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## First Alert VX Series Video Doorbell Offline Troubleshooting Steps

### 1. Start in the Total Connect app

- 1) Open the Total Connect app.
- 2) Go to the Cameras section.
- 3) Swipe down on the screen to refresh the page.
- 4) If it still says Offline, close the app completely and reopen it.

### 2. Make sure the doorbell has power

- 1) Look at the doorbell itself:
  - i. Do you see any lights or glow around the button or camera?
- 2) Press the doorbell button:
  - i. If you have a chime inside, listen for it to ring.
- 3) Check how it's powered:
  - i. If it's plugged into an outlet, make sure:
    1. The plug is fully inserted.
    2. The outlet works (you can test it with a lamp or phone charger).
    3. If it's on a power strip or GFCI outlet (with TEST/RESET buttons), make sure it's turned on and not tripped.
- 4) If there are no lights and no chime:
  - i. The doorbell may not be getting power (a breaker may be off, or the transformer may have an issue).
  - ii. If you're comfortable, you can check your breaker panel for any tripped breakers and reset them.

### 3. Try a simple power reboot

- 1) If the doorbell has lights but still shows Offline:
  - i. Find your breaker panel (electrical box) and locate the breaker that controls the doorbell.
  - ii. Turn that breaker OFF for about 30 seconds.
  - iii. Turn it back ON.
  - iv. Wait about 2–3 minutes.
  - v. Check the Total Connect app again.

### 4. Check your Wi-Fi

- 1) Stand near the doorbell with your phone.
- 2) Make sure your phone is connected to your Wi-Fi, not just cellular.
- 3) Try opening a website or streaming a short video:
  - i. If it won't load, your internet or Wi-Fi may be down or weak.
  - ii. Try unplugging your Wi-Fi router for 30 seconds and plugging it back in.
  - iii. After your Wi-Fi is working again, check the Total Connect app to see if the camera comes back online.

## **5. Think about recent changes**

- 1) In the last few days, have you:
  - i. Changed your Wi-Fi name or password?
  - ii. Gotten a new router or new internet provider?
  - iii. Moved the camera to a new location or outlet?
- 2) If yes to any of these:
  - i. The camera may need to be set up again on the new Wi-Fi.

## **6. When to contact us for support**

- 1) If you've tried the steps above and the camera still shows Offline, please contact us to schedule a service call and have this information ready:
  - i. Let us know you have a VX Series Video Doorbell using Total Connect app.
  - ii. Tell us:
    1. Does the doorbell light up?
    2. Does your indoor chime ring when pressed?
    3. Is your Wi-Fi working for phones/laptops?
    4. Have you recently changed your Wi-Fi or internet equipment?