GENERAL INFORMATION

We use the term **device** for IP video door stations, access control devices or other peripheral devices that need a wired network connection.

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1) The device is wired but does not power up using Power-over-Ethernet (PoE)

1.1) Make sure to use a compatible PoE switch/injector. We provide an overview and recommended switches/injectors in the following overview: https://www.doorbird.com/poe

1.2) In case the switch/injector is compatible, make sure that the port on the switch is working as a PoE port. There are managed switches that can deactivate PoE for a port. There are unmanaged switches that have Non-PoE ports. Make sure to test a different port on the switch to exclude a defective port as an issue.

1.3) In case the port of the injector/switch is not the issue, make sure to test the device with a short network cable directly connected to the switch/injector to rule out the possibility of a damaged cable.

1.4.1) For a device with an RJ45 socket, make sure that the cat.5 (or better) cable is patched properly according to the colour code shown in the manual of the device.

1.4.2) For devices without RJ45 socket, make sure that single wires are properly attached to the phoenix connector according to the colour code shown in the manual of the device.

2) The device is wired, powered up, but does not establish a network connection

2.1.1) For a device with an RJ45 socket, make sure that the cat.5 (or better) cable is patched properly according to the colour code shown in the manual of the device.

2.1.2) For devices without RJ45 socket, make sure that single wires are properly attached to the green phoenix connector according to the colour code shown in the manual of the device.

2.1.3) If your network cable is patched according to TIA-568A instead of TIA-568B on the switch side, make sure to use the same scheme on the device side (by swapping the orange and green pairs).

If one of the four required wires is not connected, the device may still power up via PoE, but not establish a network connection.

NOTE: Keep in mind that the maximum cable length of the network cable is 80 metres.

2.2) Make sure that your network has a DHCP server that supplies a valid IPv4 address, net mask, gateway and DNS server to the device. Extend the DHCP server's IPv4 range, in case most IPv4s are already taken/reserved by other clients in the network.

2.3) Some network devices require changing the settings. Please check the following overview: https://www.doorbird.com/en/faq-single?faq=168

3) The device is wired, powered up, has a local network connection, but does not connect to the internet / is not online according to the online check: https://www.doorbird.com/checkonline

3.1) Make sure the firewall does not block the connection to the DoorBird servers. We provide a full overview here: https://www.doorbird.com/downloads/misc/ports_en.pdf

3.2) Check our troubleshooting for different manufacturers of network components (e.g. firewalls, routers or switches): https://www.doorbird.com/de/faq-single?faq=168

4) The device used to be online, but has an unstable connection

4.1) In case the device is integrated in to 3rd-party systems (e.g. NVR/NAS), please temporarily deactivate the integration and check if the behaviour changes. If yes, please make sure to integrate the system according to our latest instructions on https://www.doorbird.com/connect.

4.2) Problematic wires or defective router/switch ports can cause an unstable connection. To rule this out as an issue, test the device directly with a short cable directly on another router/switch port.

4.3) In case the network's DHCP server does have limited IP addresses, please increase the IP address range in the DHCP server settings. Make sure to keep the DHCP lease time small (e.g. one day).

4.4) In case there are 3rd-party devices in the network configured with static IP addresses, make sure there's no IP conflict. DoorBird devices always request a valid IPv4 address from the DHCP.

4.5) Check our troubleshooting for different manufacturers of network components (e.g. firewalls, routers or switches): https://www.doorbird.com/de/faq-single?faq=168

5) Further information in case the issue remains after all steps of this troubleshooting have been followed

Please contact our technical support:
https://www.doorbird.com/contact

Include the following information to help us resolve the issue as fast as possible:

- What steps were already taken to resolve the issue?
- Used network components (switches, access points, firewalls, etc.) including model number
- Are other DoorBird devices connected to the same network showing the same issue?
- "MAC address" and "Token" of the device from the Digital Passport: