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Video doorbell or camera shows offline

Video doorbells and cameras, such as Ring, Google Nest, Blink and similar, need a steady Wi-Fi link. When yours shows as offline in the app, you may miss alerts and recordings. Names of buttons differ between brands and apps.

Check the basics

1. Look at your phone. Does it have internet?
2. Check the router is on and other devices in the house are online.
3. If the router has just been restarted, wait ten minutes. Cameras can take time to come back.

Check the power

- **Battery doorbells and cameras:** check the battery level in the app and recharge or replace it if it is low.
- **Plug-in cameras:** check the cable and plug.
- **Wired doorbells:** a power fault may mean a blown fuse or faulty transformer. If you do not feel confident, ask an electrician.

Check the Wi-Fi signal

Doorbells at the front door are often far from the router. In the app, look for **Device Health**, **Signal strength** or **Wi-Fi**. If the signal is weak:

- Move the router closer if you can.
- Add a Wi-Fi extender or mesh unit near the front door.
- Be aware that thick walls, metal doors and foil-backed insulation weaken Wi-Fi.

Reconnect to Wi-Fi

Did you change your Wi-Fi name or password? If so, the device needs the new details. In the app, look for **Device settings**, then **Wi-Fi** or **Reconnect**, and follow the steps.

Restart the device

Each brand has its own way, often a small button on the device that you press and hold, or a battery removal. Check the maker's instructions. A restart should not delete your recordings.

Do not reset unless you need to

A factory reset removes the device from your account and erases settings. You would need to set it up again.

Security tip

If you see a camera you do not recognise or unusual activity in the app, change your password straight away and turn on two-step sign-in.

When to get more help

Get in touch if the device keeps going offline, the battery drains very fast, or you cannot find the device in the app. We can improve your Wi-Fi or help move it to a better position.

Still stuck? Email 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.