

# Troubleshooting

## Problem

## Solution

The doorbell does not sound.

Make sure batteries are installed according to the diagram inside the push button and doorbell (if applicable).

Check the charge of the push button and doorbell batteries (if applicable) and replace if necessary.

Make sure the plug-in doorbell has power (if applicable).

Push button and doorbell are not synced. Follow step 2 under installation to sync.

The batteries seem okay, but the doorbell does not work after installation.

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.