Furbo Help Center

Issues with Furbo Light Indicator

If you need urgent assistance, please click the to chat with us button and prepare this information so we can assist you immediately:

1. Is this a brand-new Furbo?

2. Color of the status light. Take a picture of the Furbo's status light while on top of a white paper.

If it is your first time plugging your Furbo 360° into a power source, you will see a white status light first. The white light should change to blinking yellow after about a minute.

If the light still doesn't turn to blinking yellow after plugging your Furbo 360° back in, do a **hard reset on your Furbo 360° Cat Camera**. To reset your Furbo 360°, press and hold the reset button for about 5-10 seconds until the light starts blinking yellow.



If the status light is stuck on white or a blinking blue light for at least a minute after resetting it, please follow these steps:

1. Unplug the Furbo 360° Cat Camera and plug it back in.
2. Try to plug your Furbo 360° into another wall socket or outlet.
3. Try using another USB adapter with the original Furbo 360° cable.



4. Try using another USB cable with the original Furbo 360° adapter.
5. Try using another USB cable and another adapter instead of the original Furbo 360° USB cable and adapter.
6. Try to hard reset the Furbo 360° again using the reset button under the camera. Press and hold the reset button for about 5-10 seconds until the light starts blinking yellow.

If this will not work, we may need to process a replacement for your Furbo, kindly prepare this information to check your warranty status and contact us.