Energizer®

SMART 5GHz WIFI
1000 LUMENS LIGHT BULB
P/T SECURITY CAMERA

HOW TO ADDRESS
FAILED TO CONNECT
DEVICE – TIMED OUT

EOP1-1003   v1.1   0725

If you are experiencing issues to pair your camera, this could be due to several reasons:
1) Distance from the camera to your router, including the number of walls between the two.
2) Number of devices connected to your router and the remaining bandwidth.
3) Your router's specific settings (varies by router brand).
4) Incorrect Wifi password - if when the camera fails, the indicator light goes back to blinking red, then this is llikely the issue.

Depending on your environment and router, you may have to try a few times to get it initially connected. We recommend that you are as close to your router as possible for the initial connection.

If the product fails to add, make sure to fully reset it by holding the reset button **FIG.1** that's under the silicon cover for 8 seconds or until you hear the camera beep, letting you know it has been reset.

FIG.1

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Reset button
Hold down
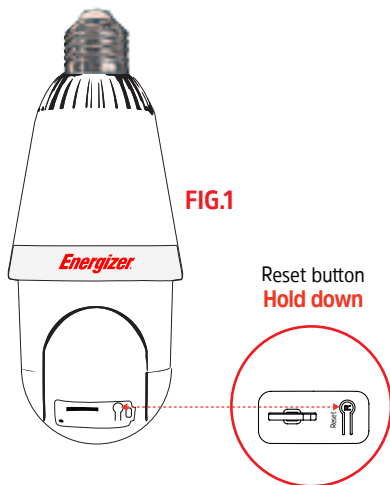
If you're still unable to connect your smart camera to Wi-Fi, try using your mobile phone's hotspot as an alternative network. If the issue persists, please contact our customer support team at: **888-693-4189** for further assistance and troubleshooting.

Once you are able to get it connected that first time and go to the live view of the camera, you will receive a pop up letting you know that a Firmware update is available for your camera.

Click Update now

Then click Update

3
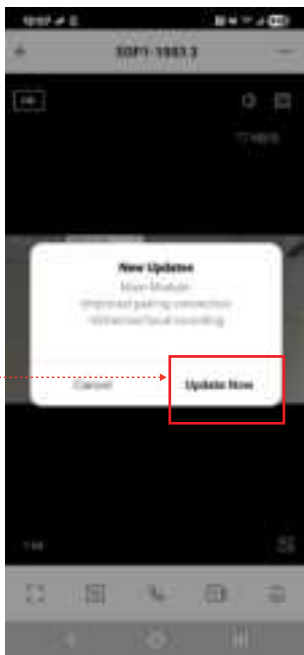
Then click Start Update

Your device will now update. Please remain on the screen.

Your camera will reboot to complete the update, and when the update is successful the app will bring you back to the live view.

This update will bring greater connection stability to your camera. It will also make for easier reconnections if you need to move or relocate your camera.

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