**Why can't I add a device or fail to configure the network?**

1. First observe the status of the indicator or listen to the voice prompts to determine the current stage of the device.

The below is the meaning of the indicator:

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| --- | --- |
| Red light is always on | The camera is starting up or the configured WiFi signal disappeared |
| Red flashes slowly | The camera is waiting for WiFi connection |
| Red/Blue flashes rapidly | The camera is connecting to the network |
| Blue flashes slowly | The camera is under AP mode |
| The blue light is always on | The camera is running normally |

The below is the meaning of voice prompts:

|  |  |
| --- | --- |
| Starting the device | The camera is starting up |
| Please configure the wireless settings for camera | The camera is waiting for WiFi connection |
| Connecting to wireless network | The camera is connecting to the network |

1. The device scan QR code on the phone screen does not hear the "bugu" sound.

① Note that the screen of the mobile phone is aligned with the lens of the device in parallel, and the distance is kept at about 15cm.

② Try to adjust the distance between the phone screen and the device before and after, and keep it for 2 seconds or so in each position.

③ Please check if there are any stains on the surface of the lens of the device.

④ Make sure the screen of the phone is clear, crack-free and non-reflective.

⑤ Use the other way of network connection

3. The device indicator flashes red or blue quickly and does not turn blue or after the device emit " Connecting to wireless network " failure to add camera ?

① Please power off to restart the WiFi router. The phone connect to 2.4GHZ WiFi . Device does not support 5GHZ WiFi.

② Check and set the WiFi network name and password of your WiFi router, preferably a combination of letters and numbers, without special characters such as \ “

③ If the WiFi router has settings such as WiFi access control, blacklisting, MAC filtering, firewalls, and so on, these will cause the add device to fail, please turn off these features and try again

④Share a WiFi hotspot using a smartphone. If you can add the device to the shared hotspot, please change or check the wireless router settings.