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## First Alert VX Series Wi-Fi Camera 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 camera(s) has power

- 1) Go to the camera and look for:
  - i. A small light/LED on or near the camera.
  - ii. Any sign that the camera is on (you may see IR “glow” in the dark or hear a soft click when it starts up).
- 2) 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.
- 3) If there are no lights at all:
  - i. The camera is likely not getting power.
  - ii. Try a different outlet if possible.
  - iii. 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 camera has power but still shows Offline:
  - i. Unplug the camera’s power from the outlet.
  - ii. Wait 30 seconds.
  - iii. Plug it back in.
  - iv. Give it 2–3 minutes to start up and reconnect.
  - v. Open the Total Connect app again and refresh the Cameras screen.

### 4. Check your Wi-Fi

- 1) Stand near the camera with your phone.
- 2) Make sure your phone is connected to your Wi-Fi, not just cellular.
- 3) Try opening a website or playing 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.

- 4) If your Wi-Fi works on your phone but the camera is far away:
  - i. The camera may be in a weak signal area (too far, too many walls) and may need a Wi-Fi extender to extend the signal.

## **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(s) 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 Wi-Fi camera using Total Connect app.
  - ii. Tell us:
    1. Does the camera show any lights when powered?
    2. Is your Wi-Fi working for phones/laptops near the camera?
    3. Have you changed your Wi-Fi or moved the camera recently?