

Troubleshooting – Device is offline when using a network cable

For reasons of brevity, we use the terms “device” to refer to our “DoorBird video doorbell” and “BirdGuard” products and “mobile device” to refer to a smartphone or tablet.

You can always find the most up-to-date version of the installation manual on www.doorbird.com/support

If you have connected the device to your Internet router using a network cable and it is not online (www.doorbird.com/checkonline) after connecting it to the appropriate power supply, please make sure the following requirements are fulfilled.

- Power supply is properly connected to the device (check Diagnostic-LED and Diagnostic-Sounds, see the device Installation manual for further information). In the case of using PoE as power supply, please make sure to use a compatible PoE switch (e.g. D-Link DGS-1008P) or PoE injector (e.g. TP-Link TL-PoE150S) in accordance with the PoE standard IEEE 802.3af Mode A.
- Cat.5 Network cable is not defective, not longer than 80 meters in total and properly connected to the device, please also try a different (short) one
- Color-coded Cat.5 Network cable wires are correctly connected to the device, see the installation manual for the correct order
- Your network has a DHCP Server that supplies a valid IPv4 IP Address, Netmask, Gateway and DNS Server to the device
- You can see the MAC Address of the device in the search result of the DoorBird App (Settings -> Administration -> Search), for comparison see the document "Digital Passport"
- The device is connected to a High-Speed landline broadband Internet connection, DSL, cable or Fiber, min. 500kbs Upload bandwidth
- No application filter or Firewall is blocking required ports of the device, see www.doorbird.com/downloads/ports.pdf
- The device is not behind a Socks- or Proxy-Server and has a direct connection to the Internet (unrestricted line)