Wi-Fi Doorbell Camera
LED and Troubleshooting Reference Guide

ALARM.COM®

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
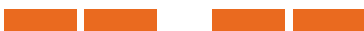
Please wait.

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.

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.