

Troubleshooting

Problem	Possible Cause	Solution
Doorbell does not sound.	□ Push button battery is not installed correctly. □ Push button battery is dead. □ Doorbell is not receiving power. □ Push button and doorbell are not synced.	□ Make sure batteries are installed according to the diagram inside the push button. □ Check the charge of the push button battery and replace if necessary. □ Make sure the plug-in doorbell has power. □ Sync the push button and doorbell: □ Press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep”. □ Press the push button within 30 seconds. The doorbell will sound a “Beep-Beep” tone to indicate the push button is synced. □ Press the push button to ensure operation.
Batteries seem okay, but the doorbell does not work after installation.	□ Doorbell or push button is mounted on metal or near metal studs. □ Doorbell is mounted near a concrete floor or wall. □ Doorbell and push button are installed too far apart.	□ Metal reduces transmission range. Use 1/4 in. to 1/2 in. (6 to 13 mm) wood shims to move the doorbell or push button away from the metal surface. □ Concrete may reduce range. Move the doorbell away from the concrete surface. □ Locate the doorbell closer to the push button.
Doorbell sounds when not intended (false triggers).	□ Doorbell is receiving interference from another wireless device.	□ Reset the doorbell and push button: □ Remove the push button batteries. Wait 30 seconds. □ Press and hold the push button for 10 to 15 seconds within 60 seconds after installing the battery into the push button. □ Press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep-Beep-Beep”. □ To re-sync the push button and doorbell, press and hold the button on the doorbell until the doorbell sounds a “Beep-Beep”. □ Press the push button within 30 seconds. The doorbell will sound a “Beep-Beep” tone to indicate the push button is synced. □ Press the push button to ensure operation.