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LOREX W452 Series 2K WiFi Floodlight Camera User Guide

LOREX®

LOREX W452 Series 2K WiFi Floodlight Camera

Product Information

Specifications

- **Product:** 2K Wired Floodlight camera W452 Series
- **Wi-Fi Compatibility:** 2.4 GHz Wi-Fi network
- **SD Card Compatibility:** FAT32 format

Product Usage Instructions

Resetting the Floodlight Camera
To reset the floodlight camera, follow these steps:

1. Locate the Reset button on the camera.
2. Press and hold the Reset button for 10 seconds.
3. Wait until you hear the audio prompts to confirm the reset.

Connecting to Wi-Fi during Setup
During setup and pairing to your Wi-Fi network, please ensure the following:

- Your Wi-Fi network is a 2.4 GHz network.
- Switch to a 5 GHz network after setup (may be limited in Canada on 5GHz networks).

Troubleshooting Offline Status in the App
If your camera appears offline in the app, try the following steps:

1. Check if your device is connected to power.
2. Ensure that you have an internet connection.
3. Reboot or restart your router/modem.
4. Reset the device by pressing the Reset button for 10 seconds.
5. Reconnect your device to the Lorex App.

Troubleshooting SD Card Issues
If your SD card is not detected or recognized, try the following troubleshooting steps:

1. Format the SD card into FAT32 on your computer.
2. Insert the SD card into the camera, ensuring it is properly inserted.
3. If the issue persists, remove and reinsert the SD card.
4. Test the SD card on your computer to check if it can be read and written. If not, use another SD card (not included).

Troubleshooting Video Lagging and Audio Issues
If the video is lagging and visitors can't hear you speaking through the camera, try the following: 1/2

- If using a cellular connection, move to an area with a better signal or switch to your Wi-Fi network.
- If your Wi-Fi signal is weak, go to an area with a stronger signal. 2/2
- Ensure that your camera's Wi-Fi connection is not weak due to its mounting location. Try moving your router closer to the camera or use a network range extender.

FAQ

1. **Q: What should I do if my camera is still not connecting to Wi-Fi after following the troubleshooting steps?**
   A: If you have followed all the troubleshooting steps and your camera is still not connecting to Wi-Fi, please contact our customer support for further assistance.

2. **Q: Can I use an SD card that is not included with the camera?**
   A: Yes, you can use another SD card as long as it is compatible with the camera and formatted in FAT32.

2K Wired Floodlight: Troubleshooting

- help.lorextechnology.com/link/portal/57356/57366/Article/3756/2k-wired-floodlight-troubleshooting

The following article provides some troubleshooting tips for setting up your 2K Wired Floodlight camera W452 Series.

1. **How to reset the floodlight camera?**
   Press the Reset button for 10 seconds until you hear the audio prompts.

2. **My floodlight camera not connecting to Wi-Fi or not connecting during setup**
   During setup and pairing to your Wi-Fi network, the 2k Wired Floodlight camera requires a 2.4 GHz Wi-Fi network. You can switch to a 5 GHz* network after setup.
   May be Limited in Canada on 5GHz networks

3. **I have setup my camera but in the app it always appears offline?**
   - Check if your device is connected to power.
   - Check if you have an internet connection.
   - You may have to reboot or restart your router/modem.
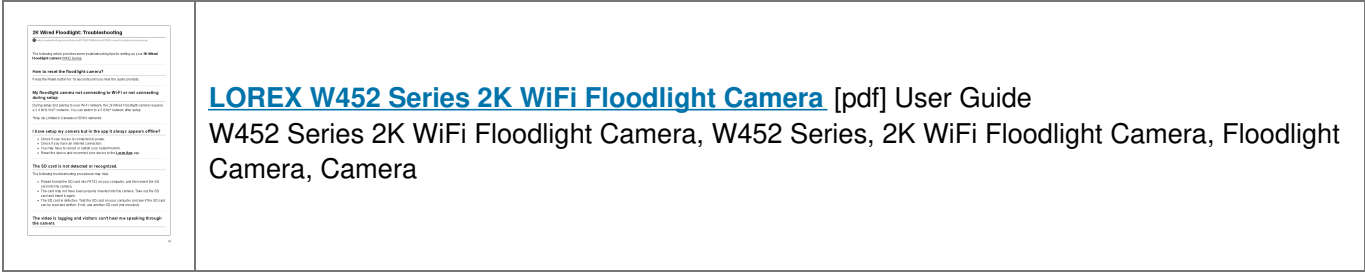   - Reset the device and reconnect your device to the Lorex App app.

4. **The SD card is not detected or recognized.**
   The following troubleshooting procedures may help:
   - Please format the SD card into FAT32 on your computer, and then insert the SD card into the camera.
   - The card may not have been properly inserted into the camera. Take out the SD card and insert it again.
   - The SD card is defective. Test the SD card on your computer and see if the SD card can be read and written. If not, use another SD card (not included).

5. **The video is lagging and visitors can't hear me speaking through the camera**
   If you're using a cellular connection try moving to an area with a better signal, or switch to your Wi-Fi network. If your Wi-Fi signal is also weak, go to an area where the signal is stronger. Your camera's Wi-Fi connection may be weak in the spot where your camera is mounted. Try moving your router closer to your camera or get a network range extender.

Documents / Resources

LOREX W452 Series 2K WiFi Floodlight Camera [pdf] User Guide
W452 Series 2K WiFi Floodlight Camera, W452 Series, 2K WiFi Floodlight Camera, Floodlight Camera, Camera

References

- 🌐 **2K Wired Floodlight: Troubleshooting | LOREX Support**
- 🌐 **2K Wired Floodlight: Troubleshooting | LOREX Support**
- **Lorex 2K Wi-Fi Floodlight Security Camera**
- **Lorex App**
- **User Manual**