



When your Pulse Wi-Fi camera is offline

The following steps for troubleshooting problems with your Wi-Fi camera are taken from the video above.

If your Wi-Fi camera is not connected and is listed as 'status unknown' on your mobile app, touchscreen panel or web portal, your camera may be positioned in a Wi-Fi dead zone or require a complete power restart.

1. Check your Wi-Fi camera for LED lights indicating power. If your camera's LED lights are lit up, then the issue likely involves Wi-Fi availability. Please continue onto step 4. View in video at [\[0:49\]](#).
2. If there are no lit-up LED light indicators on your Wi-Fi camera, verify that the unit is plugged in correctly. Double check the wall outlet, which can lose power due to a tripped circuit breaker, GFI switch or unpowered wall switch. View in video at [\[0:54\]](#).
3. Power down, then power up your Wi-Fi camera and ADT Gateway. Allow your Gateway a full five minutes to power up and reconnect to the Wi-Fi signal. Then power up the Wi-Fi camera and allow it a few moments to connect. View in video at [\[1:10\]](#).



Troubleshooting Pulse Wi-Fi Camera Offline

4. If your camera has power but still offline, your camera may be in a Wi-Fi dead zone. Please continue on to step 5. View in video at [\[1:33\]](#).
5. Try moving your Wi-Fi camera closer to the ADT Gateway by powering down, relocating the camera, and then powering up your camera closer to the Wi-Fi source. View in video at [\[1:42\]](#).
6. If your Wi-Fi camera continues to remain offline, try logging into your Pulse account and deleting the camera. Re-add the camera and check for a Wi-Fi signal. View in video at [\[1:57\]](#).
7. If your issues persist, please log on to [MyADT.com](#) to chat with a representative, or call [1-800-ADT-ASAP](#) for assistance.

Related Topics

[No Live Video Feed](#)

Your camera is online but there is no live video feed. Learn how to perform device checks to determine the offline device and correct the issue.

[Adding a Pulse Device](#)

You want to install a new ADT approved device or locate an unlinked device. Learn how to add and edit devices using the Pulse Manage Devices tab on the Pulse web portal.

[Pulse Gateway Offline](#)

This video and step-by-step instructions will help you troubleshoot problems with your Pulse gateway showing an "offline" status.