

## GENERAL INFORMATION

We use the terms **access point** for the networking hardware that allows other Wi-Fi devices to connect to the local network, e.g., internet router, repeater or stand-alone access points, **SSID** for the name of the wireless network, **device** for IP video door stations or peripheral devices and **mobile device** for a smartphone/tablet that runs the DoorBird App.

The Wi-Fi connection quality of the mobile end device or the speed of the Internet provider are not an indicator of the Wi-Fi connection quality of the device.

Always make sure to use our online check to see whether the device is online:

<https://www.doorbird.com/checkonline>

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## 1) The device cannot establish a wireless connection to an access point

### 1.1) Typical reasons that prevent the device from establishing a Wi-Fi connection to an access point

- The access point does not provide a 2.4 GHz b/g/n wireless network with a WPA2 (not WPA) encryption
- MAC address filters are configured and/or the device is not whitelisted
- There is no DHCP server active or the DHCP IP address range is too limited to assign an additional IP address to the device
- The Wi-Fi network SSID or password uses special characters
- The device does not have a wireless interface (e.g. D21x series)

### 1.2) Wi-Fi Setup Mode cannot be enabled

- The Wi-Fi setup mode can only be enabled within 10 minutes after the device has been restarted
- Wait until "No network" has been announced before pressing the Wi-Fi setup button
- Hold the button slightly longer as suggested in the App (when requested to hold for 10 seconds) or tap with a different speed (when requested to tap 5 times within 10 seconds)
- The audio diagnostic message "Wi-Fi Setup Mode Enabled" should be announced within a few seconds after releasing the button

### 1.3) The desired Wi-Fi network does not appear in the list of available networks

For testing purposes, place the device in a distance approximately two meters in line of sight of the access point. We recommend having an access point, device and mobile device in proximity for the Wi-Fi setup.

Make sure, that the following topics have been checked:

- the desired Wi-Fi network is a 2.4 GHz network
- the network is in range of the device
- the QR code of the correct "Digital Passport" has been scanned

If, for example, a Wi-Fi Setup for an IP Door Chime is being performed, the QR-Code of the IP Door Chime must be scanned, not the QR-Code of the IP Video Door Station. The MAC address from the "Digital Passport" can be compared with the MAC address printed on the silver sticker on the back of the device. Do not scan the silver sticker on the device or retail package.

### 1.4) The Wi-Fi setup has been successfully completed, but the device announced "no network" after restart

- Repeat the Wi-Fi Setup and pay very close attention that the password is entered correctly (passwords are case-sensitive, and the device is incapable of checking whether the Wi-Fi password was entered correctly during the setup)
- If this problem occurs after performing the setup twice, try changing the password of the wireless network temporarily to a simple one without special characters and perform the setup once more
- Make sure that the encryption is set to WPA2 (not WPA) and that the access point allows for new devices to connect, if the problem persists after excluding incorrect passwords as an issue.

### 1.5) Error message pop-up "The connection to the ad-hoc network cannot be established"

In case of this error message, connect to the ad-hoc network manually via the Wi-Fi manager found in the settings of the mobile device and continue the Wi-Fi setup.

Please note the following information:

- The setup Wi-Fi network name is "DoorBirdXXXX" (XXXX stands for a combination of letter and numbers and varies for each device) while the password for it is always "doorbird" (without quotation marks)
- If multiple DoorBird networks show up in the Wi-Fi manager, identify the correct network by comparing the last 4 digits of the device's MAC address with the SSIDs shown in the Wi-Fi manager
- If the message continues to appear, delete the list of known Wi-Fi networks in the Wi-Fi manager of the mobile device, or at least everything related to DoorBird device, if possible.
- Make sure that the mobile device keeps the network connection to the setup network even though it does not provide an internet connection. A prompt may suggest switching back to a Wi-Fi network with an internet connection.
- For iOS, make sure that local connections are allowed for the DoorBird App (further information at <https://www.doorbird.com/faq#id-217>)

### 1.6) Error message pop-up "This device does not have a wireless interface"

In most cases, the wrong credentials were used. If, for example, a Wi-Fi Setup for an IP Door Chime is being performed, the QR-Code of the IP Door Chime must be scanned - not the QR-Code of the Door Station. The MAC address from the "Digital Passport" can be compared with the MAC address printed on the silver sticker on the back of the device.

### 1.7) Error message pop-up "Wi-Fi setup failed"

The following reasons can be the cause for this error message:

- The Setup has not been completed within 10 minutes after the device has booted. Repeat the process from the beginning and make sure to complete every step within the time limit.
- The firmware of the device is outdated. Please temporarily connect the device with a network cable, make sure that it is online (<https://www.doorbird.com/checkonline>), log into the administration of the DoorBird App and use the option "check for firmware updates".
- For iOS, make sure that local connections are allowed for the DoorBird App (further information at <https://www.doorbird.com/faq#id-217>)

## 2) The Wi-Fi connection of the device is unstable

### 2.1) The connection is unstable - no repeater used

- Please consider installing a repeater as close as possible to the device.
- When installing the repeater, make sure to assign a unique SSID and perform the Wi-Fi Setup for

### 2.2) The connection is unstable - using a repeater or Wi-Fi mesh

- To ensure that the device is always connected to the correct access point, we recommend using an access point with a unique/own SSID different from the SSID otherwise used. The device does not use any mesh standards, so we recommend deactivating it for improved stability.

### 2.3) The connection is unstable - using a repeater with a unique SSID close to the device

- Ensure a good overall signal quality in the configuration interface of the access point, if available.
- Make sure that Wi-Fi channel bundling is disabled and set the bandwidth to 20 MHz rather than 40 MHz
- Turn off auto channel selection for the access point to avoid possible connection drops when switching channels
- Deactivate options in the access point that switches-off the Wi-Fi during certain times or reduce the output power (green mode)

## 3) The Wi-Fi is connected, but there is no internet access or access to the local network

### 3.1) The device announces "no internet" on start-up (not to be confused with "no network").

or

### 3.2) The live view of the device is only available within the local network, with "LAN only mode" deactivated in the settings of the DoorBird app.

- Make sure that the usage profile of the device has unrestricted access to the internet, since most routers allow configuring the extent of the internet access for single devices.
- Make sure that additional filters, e.g. child protection filters, web application filters or Proxy/SOCKS servers are deactivated.

### 3.3) The device has an internet connection but no access to the local network.

- Make sure that both, the device and the mobile device are not part of a "guest" network configured in the router
- Make sure that the usage profile of the device has unrestricted access to the local area network: [https://www.doorbird.com/downloads/misc/ports\\_en.pdf](https://www.doorbird.com/downloads/misc/ports_en.pdf)

#### 4) Further information in case the issue remains after all steps of this troubleshooting have been followed

Please contact our technical support:

<https://www.doorbird.com/contact>

Include the following information to help us resolve the issue as fast as possible:

- What steps were already taken to resolve the issue?
- Used network components (switches, access points, firewalls, etc.) including model number
- Are other DoorBird devices connected to the same Wi-Fi showing the same issue?
- “MAC address” and “Token” of the device from the Digital Passport:

### DIGITAL PASSPORT

Device: DoorBird IP Video Door Station. **MAC: 1CCA3700000, Token: 0000000000**