FREQUENTLY ASKED QUESTIONS

"Password error" is prompted when checking the live stream video

The password may be modified by family members. You can input the correct remote access password in the pop-up window. If the remote access password is forgotten, please long press "Reset" button to the default status and re-add the device.

"Device is offline" is prompted in the device list

Please check if the camera properly connected to the network,
check whether the indicator light is always on. Please check if router network normal.

What should you do when the APP of mobile phone cannot receive the push notification?

Check whether alarm and alarm push notification are turned on in the alarm setting and confirm to set the "Away mode" Meanwhile check the Android phone background progress whether it's forbidden by system or anti-virus software.

How to do with motion detection false alarm.

Update firmware version (above 14.0.0.76) and APP (above 00.46.00.13), adjust the sensitivity in the setting of the device; Also, can adjust through configuration file by changing: md_level = 3 (1~6,
 smaller numbers more sensitive).

Failed to search video file when playing video.

Please check if SD card damaged; please check the search time of the video file and check the system time of the camera.

The camera cannot connect to WiFi.

Please check whether the password of WIFI is correct.
Ensure the WiFi is 2.4 GHz because **the device does not support 5 GHz network.**
Ensure the router does not limit WiFi access such as AP isolation, anti-freeloading and so on.

Cannot find the AP device in the WiFi list of the mobile phone.

The firmware version does not support it or mobile phone and device are too far away.

There is video interruption in cloud video playback

If the upstream bandwidth of the network where the device is located is low or occupied (the uploading or sending of the file will occupy the upstream bandwidth), the device will delay or interrupt the video stream. In this case, cloud playback will be interrupted. You need to ensure sufficient upstream bandwidth (not less than 64KB).

Cloud playback view timeout

When the mobile phone network is poor, the cloud playback video cannot be obtained in time. In this case, you need to switch to a better network environment, and then exit the cloud playback interface to re-enter.

Request more information

This quick operation guide will guide you to use your IP camera quickly. For further information, you can download the user manual or send the email to support@gwell.cc for technical support.

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