

# Securefast

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

Device stated it was connected to Wi-Fi but the iCsee application said unsuccessful and would not complete configuration.

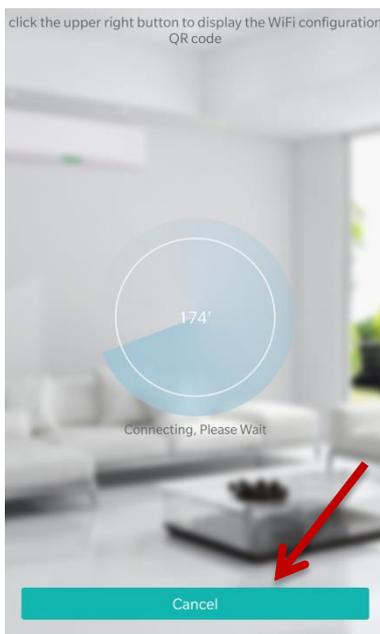
(Devices that DO have a QR Code Sticker)

Due to the variety of available Wi-Fi Routers, occasionally, when configuring a product to your Wi-Fi network the device may emit the voice prompt "Connected to router successfully" but the iCsee application will not progress to the final stages of adding the Wi-Fi camera/doorbell.

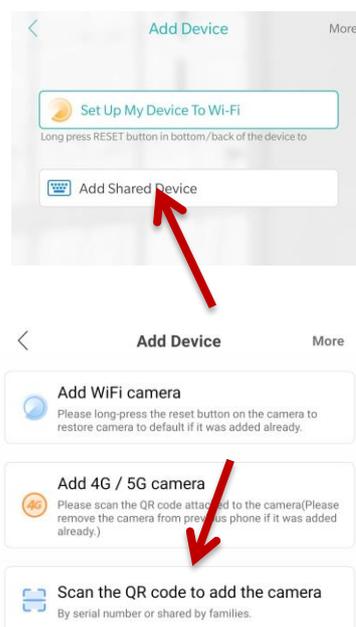
The application will continue to search whilst displaying the countdown screen and at the end of the countdown the application may advise that connection was unsuccessful despite the conflicting voice prompt from the Wi-Fi device.

To resolve this issue please follow the 6 steps below.

1. Click cancel after the camera has verbally confirmed it is connected



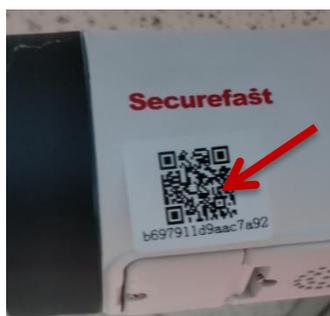
2. Click back to the 'Add Device' screen and click on 'add shared device' or 'Scan the QR Code to add the camera'



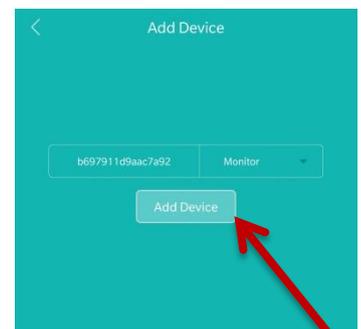
3. Click on the 'Scan QR code' button at the bottom of the page.



4. Scan the QR code on the side of the camera

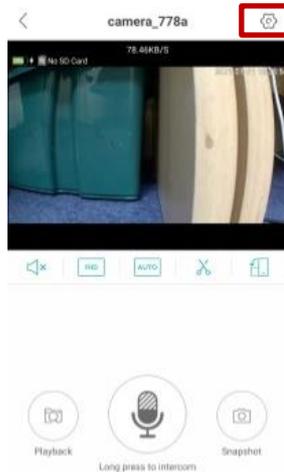


5. Click the 'Add Device' button. This should finalise the set up process.



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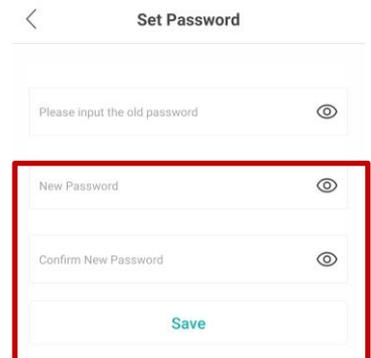
6. Open device's live feed by tapping the thumbnail on the device list page and then access settings



7. Select 'Password & Permission' >>> 'Change Password'



8. Set a new password. An old password does not need to be entered as one has not been set yet.



## Device stated it was connected to Wi-Fi but the iCSee application said unsuccessful and would not complete configuration. (Devices that DO NOT have a QR Code Sticker)

