STOP! DON'T STRESS...
WE CAN HELP

If you're having problems setting up...

1 Make sure you install the
Power Pack or Resistor   –OR–

Does your existing doorbell have a chime box?

Yes: Install the included Power Pack on your chime box. Follow the instructions in the Installation Guide.

No: Install the Resistor between your existing doorbell wiring and the video doorbell. Follow the instructions in the Installation Guide.

2 Make sure your WiFi signal is
50% or stronger

Go to where you've installed your doorbell. Put your phone into airplane mode. Then turn on the phone's WiFi and select your network.

Is your WiFi signal at least 50% where you installed your doorbell?

Yes: Go to #3 below.

No: Move your WiFi router closer to your doorbell to provide a stronger signal, or use a WiFi signal booster/extender to increase the strength of the signal near the doorbell.

3 Make sure your WiFi network
password is entered correctly

When you're entering the password in the App, press the eyeball icon to show your password and make sure you're typing it in correctly.

Is your WiFi network password entered correctly in the RCA Security App?

Yes: Go to #4 below.

No: Try adding the doorbell to the App again. This time press the eyeball icon next to the password to make sure you're typing it in correctly.

Please be patient with your WiFi network! Certain parts of the WiFi setup, like connecting to your network, could take up to 5-6 minutes to complete.

Got screen freeze? This is probably due to WiFi activity on your network, especially if your network has several devices connected to it. Exit out of the App and start again.

4 *Reset* your doorbell

Hold the reset button on the bottom of the left side of the doorbell for 15 seconds. DO NOT LET GO until you hear the announcement from the camera that it's resetting. Then follow the steps in the Installation Guide to set up the doorbell again.   — **Reset**

CALL US!   1-833-236-6561 weekdays 9am-5:30pm Eastern

E-MAIL US! support@voxxintl.zendesk.com