



Pulse Camera Offline Troubleshooting

An offline status is a trouble condition that may affect your camera's ability to function correctly. This trouble condition arises when your camera is unable to connect to the Pulse Portal. Please refer to the following troubleshooting steps to resolve video issues that your camera may be encountering.

Troubleshooting

Troubleshooting:

Is the Gateway Offline?

1. Please ensure that your Gateway is online.
2. If the Gateway is offline, please refer to the [Pulse Gateway Offline](#) page.

Check the Power Source

1. If the Gateway is online, ensure that the camera is powered on.
2. Remove the power adapter from the device and wait 10 seconds before reconnecting it.

Power Cycle the Device and Gateway

1. Power down the Gateway.
2. Unplug the device.
3. Power on the Gateway. Allow it to power up completely.
4. Plug the device in and allow it to power up completely.

Check for RF Interference

1. Confirm that another device, such as a microwave or wireless router, is not the source of any interference.
2. Please refer to the [RF Interference Troubleshooting](#) page.

Unable to Resolve Your Issue?

If you were not able to resolve this issue, make a note of the steps you tried and refer to the [Contact Us](#) page.



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