




FAQs What can I do if the device setting WiFi failed? User Guide

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FAQs

Q1.What can I do if the device setting WiFi fails?

A:

1. Check the antenna connection is OK and the camera was powered on.
2. Make sure the camera and mobile phone nearby the WiFi router which the distance is not more than 3 meters when you set WiFi for the camera.
3. Make sure your router's WiFi SSID was not be hidden, and the WiFi frequency is 2.4G. The camera doesn't support 5G WiFi.
4. Restore the camera to factory settings and restart to setting WIFI for the camera. If the camera setting WiFi still failed, please contact us.

A: Press the reset key for more than 3 seconds, and make sure the camera is keeping on power. The camera will restore the factory settings successfully about 60 seconds later.

Q3. What to do if I forgot the camera password?

A: There are two ways of resetting the camera password.

Method A

When your PC is in the same LAN with the camera (normally means they are connected to the same router), you can reset the camera password on "SearchTool".

Step1. Open the "SearchTool" on PC. **Step2.** Click "Refresh" to search the camera IP, then select the IP address and click "Next".

Step3. Click "Pwd Reset" to reset the camera password to the default password.

Tips: The camera default password is admin.

Method B

Please restore the camera to factory settings (please refer to Q2), then restart setting up WiFi on your mobile phone for the camera.

Q4. How to add the camera which has connected to the wireless network to the phone?

A: There are two ways of adding the devices which have connected WiFi successfully. Method A. ADD the camera with UID

Step1. Open the “Camhi” APP, click “Add camera” to start to add camera.

Step2. Enter or Scan the camera UID, and camera password, then click “Done ”

Method B. Add the camera in the same LAN

When your mobile phone connected to the WiFi is in the same LAN with the camera, you can add the camera to your phone from LAN.

Step1. Open the “Camhi” APP, click “Add camera” to start adding the camera.

Step2. Click“Search camera from LAN”, and select the searched UIDand enter the camera password, then click “done”.

Service Info

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Bulwark Support Team

V 2 .2 -2020.10

This manual is to help customers to know and use the camera quickly, For detailed instructions and video tutorials please refer to the content from www.ebulwark.com. This manual may have descriptions and operations that do not match the product, If you have any questions or need technical support please feel free to contact us or our dealers.


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