

Note: For the *Answer* option to appear, the user must have *Stream Video to Security Panel Screen* set up for the doorbell camera. If this setting is not configured, the user only has the option to *Dismiss* the doorbell notification. For more information about setting up *Stream Video to Security Panel Screen*, see [Stream live video from Alarm.com cameras on the Qolsys IQ Panel 2](#).





Troubleshooting

If notifications are not displaying on the panel, verify:

1. All requirements for the feature. For more information about the requirements, see [Requirements](#).
2. Notification settings are properly saved on the Customer Website. For more information about setting up doorbell camera notifications, see [To enable the Doorbell Camera notification](#).
3. Both the Qolsys IQ Panel 2 and the doorbell camera are connected to the exact same device's Wi-Fi network (SSID), and band (2.4 GHz).
4. The panel passes a Dual-Path test. For more information about performing a Dual-Path test, see [Ping the system to verify Dual-Path communication](#) and [System Check User Guide](#).
5. The following troubleshooting steps are complete:
 - a. Disable and re-enable stream to the panel.
 - b. Upgrade the panel to its latest firmware version.
 - c. Power down the panel and disconnect AC power.
 - d. Disconnect power from the access point if applicable and router, and wait 2 minutes.
 - e. Reconnect power to the router, access point if applicable, then the panel.

Router settings

The following steps require adjusting router settings. For more information about and help with changing router settings, refer to the router manual, router manufacturer, or customer's Internet Service Provider.

1. Multicast broadcasts are enabled on the Wi-Fi router.
 - a. Log in into the router and verify that Multicast Packet Forwarding is enabled.
 - b. If Multicast Packet Filtering is disabled, enable it.



- If the router does not have a Multicast Packet forwarding/filtering option, then multicast broadcasts may not be an option on the router. Check with the Internet Service Provider or in the router's user manual to verify if the option is available. If a router does not support multicast broadcasts, the router would need to be replaced in order to be compatible with doorbell camera notifications to the Qolsys IQ Panel 2.
2. Verify that Wi-Fi Client Isolation is disabled. For some routers/access points, it is enabled by default.
 - Wi-Fi Client Isolation may also be called Client Isolation or some variation of this.