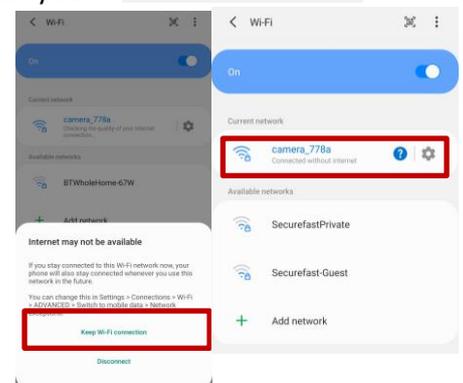
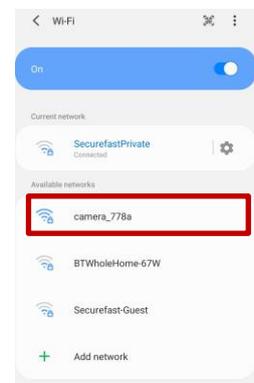
This issue is similar to the one previously highlighted; however, as the Device does not have a QR code sticker additional steps must be followed to acquire this QR Code before bypassing some of the normal configuration process.

You must directly connect to the camera, without Wi-Fi, by using **\*App Hotspot Mode\*** and then attempt to add the device to the app by following the steps below.

1. Reset product to factory settings by holding the Reset Button until voice prompt "Restore Factory settings please do not power off" is heard
2. 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.

**NOTE:** Where it is stated to connect to the doorbell's/camera's hotspot this is literal. A Wi-Fi connection (i.e cam\_272) will be available that you connect to using password 1234567890. Access this from your Smart Device's Wi-Fi connection settings.

3. The camera/doorbell will emit its own hotspot/Wi-Fi signal (i.e cam\_272 or camera\_778a etc)
4. Access your Wi-Fi Connection Settings from your Smart Device and select the Wi-Fi hotspot displayed for the product.
5. Connect to the product's hotspot using password 1234567890. This should enable a direct connection to it allowing you to access the device's feed without Wi-Fi.



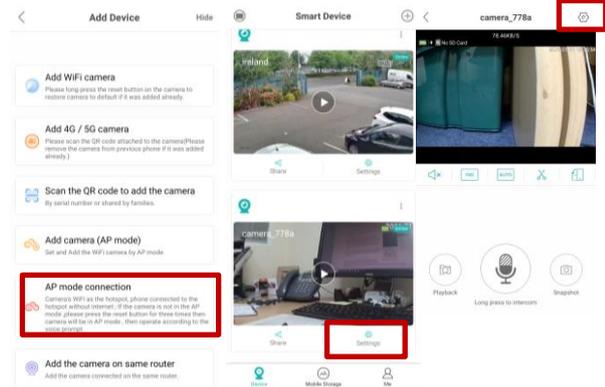
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**NOTE:** Your Smart Device may prompt you that this connection does not have internet connectivity; this is correct.

- Once connected as above return to the iCsee App and tap the \*\* to access 'Add Device' then follow >>>\*More\*>>>\*Ap mode connection\*

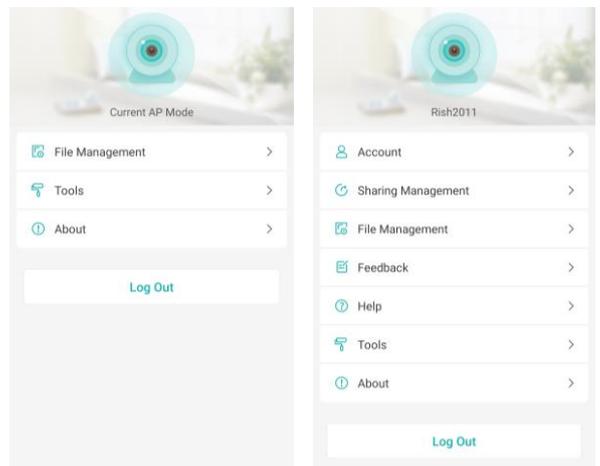
**NOTE:** The device feed may directly load or you may be required to select the listed device and re-enter the password 1234567890.

- When directly connected to the product use the settings icon under the thumbnail of the feed, or open the device's live feed to access settings using the settings icon. Follow \*Settings\*>>\*About\* and screenshot this 'About Device' page containing the Device's QR Code.
- Return to your Smart Device's Wi-Fi Connection Settings and disconnect from the product's Wi-Fi Hotspot (you will be unable to access the live feed now)
- Connect to the 2.4 Ghz Wi-Fi- this will be the one you initially attempted to configure your device to.



- Turn off Mobile Data (2G/3G/4G/5G) on your Smart Device.
- Return to the iCsee Application and make sure you are logged in to your personal user account.

**NOTE: Using Ap mode may log you out of your personal user account so you must log out and log back in using your user name and password. When you select \*Me\* to Log Out the app will not display your user name at the top but will display "Current AP Mode" and limited options.**



- Log in to your User Account, tap the \*\* >> \*Scan QR Code to add the camera\* or \*Add Shared Device\*
- On this page you can access photo albums to select the screenshot of the QR from your photo gallery.
- The camera will be offline but will be displayed in your iCsee application's device list.
- Reset Camera by holding the Reset Button to hear voice prompt "Restore factory settings please don't power off" followed shortly by "Wait to be configured".

