Knowledge Base

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What do the LEDs on the SkyBell Doorbell Camera mean?

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Typical LED order by process

The following is the typical order for the SkyBell Doorbell Camera LED to go through during different processes (i.e., first boot up, enrolling, etc.).

First boot up

When the SkyBell Doorbell Camera is first powered on, the LED typically goes through the following cycle:

1. Solid yellow
2. Blue/red (Charging)
3. Green/red (AP mode ready)

Enrollment

When the SkyBell Doorbell Camera is enrolled to a customer's account, the LED typically goes through the following cycle:

1. Green/red
2. Blinking orange (at 10% of install)
3. Blue/green
4. Green (Connected)

Button hold

When the SkyBell Doorbell Camera's button is held down, the LED typically goes through the following cycle:

How can we help you?

1. Blinking green - when released during this state, the Doorbell Camera goes to blinking green/red for AP mode

2. Green/red - when released during this state, the Doorbell Camera stays in AP mode

3. Blinking blue - when released during this state, the Doorbell Camera power cycles

4. Blinking yellow - when released during this state, the Doorbell Camera factory resets

Factory reset

When the SkyBell Doorbell Camera's button is reset to factory defaults, the LED typically goes through the following cycle:

1. Blinking yellow
2. Blinking orange
3. Solid yellow
4. Green/red (AP mode ready)

Normal power cycle

When the SkyBell Doorbell Camera's button is power cycled (assuming that it is enrolled to the customer's Wi-Fi), the LED typically goes through the following cycle:
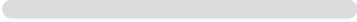
1. Blinking blue
2. Solid yellow
3. Blinking orange, or Blue/green
4. Solid green (Connected)

SkyBell HD Wi-Fi Doorbell Camera LED and troubleshooting reference guide

LED pattern key

Solid	Rapid double flash	Flashing	Alternating flash

Normal operation

LED pattern	Solid green
Description	Ready and working normally
Details	Use the customer website or customer app to choose a custom color in place of default green.
LED pattern	Solid white
Description	In Call mode
Details	A call has been initiated (i.e., the doorbell button was pressed or the doorbell detected motion) or is occurring.

LED pattern   Solid amber

Description	Starting up
Details	Please wait while the doorbell is booting up.
LED pattern	Blinking red and blue

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Description	Battery is charging
Details	Battery may charge for ~30 minutes after installation.
LED pattern	Blinking blue and green

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Description	Connected to Wi-Fi, waiting for server connection
Details	Please wait.
LED pattern	Blinking blue and amber

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Description	Firmware update in progress
Details	Please wait.

Requires attention

LED pattern	Double-blinking orange

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Description	No Wi-Fi connectivity
Details	Check your Internet connection. Your Wi-Fi credentials may have changed. Enter Wi-Fi Access Point Mode (see Troubleshooting) and re-add the doorbell camera using the customer app.
LED pattern	Double-blinking red

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Description	Power supply issue
Details	Contact your installer. The doorbell transformer may need to be replaced.

Troubleshooting

Press and hold doorbell button for the time shown to perform a troubleshooting step.

Note: If the LED on the doorbell is not showing any color, there may be a power issue or it may have been turned off in the Video Settings on the customer website.

LED pattern   Blinking green

Description	Entering Troubleshooting modes
Details	Continue to press & hold for troubleshooting steps below.

LED pattern	Blinking red and green

Description	Wi-Fi Access Point mode
Details	Connect to the camera's temporary network and use the customer app to re-add the camera. Push & hold ~60 sec until flashing, then release.

LED pattern	Blinking blue

Description	Power cycle
Details	Reboots the camera. Push & hold ~70 sec until flashing, then release.

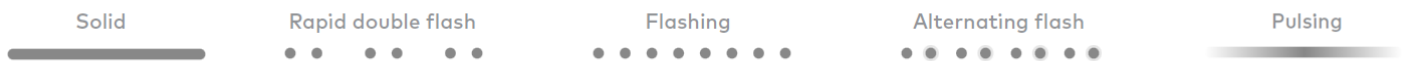|	
LED pattern	Blinking amber

Description	Factory reset
Details	Factory resets the camera. Deletes all Wi-Fi and configuration information. Push & hold ~80 sec until flashing, then release.

Slim Line Wi-Fi Doorbell Camera LED and troubleshooting reference guide

LED pattern key

Solid	Rapid double flash	Flashing	Alternating flash	Pulsing

Normal operation

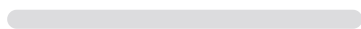|	
LED pattern	Solid green

Description	Ready and working normally.
Details	Use the customer website or customer app to choose a custom color in place of default green.

LED pattern	Solid white

Description	In Call mode
Details	A call has been initiated (i.e., the doorbell button was pressed or the doorbell detected motion) or is occurring.

LED pattern	Solid blue

Description	Starting up
Details	Please wait while the doorbell is booting up.

LED pattern	Pulsing blue

Description	Battery is charging
Details	Battery may charge for ~30 minutes after installation.

LED pattern	Blinking blue and green

Description	Connected to Wi-Fi, waiting for server connection
Details	Please wait.

LED pattern	Blinking blue and amber

Description	Firmware update in progress
Details	Please wait.

Note: Once the outside temperature reaches roughly -10 degrees Fahrenheit, the doorbell camera rings the chime quickly twice in a row.

Requires attention

LED pattern	Double-blinking orange

Description	No Wi-Fi connectivity
Details	Check your Internet connection. Your Wi-Fi credentials may have changed. Enter Wi-Fi Access Point Mode (see Troubleshooting) and re-add the doorbell camera using the customer app.

LED pattern	Double-blinking blue

Description	Power supply issue
Details	Contact your installer.
	The doorbell transformer may need to be replaced

Troubleshooting

Press and hold doorbell button for the time shown to perform a troubleshooting step. For more information about specific troubleshooting steps, see the *How-to troubleshooting guides* in SkyBell Doorbell Cameras.

LED pattern	Blinking green
	● ● ● ● ● ● ● ●
Description	Entering Troubleshooting modes
Details	Continue to press & hold for troubleshooting steps below.

LED pattern	Blinking red and green
	● ● ● ● ● ● ● ●
	Push & hold ~60 sec until flashing, then release.
Description	Wi-Fi Access Point mode
Details	Connect to the camera's temporary network and use the customer app to re-add the camera.

LED pattern	Blinking blue
	● ● ● ● ● ● ●
	Push & hold ~70 sec until flashing, then release.
Description	Power cycle
Details	Reboots the camera.

LED pattern	Blinking amber
	● ● ● ● ● ● ●
	Push & hold ~80 sec until flashing, then release.
Description	Factory reset
Details	Factory resets the camera. Deletes all Wi-Fi and configuration information.