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Note: Technical Service is for alarm professionals only

NAPCO Tech Support

TECH TIP



Date: Thursday, November 16, 2023

Subject: Prima Doorbell LED Indications

Models: NAPCO Prima PBELL Wi-Fi HD Video Security Doorbell

The NAPCO Prima PBELL is a smart, self-healing Wi-Fi HD video security doorbell powered by your existing doorbell's 10-30VAC wiring. The doorbell LED colors and patterns indicate varied system activity:

	LED Color	Pattern	Description
	Blue	Breathing	System booting
	Blue	Solid	Firmware upgrade in progress
	Blue	Rapid Flashing	Factory reset (press / hold button for 60 seconds)
	White	Breathing	Doorbell ready for pairing
	White	Flashing	Doorbell pairing in progress
	White	Solid	Ready mode
	White	Rapid Flashing	Wi-Fi reset in progress (press/ hold button for 20 seconds)
	Green	Solid	In - Call Mode
	Red	Flashing	Alarm triggered
	Yellow	Solid	Doorbell pairing failed (Check Wi-Fi credentials)
	Yellow	Flashing	Power cycle (press /hold button for 40 seconds)