

# NVR and IP Cameras

## NVR IP Cameras Fail to Connect to Wi-Fi

In order to troubleshoot this problem, please proceed to connect your computer/laptop via Ethernet cable to your router. Also, the camera must be connected to its power source as well as to the router via Ethernet cable. Finally, the camera's black antenna should be properly installed onto the back of it.

If your camera does not allow you to connect it to your Wi-Fi, there are a few things you might want to check:

1. **Make sure the SSID (Service Set Identifier) of your Wireless Network does not have a space in between any of the letters:** The camera will not be able to detect the full wireless name. This will cause the camera to fail to connect to that network. You will have to access your router's wireless security options and change this network name to something with **no** spaces (e.g if it is called "my network", change it to "my\_network").\*
2. **Check your Wireless Security/Encryption Type:** If you prefer to connect using WEP type WiFi security, you'll need to upload IP Camera firmware version 1.2.04 and switch from "ASCII" to "Hexadecimal" in the IP Camera network options.

In addition, WEP encryption type is not very secure for your network. For security purposes, it is recommended to access your router's wireless security options, and change the encryption type to "WPA" (Wi-Fi Protected Access) or "WPA2". Both of these will be more secure for your devices as they use different and stronger protocols of authentication, such as the TKIP (Temporal Integrity Protocol) and CCMP (Counter Mode with Cipher Block Chaining Message authentication Code Protocol).\*\*

3. **Wrong Wireless Password:** Another reason may be related to an incorrect inputting of your Wi-Fi network's password at the moment of connecting the cameras. In order to confirm this password, proceed to access your router's interface.

In the Wireless Security section, there should be a slot labeled "Passphrase" or "Share Key". Both of these refer to your wireless password. If you wish to change it something simpler, please keep in mind that it is recommendable to have a password that's 8-10 characters in length.\*\*\*

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4. **Connecting cameras to Wi-Fi via Internet Explorer:** Another option you may try in order to successfully connect your camera to the Wireless network, is to use Internet Explorer instead of the IPC Search Tool. Once you have assigned a valid IP Address to your hardwired camera, proceed to access it on the Internet Explorer by typing it into the address bar.

Once you log into the camera, click on "Remote Configuration" and select the option "Network Param". Here, you will select the tab labeled "Wireless Settings".

Refresh the list of Wireless Networks on the bottom and try to connect from there.

5. **Resetting camera back to defaults:** If you have not been successful at connecting your camera to the Wi-Fi after following all the procedures listed above, your best option will be to reset the whole camera back to defaults.

This can be done by pressing the reset button located in one of the splits that comes out of that camera. Press and hold the small white button in this split for about 15-20 seconds, and start the process all over!

***\*Please be aware that changing the name of your network might affect the Wireless connectivity of the rest of your devices in your home network. You will most likely have to reconnect them under the new SSID.***

***\*\*Please be aware that changing the Encryption type of your network might affect the Wireless connectivity of the rest of your devices in your home network. You will most likely have to reconnect them under the new Encryption Type (WPA or WPA2).***

***\*\*\*Please be aware that changing the password of your wireless network might affect the Wireless connectivity of the rest of your devices in your home network. You will most likely have to reconnect them under the new wireless password.***

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