

Why is the Live View showing as solid blue for a camera?

GoSafer Security Knowledge Base

This operational reference is organized for GoSafer Security customers and staff. Alarm.com product names are retained where required for technical accuracy.

Overview

If the live video being streamed is solid blue, the camera is likely in privacy mode or, if you are using an Alarm.com Video Server plus an analog camera, the Video Server lost its connection to the analog camera.

Platform	General / Device
Content type	Troubleshooting
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Procedure

Step-by-step guide: Screenshots and videos are placed with the instruction they illustrate.

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Supported devices

The following Alarm.com cameras support privacy mode:

- ADC-V510
- ADC-V520
- ADC-V520IR
- ADC-V610PT
- ADC-V620PT

The following Alarm.com Video Servers may display a solid blue stream if they lose connection to their analog camera:

- ADC-VS1
- ADC-VS120
- ADC-VS121
- ADC-VS420

For supported Alarm.com IP video cameras:

If the live video is blue, but you can see a timestamp in the upper left corner, the camera is in privacy mode. The LED on the camera should be solid blue to indicate it is in privacy mode.

Blue screen
Blue screen

To take Alarm.com IP cameras out of privacy mode:

1. Press and hold the **WPS button** on the camera for only 1 second. The camera LED should then return to solid green.
2. If the LED begins to flash blue, you may have held the button down for too long. Wait 2 minutes for this to time out, then press the button again 1 second to disable privacy mode.

For analog cameras connected to an Alarm.com Video Server:

An Alarm.com Video Server is a small device that connects to your router. The video server takes a camera's analog signal and translates it into a digital signal that Alarm.com can show on your account. When the video server is not receiving input from the analog camera, or the input type is incompatible with the video server, it will appear blue on the screen.

- Verify that the analog camera has power and the BNC cable is not damaged. This can be tested by plugging the BNC cable into a monitor, a pre-existing DVR setup, or a different (working) camera.

If you are having trouble with the testing process or need help replacing the cable, contact your service provider. For more information about how to find your service provider's contact information, see [Contact your service provider](#).

Source and support

For GoSafer Security assistance, visit gosaferssecurity.com.

Original

Alarm.com

reference:

https://answers.alarm.com/Customer/Website_and_App/Video/Live_Video/Why_is_the_Live_View_showing_as_solid_blue_for_a_camera

Always verify safety, installation, compatibility, and current UI details against the original manufacturer documentation before operational use.

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