

# Slim Line Doorbell Camera

## LED and Troubleshooting Reference Guide



### 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 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.*

Blue | 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.**