

# 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

**White** | Solid



In Call mode

**Yellow** | Solid



Starting up

**Red** | **Blue** | Alternating flash



Battery is charging

**Blue** | **Green** | Alternating flash



Connected to Wi-Fi,  
waiting for server connection

**Blue** | **Yellow** | Alternating flash



Firmware update in progress

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

*A call has been initiated or is occurring.*

*Please wait while the doorbell is booting up.*

*Battery may charge for ~30 minutes after installation.*

*Please wait.*

*Please wait.*

### Requires Attention

**Orange** | Rapid double flash



No Wi-Fi connectivity

**Red** | Rapid double flash



Power supply issue

*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.*

*Contact your installer.*

*The doorbell transformer may need to be replaced.*

### 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.**