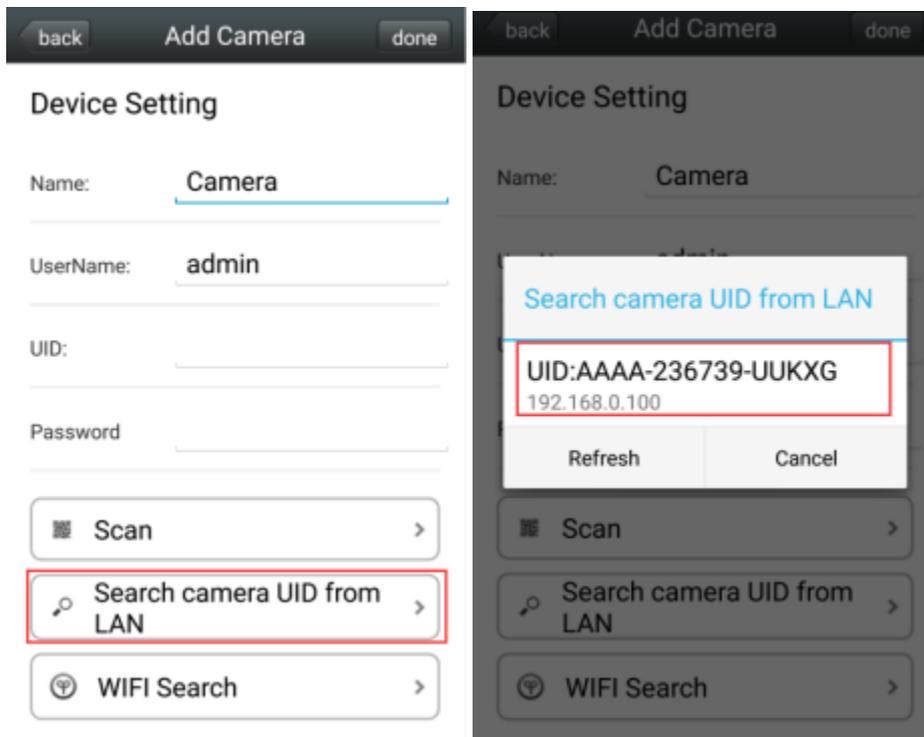


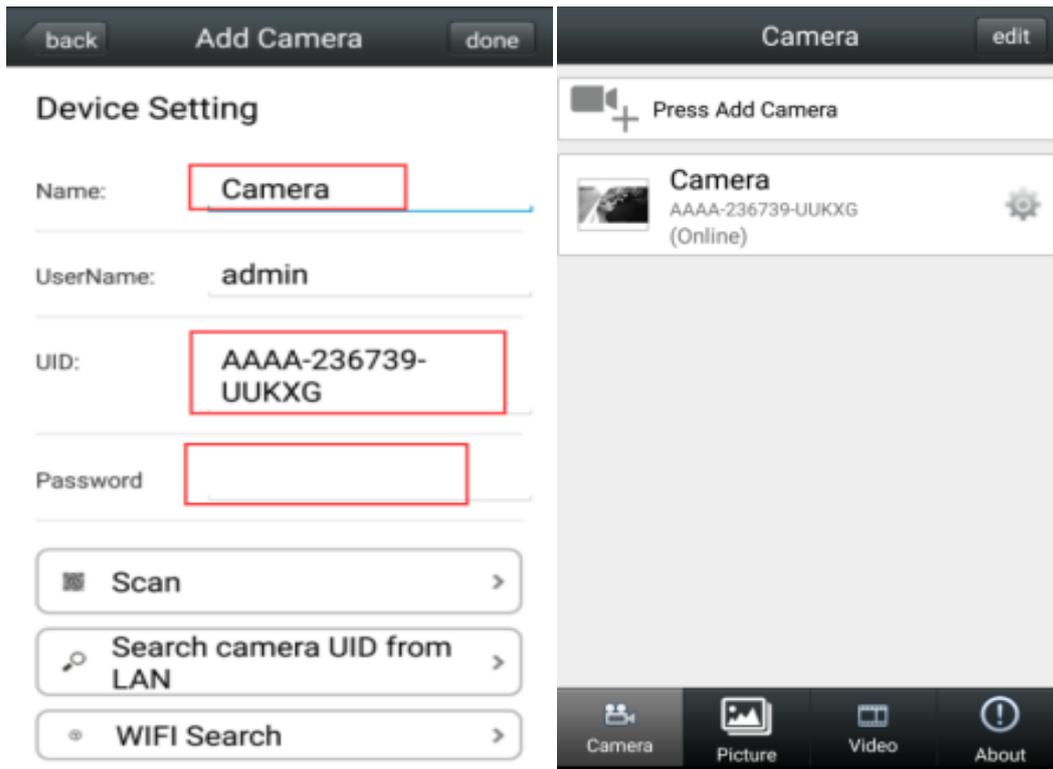
## Wi-Fi connection issue

### Can't connect my camera with Wi-Fi the first time that I use it ?

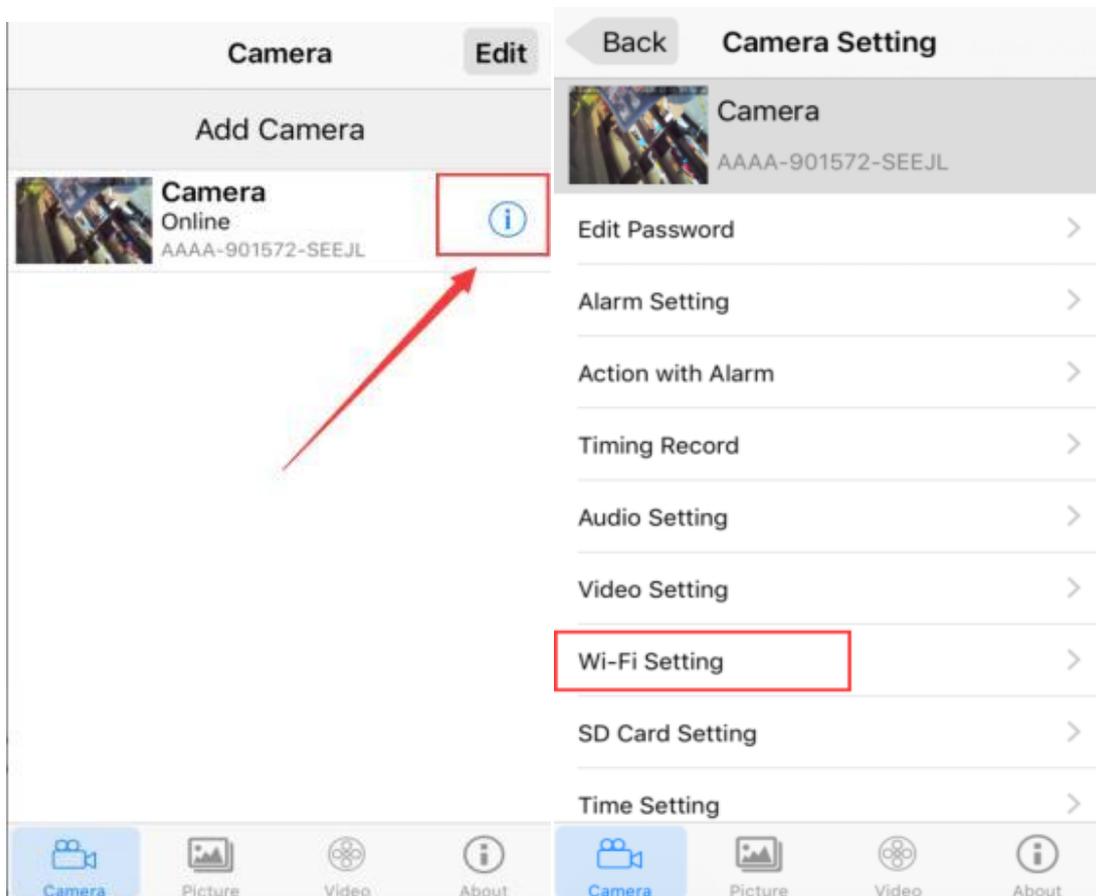
Please follow below steps to connect the camera to 2.4Ghz Wi-Fi via mobile App:

- a. Connected the Ethernet cable of camera with Router.
- b. Connected power of the IP camera
- c. Downloaded App "Camhi".
- d. Open "CamHi" - "Add Camera" - "Search camera UID from LAN"
- e. Enter camera password: "admin" and click "Done" (in the upper right corner) to finish the step of adding camera.





f. Wired connection switch to Wi-Fi connection (The camera only supports Wi-Fi 2.4 GHz.)



Click "WI-FI Setting" - "Wi-Fi Manage" - Select your Wi-Fi network - Enter WI-FI password - Connect - OK- Restart App Manually

Note: The camera will restart automatically after entering the Wi-Fi password. Therefore, please wait for 60s and restart the App and unplug the Ethernet cable.

Before you connect the Wi-Fi, please make sure that:

1, please make sure the network your IP camera and the phone used is the same one.

2, Please make sure your router has opened a DHCP (The default setting is on), you can log in the router setting and find the DHCP to check it closed or opened. If it close, then it will not distribute IP address to this camera.

3, Please make sure the router has not limited other device in.

4, Please make sure the network you used is 2.4G not 5.0G.

5, The Wi-Fi password only support 64 Characters maximum.

6, Wi-Fi SSID and Wi-Fi password not including special character , such as:  
!@#\$%^&\*()\_+

If still can't pick up the Wi-Fi connection, then please

1) Too many devices sharing the same internet network. Please try to disconnect other devices.

2) The IP camera is too far from the router if using Wi-Fi connection.

3) Please insert a pin to the bottom of the camera for 10 seconds to reset.

