Reconnect a camera to a wireless network if the router, equipment, or Wi-Fi settings change

Tip: The ADC-SG130 allows Alarm.com video devices to stay wirelessly connected even when the router or Wi-Fi configuration changes. For more information, see Smart Gateway (ADC-SG130).

If a customer gets a new router or changes their Wi-Fi credentials (i.e., network name or password), they need to reconfigure the video device locally to connect to the new network. There are multiple methods available to restore communication without the need to delete or factory reset an enrolled video device.

Doorbell cameras use a different set of steps to be reconnected. For more information about reconnecting a Doorbell Camera to a new network, see Reconnect a SkyBell Doorbell Camera to a Wi-Fi network if the wireless network or router changes or Reconnect an ADC-VDB770 to a Wi-Fi network in the wireless network or router changes.

Important: When the video device is disconnected from the internet, it must be reconnected locally. Remote commands will not reach the video device.

Reconnect the video device

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To reconnect a video device to a Wi-Fi network using WPS mode:

This method applies to all WPS-enabled Alarm.com video devices. For specific video device specifications, find the video device's data sheet in Video Devices.

Find the WPS button on the video device and router

Note: WPS is not available on all routers. Refer to the router's installation manual for additional instructions.

1. Locate the WPS button on the router. Typically, there is a button labeled *WPS*, , or .
2. Locate the WPS button on the video device. On most video device models, the button is labeled *WPS* or *Reset*. For more information about video device status LED patterns, see What does my camera's LED light mean?.

Put the video device and router into WPS pairing mode

1. Hold the WPS button for about 2 to 3 seconds (or until the LED begins to flash blue) to put the video device into WPS mode. For details about how long to hold the button on an individual video device, see the specific video device's guide in Video Devices.
2. Press the WPS button on the router for 1 to 6 seconds to put the router into WPS mode. The time can vary significantly between router models. Typically, a light flashes on the router to indicate it is in WPS mode. If there is no LED or a blinking red LED, WPS might be disabled on the router.

Wait for the video device to connect

1. Wait approximately 2 minutes for the video device to connect to the router.
2. The video device is connected when the status LED stays solid green.

   Note: The new SSID may take some time to display on the video device's information page. To view the new SSID immediately, run the video portion of the System Check. For more information about System Check, see System Check User Guide.

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To reconnect a video device to a Wi-Fi network using Access Point (AP) Mode:^

This method applies to all AP Mode-enabled Alarm.com video devices. For specific video device specifications, find the video device's data sheet in Video Devices.

Connect a Wi-Fi capable device to the video device's AP network

1. Press and hold the WPS/Reset button on the back of the video device for 5 to 7 seconds until the LED starts flashing white.
2. Using a computer, smartphone, or tablet, connect to the Wi-Fi network name that starts with either *ALARM* or the device name, followed by *(XX:XX:XX)*. The numbers in parentheses are the last six digits of the video device's MAC address.

   Example: The network name for an ADC-V723/723X could read *ALARM (XX:XX:XX)* or *ADC-V723/723X (XX:XX:XX)*.

Configure the video device's Wi-Fi network using the AP mode user interface

1. Using a web browser on the Wi-Fi capable device, enter **192.168.1.1** in the web browser and press **Enter**.
2. Follow the on-screen instructions to connect the video device to the customer's wireless network.
3. Click **Scan for wireless networks**.
4. Click the name of the customer's Wi-Fi network.

5. In the *Security Key* field, enter the customer's Wi-Fi password.
6. Click **Ok** in the pop-up window that appears asking to refer to the website.

Wait for the video device to connect

- Wait for the LED to turn solid green, and then try to view live video on the Customer Website or app. If the video device's LED does not turn solid green, reboot the video device retry this procedure.

  Note: The new SSID may take some time to display on the video device's information page. To view the new SSID immediately, run the video portion of the System Check. For more information about System Check, see System Check User Guide.

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To reconnect a video device to a Wi-Fi network using an Ethernet cable:

This method applies to all Alarm.com video devices with an Ethernet port. For specific video device specifications, find the video device's data sheet in Video Devices.

Note: For this method to be successful, identify the wireless network name and password. For assistance in finding the Wi-Fi name and password, see How can I find out what the WiFi name and password is for the wireless network?.

Connect the video device to the router using an Ethernet cable

1. Disconnect power from the video device.
2. Find an Ethernet/Cat5 cable that reaches from the video device to the router. This may require taking the video device down from its mounting location and bringing it to the router temporarily.
3. Plug one end of the Ethernet cable into the video device and the other end into the router. Typically, the router has LAN ports that are numbered one through four. Any of these ports should work.
4. Reconnect power to the video device, and wait for the video device's status LED to turn solid green. Once the video device's LED turns solid green, the new wireless information is ready to be programmed.

Configure the video device's wireless network settings

For more information about configuring a video device's wireless settings using the Customer Website, see Change a video device's wireless network settings.

Power down the video device and disconnect the Ethernet cable

1. Disconnect power from the video device.

2. Remove the Ethernet cable from the video device and router.
3. Reconnect power to the video device, and wait for the video device's status LED to turn solid green.

   Note: The new SSID may take some time to display on the video device's information page. To view the new SSID immediately, run the video portion of the System Check. For more information about System Check, see System Check User Guide.

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LED troubleshooting

LED pattern	Function	Troubleshooting
Solid green	The video device has an active internet connection.	• If the user is unable to view live video, disconnect the video device from power then reconnect it. Wait for the LED to turn solid green, and test again.
Blinking green	The video device has a local network connection only.	1. If the LED is flashing green for more than two minutes, power the video device down for a few seconds then apply power. 2. Allow the video device to boot up. If the LED is still flashing green after a few minutes, remove power from the router for at least one minute, and restore power. 3. Wait a few minutes for the internet connection to be re-established.
Blinking red and green	The password entered during Wi-Fi configuration may be incorrect.	• Repeat steps for To reconnect a camera to a Wi-Fi network using an Ethernet cable and enter the wireless information again. **Note**: This LED pattern is shared with the factory reset pattern.
Solid red	The video device is unable to connect to a wireless network.	1. The connection typically fails if the router and video device are too far from each other for a strong wireless connection. 2. Move the video device and router closer together. 3. If another attempt is unsuccessful, try another method of reconnecting the video device to a wireless network (i.e., Ethernet or AP mode).

Additional troubleshooting

1. For connection methods other than WPS, verify that the wireless credentials being used are correct by connecting to the network with another device (e.g., smartphone, tablet, etc.).
2. Delete the video device from the customer's account. For information about how to remove video devices, see Delete a video device from a customer account.
3. Perform a factory reset. For information about how to factory reset a video device, see the video device's reset guide in Video Devices.
4. Connect the video device to the new wireless network using the previous procedures.