

## Video Camera Troubleshooting Guide

This troubleshooting guide helps with many common camera installation and usage problems. Please direct any other technical questions you may have regarding Alarm.com cameras to our **Dealer Support Team at 866.834.0470**.

### Installation Troubleshooting

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### Additional troubleshooting steps

## Installation Troubleshooting

Video tab not present or an error message appears when navigating to [www.alarm.com/addcamera](http://www.alarm.com/addcamera)

- If you receive an error message when navigating to [www.alarm.com/addcamera](http://www.alarm.com/addcamera), this probably means your login/password for the account does not include permission to add cameras. Confirm that:
  - You have enabled a Video service plan for this account.
  - You are using the primary account login or a login that includes full Video privileges to install cameras.

Camera's LED will not turn solid green during initial setup

- Verify:
  - If you are using WPS, make sure that your router has WPS enabled. Using an Ethernet cable to install the camera is always a good alternative installation method if WPS fails.
  - Ensure that the Ethernet cable is connected properly to the camera and the router before powering on the camera. Test that the Ethernet cable works by connecting the cable to a computer or another device and verifying the cable's ability to send and receive data.

Camera's LED's are various solid/blinking colors

- The following patterns constitute normal behavior of the LED's. Note that each different combination designates a different camera status.

### Models:

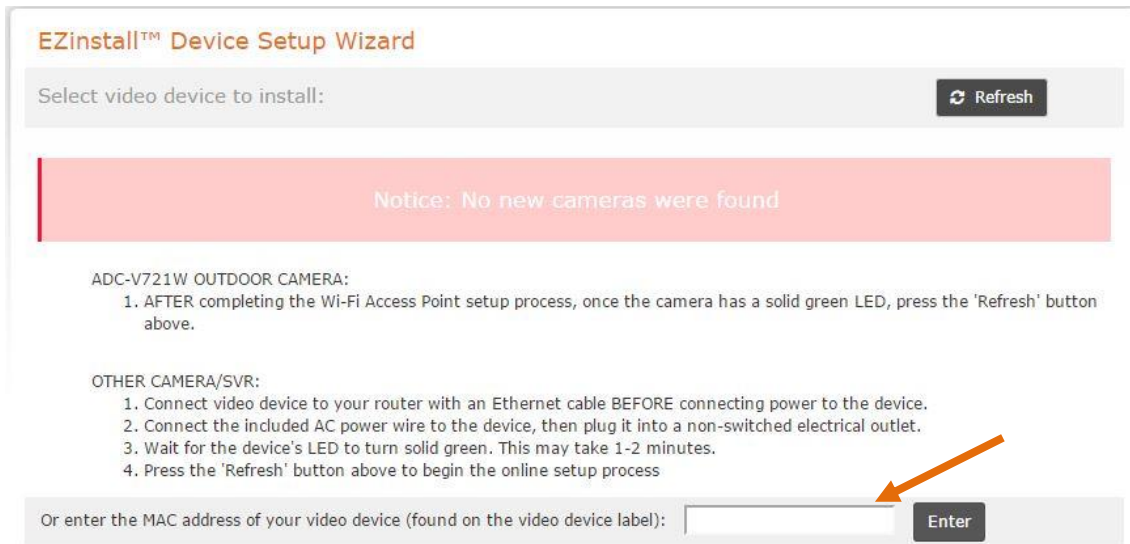
|ADC-V520 Indoor Wireless Camera  
|ADC-V520IR Indoor Wireless IR Camera  
|ADC-V521IR Indoor Wireless IR Camera  
|ADC-V620 Wireless Pan/Tilt Camera  
|ADC-V720W Outdoor Wireless Camera  
|ADC-V720 Outdoor PoE Camera  
|ADC-V721W Outdoor Wireless Camera  
|ADC-VS120 1-Channel video server  
|ADC-VS420 4-channel video server  
|ADC-V820 Indoor Dome Camera

	LED Status	Description
Install	All off	Power off
	Solid <b>Red</b> <sup>1</sup>	Power on, system booting
	<b>Green</b> blink every second	The camera is connected to the local router. If this state persists for over 2 minutes, the camera cannot connect to the internet.
	Solid <b>Green</b>	Full internet connection with Alarm.com, and the camera is ready to be installed
	<b>Blue</b> blink every 0.15 seconds <sup>2,3</sup>	WPS connecting in progress (this process will end in a few minutes)
	White blink every 0.15 seconds <sup>4</sup>	Wi-Fi Access Point Mode
Trouble Conditions	Solid <b>Red</b> + <b>Green</b> intermittent flashing <sup>4</sup>	Wireless network connection failed, The Wi-Fi password entered may be incorrect.
	Solid <b>Red</b> <sup>1</sup>	No local or Internet connection
Privacy Mode	Solid <b>Blue</b> <sup>4</sup>	Privacy Mode enabled. Press and hold the WPS button for one full second to clear.
Maintenance	<b>Red</b> blink every 0.15 seconds <sup>1</sup>	Upgrading firmware do not unplug
	<b>Red</b> blink every 0.15 seconds + <b>Green</b> blink every 0.15 seconds <sup>1</sup>	Restoring factory default settings
Notes		
1	This LED is <b>Orange</b> on the ADC-V820 Indoor Dome Camera	
2	This LED is <b>Green</b> on the ADC-V720W Outdoor Wireless Camera	
3	Wireless Mode not available on the ADC-V820 Indoor Dome Camera	
4	Privacy Mode not available on the ADC-V820 and ADC-V720W models	

5	Wi-Fi Access Point Mode only available on the ADC-V521R and ADC-V721W models.
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Camera has a solid **Green** LED but cannot be found on the Find Cameras page

- If the camera is not found, try searching for the camera in the field at the bottom of the EZinstall page.



- First power down the camera, reapply power, and wait for a solid **Green** light to refresh the webpage.
- If the camera is still not found, try powering down the network adapter and/or router for 1 minute then reapplying power. After the internet has reconnected and the camera LED light is solid **Green**, refresh the webpage.

Camera is found, but the status column shows an error.

- Wait several minutes and refresh the webpage. This gives the camera an opportunity to properly connect to Alarm.com.
- If this does not work, try to factory reset the camera. After resetting the camera, power off the camera and reapply power. Once the camera's LED light is solid **Green**, refresh the page to see if the camera status has changed.

- If you are still not able to continue with the installation, try powering down the network adapter and/or router for 1 minute then reapplying power. After the internet has reconnected and the camera LED light is solid **Green**, refresh the webpage.

## Wireless Connectivity Troubleshooting

Camera works with Ethernet, but not wireless mode.

- The wireless camera may be out of wireless router's range– please try moving the camera closer to the router and attempting to reconnect to the wireless network.
- Check the case sensitive SSID for misspellings, verify that the encryption type and encryption key matches the current settings of the wireless router.
- Alarm.com cameras must have the Ethernet cable removed and then be power-cycled before the camera will switch into wireless mode.
- If the wireless network does not give a strong enough signal at the desired camera location, it is possible to connect the camera using one of these approaches:
  - Relocate the existing wireless router to a more centralized location that provides better coverage.
  - Run a CAT5 Ethernet cable (up to 300 feet).
  - Use Netgear PowerLine Range Extender

## Video Usage Troubleshooting


Customer is unable to view live video feed.

- Make sure the camera is connected. Try sending a command, such as turning off the camera's LED from the camera settings page.  
<https://www.alarm.com/web/Video/SettingsMain.aspx>
- If the user can view live video on other computers (or using another browser on the same computer), then he/she probably has a problem with the ActiveX or Java applets on this computer. If the video page prompts you to update Java or ActiveX, follow the on screen instructions to update the application.

User cannot view recorded clips from the Alarm.com website.

- Download the latest version of Adobe Flash (version 9 or higher is required).

The customer continues to exceed their monthly upload allocation. What options can he/she try?

- Watch saved clips that appear to be false. Notice anything moving or lighting changes that could cause the camera to think there is motion.
- Adjust the Video Motion Detection (VMD) settings (window sizes, locations, sensitivities and/or target sizes) for cameras that are uploading video clips too frequently. For VMD best practices and tips, view the page help by selecting the help button  (question mark on the top right edge of the page) while on the VMD configuration page.
- Change motion-triggered recording schedules to include a smaller time duration, or only record video clips during certain arming states.
- Adjust the Saved Video Clip recording parameters (resolution, quality or frame rate) for each camera to reduce the amount of storage used per uploaded clip.
- If the camera is a night vision model and the night mode appears to be turning on and off needlessly, try different sensitivity settings. The night vision sensitivity settings are located on the Camera Image page.
- Increase the "delay between uploads" variable on some or all motion-triggered recording schedules.
- Re-position the camera to move false-alarm triggers out of the scene's immediate foreground or background.

Customer can see live video feed, but no video clips are uploaded.

- Test the connectivity by pressing the record now button from the live view page or mobile app and wait several minutes for a clip to upload.
  - If no clips are uploaded after several minutes, power down the camera and reapply power. Press the record now button from the live view page or app again and wait several minutes for a clip to upload.
- Make sure the camera is actually configured correctly to record:
  - Ensure that the event configured to trigger the video clip is displayed in the customer's event history log.
  - The day/time schedule is currently active.
  - The recording schedule status is "Active" (the status is automatically "paused" if the monthly quota is exceeded).
  - Video Motion Detection is configured correctly.

Customer wants to avoid 3 minute timeout while viewing live video remotely.

- Alarm.com's EZinstall™ feature allows remote access to cameras regardless of network configuration, but the remote video streams time out after 3 minutes, if the networks are not configured for port forwarding.
- If the customer wants to eliminate the 3 minute timeout, his/her LAN administrator must configure the cameras and network for port forwarding.
  - To do this, go to the Camera Status page under the Camera Settings tab, and click the Advanced Network Setup and Testing link.
  - This will bring up a page that allows the cameras to be configured with a fixed IP address, which is required before configuring the router for port forwarding. This process is not part of a standard installation and should only be attempted by those with port forwarding experience.

Live video is not visible from the customer's work location, but is visible from other remote locations.

- This uncommon problem usually indicates that the network administrator at the customer's work place has set up a strong firewall that blocks communication with non-standard browser ports.
- The customer can find the port used by his/her cameras on the Camera Status page of the Camera Settings tab and ask the network administrator to allow those ports

## Additional Troubleshooting Tips

Changes to wireless settings (in the camera or router) do not take effect until you power cycle the camera.

Power cycling the camera should never fix a problem, but it is a standard troubleshooting step. If all else fails, delete the camera from the account, factory reset the camera (by holding in the reset button for 10 seconds), and add the camera back to the account.

For any troubleshooting questions not answered in the section, please contact our **Dealer Support Team** by calling **866.834.0470** or emailing **support@alarm.com**.