

## LED Pattern Key



### 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.*

**Blue** | Solid



Starting up

*Please wait while the doorbell is booting up.*

**Blue** | Pulsing



Battery is charging

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

**Blue** | **Green** | Alternating blink



Connected to Wi-Fi,  
waiting for server connection

*Please wait.*

**Blue** | **Yellow** | Alternating blink



Firmware update in progress

*Please wait.*

### Requires Attention

**Orange** | Rapid double blink



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.*

**Blue** | Rapid double blink



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** | Blinking



Entering Troubleshooting modes

*Continue to press & hold for troubleshooting steps below.*

**Red** | **Green** | Alternating blink



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 blinking, then release.**

**Blue** | Blinking



Power cycle

*Reboots the camera.*

**Push & hold ~70 sec until blinking, then release.**

**Yellow** | Blinking



Factory reset

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

**Push & hold ~80 sec until blinking, then release.**