**NOTE:** Once reset you may need to quick/short press the reset button to hear the "Wait to be configured" voice prompt.

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16. Select within iCsee application 'Add Wifi camera' and follow normal procedure as prompted to by app.
17. When the camera/doorbell states "Connected to router successfully" but the app does not register and move forward then cancel and exit configuration countdown screen.
18. When accessing your device list page within iCsee the offline camera/doorbell you added using the QR Code, should now be online and functioning.
19. Select the settings icon under the thumbnail of the feed, or open the device's live feed to access settings using the settings icon. (top right hand corner)  
Follow \*Settings\*>>\*Password & Permission\* and then set a security password for the product.  
  
**NOTE:** You will not need to type in an old password as one was not set in the initial configuration.
20. Return to your Smart Device's Connection Settings and turn on your Mobile Data so the product can be remotely viewed when you are not connected to a Wi-Fi signal.

## General Points to check should your device not pair

- ***Have you turned your Mobile Data off before attempting to configure?***  
The application prompts you to do this when you attempt to add a Wi-Fi product and this must be done before configuring from your Smart Device's Connection/Data Settings.
- ***Are you close to the Wireless Router?***  
Whilst configuring the Wi-Fi product you should be positioned as close to the router as possible to ensure adequate signal strength.
- ***Have you heard the voice prompt "Wait to be configured" before attempting to configure?***  
Hold the Reset Button to restore factory settings, release button when the voice prompt "Restore factor settings please do not power off" begins.

Once reset "Wait to be configured" should be heard. If this is not heard short press the Reset Button to wake/activate the product.

- ***Have you fully charged the product?***  
Batteries have insulating felt tabs, on their base, to prevent activation whilst being transported. These MUST be removed before charging.

A battery powered product MUST be charged for 7-8 hours before configuring as low battery power will affect the product's ability to configure successfully.

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You may attempt to configure the device whilst charging but it is best to do so after a full charge as you may not be positioned within close proximity of the Wireless Router with the product on charge.

- **Have you downloaded the correct application?**  
You must use the iCsee application, NOT iCseePRO.

## Configuration of Routers for Wi-Fi Home Security Products

<b>EE</b>	Usually lists two connections, one 5G the other not. Connect phone to the none 5Ghz connection while installing Wi-Fi camera/doorbell.
<b>Virgin Media</b>	<p>Default setting often 5Ghz. Log in to router and select 2.4Ghz in wireless settings.</p> <p>Open a browser and log into your hub 192.168. 0.1 - then navigate to the following settings so you can differentiate between the signals. *Advanced Settings* &gt; *Wireless Signal* &gt; click on *Disable Channel Optimization* then scroll down and click on *Apply Changes*.</p>
<b>Sky</b>	<p>Log in to router and split the 2.4Ghz from the 5Ghz</p> <p>Type 192.168. 0.1 into your browser.</p> <p>Select the Wi-Fi tab.</p> <p>Enter the login details that apply to your <b>Sky Hub</b>. ...</p> <p>Scroll down and untick the 'Synchronise <b>2.4 GHz</b> and 5 GHz Settings' <b>box</b>.</p> <p>To help identify the two Wi-Fi bands, edit one of the SSID's (name) to make it easily identifiable.</p> <p>Select Apply.</p>

## Reinstalling a camera/doorbell after changing your router or moving home

1. Reset the camera/doorbell using the Reset Button.  
*On Doorbell products you need to \*wake\* the product before resetting by using the bell/call button.*
2. Delete the device from the device list within the iCsee App.
3. Turn off data on your mobile phone (2G/3G/4G/5G)  
*You can turn this back on once setup is complete*
4. If your product uses rechargeable batteries check that the batteries have been sufficiently charged, or reconfigure whilst charging.
5. Connect your Smart Device to the 2.4Ghz connection on your router.  
*If necessary program your router to display the 2.4Ghz connection.*
6. Use your Smart Device to check signal strength of your Wi-Fi, in the location the product will be installed.  
*This is to ensure adequate signal strength.*
7. Position both the Wi-Fi camera/doorbell and your Smart Device within 2m of Wireless Router.  
*During the setup/configuration procedure to maximise signal strength and ensure successful connection.*

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8. From the home page of the iCsee App click the “+” and use option “Add WiFi Camera”
9. Follow the procedure for configuration as prompted by the iCsee App.
10. If connection fails reset camera before attempting again
11. If connection fails again follow one of the above two bypass procedures  
Follow appropriate procedure depending on if device has QR code sticker or not.
12. If still experiencing problems then contact Securefast.

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