

Wi-Fi Doorbell Camera

LED and Troubleshooting Reference Guide

LED Pattern Key



Solid



Rapid double flash



Flashing



Alternating flash

Normal Operation

Green | Solid



Ready and working normally

Use the Alarm.com app or Customer Website to choose a custom color in place of default green.

White | Solid



In Call mode

A call has been initiated or is occurring.

Yellow | Solid



Starting up

Please wait while the doorbell is booting up.

Red | **Blue** | Alternating flash



Battery is charging

Battery may charge for ~30 minutes after installation.

Blue | **Green** | Alternating flash



Connected to Wi-Fi,
waiting for server connection

Please wait.

Blue | **Yellow** | Alternating flash



Firmware update in progress

Please wait.

Requires Attention

Orange | Rapid double flash



No Wi-Fi connectivity

Check your Internet connection. Your Wi-Fi credentials may have changed. Enter Wi-Fi Access Point Mode (see Troubleshooting below) and re-add the doorbell camera using the app.

Red | Rapid double flash



Power supply issue

Contact your installer.
The doorbell transformer may need to be replaced.

No Color | Off



Possible power supply issue

If the LED on the Doorbell Camera is not showing any color, there may be a power issue or the LED may have been turned off in the Video Settings on the Customer Website.

Troubleshooting

Press and hold doorbell button for the time shown to perform a troubleshooting step.

Green | Flashing



Entering Troubleshooting modes

Continue to press & hold for troubleshooting steps below.

Red | **Green** | Alternating flash



Wi-Fi Access Point mode

Connect to the camera's temporary network and use the app to re-add the camera.

Push & hold ~60 sec until flashing, then release.

Blue | Flashing



Power cycle

Reboots the camera.

Push & hold ~70 sec until flashing, then release.

Yellow | Flashing



Factory reset

Factory resets the camera. Deletes all Wi-Fi and configuration information.

Push & hold ~80 sec until flashing, then release.