Troubleshooting – Device is offline when using WiFi

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

WiFi range
The DoorBird video doorbell and BirdGuard which is available separately have a 2.4 GHz b/g/n WiFi interface that has the maximum transmission permitted for such applications. We use a separate antenna attached to the circuit board rather than a small antenna printed on the circuit board. Since we have placed great emphasis on the wireless range in product design, the DoorBird video doorbell and BirdGuard provide very good results compared to other WiFi video doorbells and WiFi Smart locks. It is however not possible to give a general definition as to the range as this is dependent on your individual local environmental parameters e.g. wall thickness and type of wall, shielding and reflecting material in the vicinity, the placement of your WiFi router, additional WiFi components and WiFi networks as well as other sources of radio interference that can impact the frequency range.

Increase WiFi range
To increase the WiFi range of the DoorBird video doorbell as well as BirdGuard (available separately) you can use a WiFi extender in the vicinity of DoorBird and BirdGuard. This strengthens the signal of your home's WiFi router. For instance, the TP-Link TL-WA854RE WiFi Range Extender (300Mbit/s, WPS) achieves great results and you can buy this item on Amazon or Conrad Electronics.

Please do not use or HomePlug or Powerline Adapter, from our practical experience they are the often the reason for poor results (no or bad video and audio, delayed push messages, etc.).

Recommendation
For reasons of stability (availability, reliability) and time delay in Push-messages we generally recommend connecting the DoorBird video doorbell as well as the BirdGuard (available separately) by network cable.

If you have connected the device to your Internet router using WiFi 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).
- ☐ Your network has a DHCP Server that supplies a valid IPv4 IP Address, Netmask, Gateway and DNS Server to the device
- ☐ 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 blocks necessary 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)

In order to start the troubleshooting process, please ensure the following testing environment.

▪ Place the device near to your WiFi router (max. 2 meters)
▪ Remove the network cable from the device

Step 1

S1.1) Open the DoorBird App and go to "Settings – WiFi Setup" and follow the steps.

S1.2) Wait one minute. Then connect your mobile device via WiFi to your WiFi router and check if you are online, browse e.g.go to www.google.com

S1.3) Go to https://www.doorbird.com/checkonline to check if your device has an WiFi and Internet connection (online).

If the device is still offline, please proceed with the next step.

Step 2

S2.1) Set the WiFi encryption settings of your WiFi router to WPA+TKIP.

S2.2) Open the DoorBird App and go to "Settings – WiFi Setup" and follow the steps.

S2.3) Wait one minute. Then connect your mobile device via WiFi to your WiFi router and check if you are online, browse e.g. go to www.google.com

S2.4) Go to https://www.doorbird.com/checkonline to check if your device has an WiFi and Internet connection (online).

If the device is still offline, please proceed with the next step.

Step 3

S3.1) Set the WiFi passphrase of your WiFi router to a short and simple one like "test123" (just for testing purposes).

S3.2) Open the DoorBird App and go to "Settings – WiFi Setup" and follow the steps (with the new WiFi passphrase).

S3.3) Wait one minute. Then connect your mobile device via WiFi to your WiFi router and check if you are online, browse e.g. go to www.google.com

S3.3) Go to https://www.doorbird.com/checkonline to check if your device has an WiFi and Internet connection (online).

S3.4) If the device is still offline, please proceed with the next step.

Step 4

S4.1) Open the DoorBird App

S4.2) Go to "Settings – Administration" and click on the "Search" label on the top-right. The MAC address of your device should be listed (1CCAE….). If the device is not found click on the search "Search" label on the top-right again.

If the device is still not found there may be some other reasons:

RR1) Invalid or no DHCP Server in your LAN

RR2) Invalid DNS Server for your LAN

RR3) Your WiFi router or WiFi Access point is blocking the device because of an active MAC address filter in your WiFi router or WiFi Access point

RR4) Your WiFi router or WiFi Access point is blocking the device because of a WiFi driver issue (although it must be said that we have never had this issue and we have tested an innumerable amount of Access Points and WiFi routers).

RR5) An electric device near to your WiFi router and device is disturbing the WiFi network signal.

RR6) Your Internet Service Provider (ISP) is blocking the device because of an active port or application filter. You can see here what ports the device is using: http://www.doorbird.com/ports.pdf

If the above information is not of help to you, please connect the device to your Internet router using a network cable.