

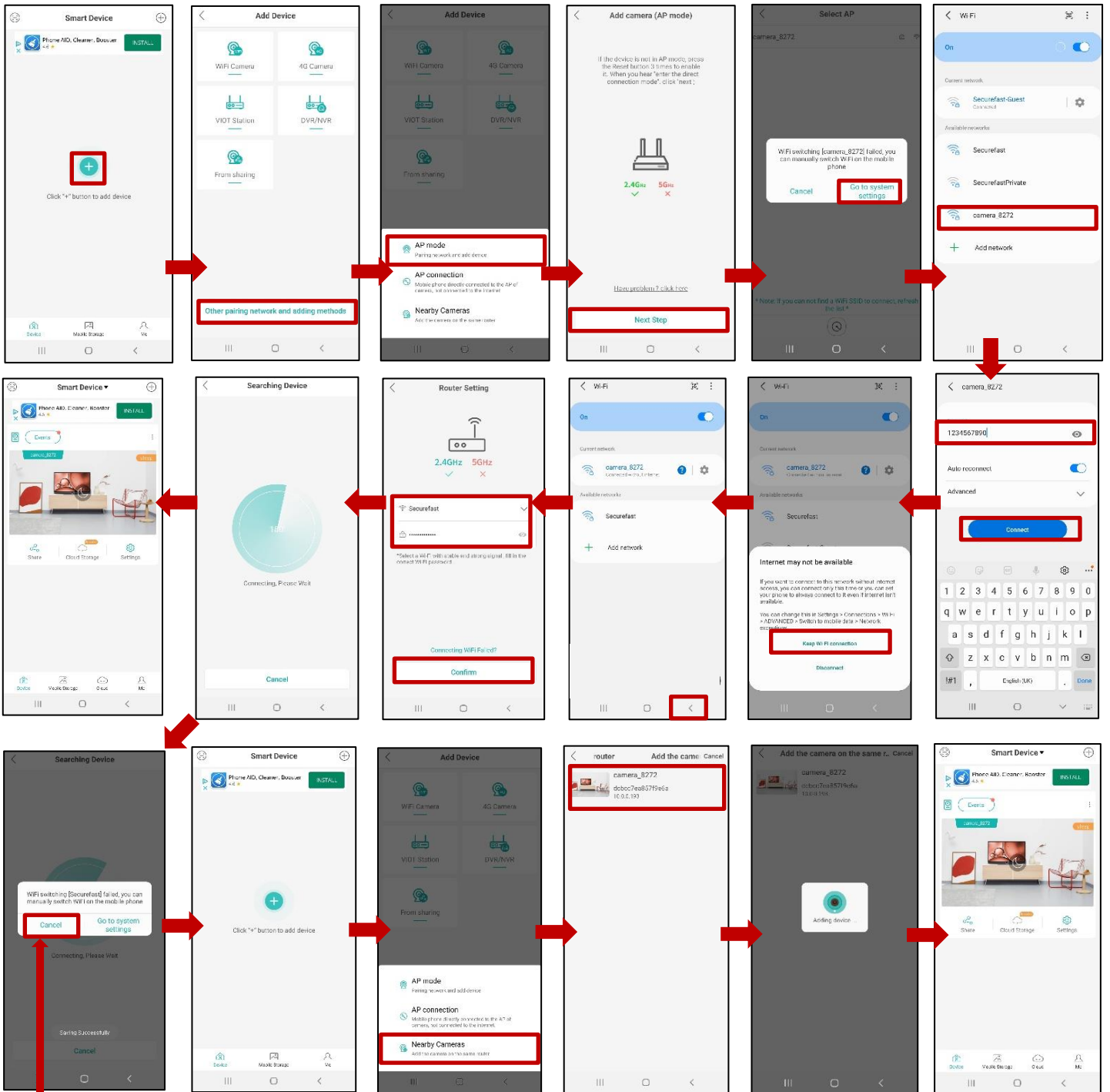
# Securefast

## Troubleshooting iCsee Home Security products for problematic WI-FI's/Routers

### AP Mode- Directly connect to the Device's Wi-Fi Hotspot and force pair your Wi-Fi settings to the Device

1. Wake the Doorbell with the Bell Button then press the Reset Button on the device 3 times, in quick succession, to enter 'Ap Mode'. (123 without pauses).  
The Wi-Fi device will sound the voice prompt "Entering into Ap Mode" when the button is pressed correctly.
2. Open your iCsee App and tap the \*+\* to access 'Add Device' then >>>\*Other pairing network and adding methods\*>>>\*Ap mode\*.
3. App advises you to ensure device is in Ap Mode as directed in (1.) above.
4. Select the camera, to connect to the Device's Wi-Fi Hotspot
- 4a. If the app does not successfully connect and prompts this then tap \*go to system settings\* and manually select the Wi-Fi device listed to connect
- 4b. As prompted by App you will need to enter the password of 1234567890 to connect to the Device's Wi-Fi Hotspot
- 4c. Wait for successful connection and select \*keep Wi-Fi connection\* if your Smart Device prompts you that there is no internet when connected to the Wi-Fi Device
- 4d. Use your Smart Device's Back Button to return to iCsee App and complete configuration.
5. Input 2.4 Ghz Wi-Fi Network information as prompted and tap \*Confirm\* to begin configuration.
6. Ignore any prompts that may appear in the iCsee App during configuration do not press anything until you hear your Wi-Fi Device voice prompt "Connected to Router successfully"
- 6a. When your Wi-Fi Device voice prompts "Connected to Router successfully" the iCsee app should add the device to your account
- 6b. If device does not add to your account but you hear the successful voice prompt from your Wi-Fi Device then follow (7.) onwards, after exiting the configuration screen
7. Check your Smart Device is connected to your 2.4 Ghz Wi-Fi Network, via your Smart Device's Connection Settings.  
(Network you attempted to configure Wi-Fi Device to)
8. Within the iCsee App, tap the \*+\* to access 'Add Device' then >>>\*Other pairing network and adding methods\* >>> \*Nearby Cameras \*
- 8a. Nearby camera feature requires your Smart Device to be on the same 2.4 Ghz Wi-Fi Network that the Wi-Fi Device connected to- as directed in (7.)
- 8b. Wait for your Wi-Fi Device to be listed then tap it and wait for the iCsee App to add the device (This may take a short while)
- 8c. Your Wi-fi Device should successfully add to your iCsee account.
9. When first accessing the live feed you may be prompted to set a security password for the device.

# Securefast



Wait for successful voice prompt from Wi-Fi Device before cancelling