

Google Nest, Chromecast & smart home | Medium | 2 min read

# Nest or Ring doorbell or camera shows offline

**Please note:** independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A video doorbell or camera that goes offline cannot record or send alerts, so it is worth fixing quickly. The cause is usually the Wi-Fi signal or a flat battery. This covers Google Nest and Ring devices. Apps change their wording and menus from time to time, so what you see may differ slightly from the steps below.

## Check the basics

1. Is the doorbell or camera powered? Wired doorbells need their power supply and battery doorbells need charge.
2. Do other devices work on your Wi-Fi?
3. Has anything changed recently, such as a new router, a new Wi-Fi name, a power cut or a changed password?

## Battery devices

- Charge the battery fully using the cable that came with it, or remove it and charge it, depending on the model.

## Check the signal

A doorbell is often at the far side of the house, behind a thick wall or metal door. Weak signal is the most common cause of offline cameras.

- In the **Ring** app, look for **Device Health** to see the signal strength. Ring says the app shows this information.
- In the **Google Home** app, open the camera or doorbell and check its status.
- If signal is weak, try moving the router, or add a Wi-Fi extender or mesh unit nearer the front door. Ring also sells a Chime Pro extender.

## Restart

1. Restart the router first (off for a minute, then on).
2. Then restart the camera or doorbell. For Ring, hold the **setup** button for a few seconds, depending on the model. For wired Nest devices, switch off the power at the fuse for 30 seconds. If unsure, ask us before doing anything with fuses.

## If you changed the Wi-Fi

You will need to reconnect the device to the new network in its app. In the Ring app, open the device, then **Device Health**, and look for a **Change Wi-Fi Network** option. Names may vary.

## When to get more help

Get help if the device keeps going offline after improving the signal, you are unsure about handling wiring, or the device stays dark. Do not factory reset unless advised, as you may lose settings and have to add the device again.

**Still stuck?** Email [admin@visiontech336.com](mailto:admin@visiontech336.com) and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.