

STOP!

DON'T STRESS...
WE CAN HELP

If you're having problems setting up...

1 Make sure your WiFi signal is *50% or stronger*



Go to where you've installed your floodlight camera. Put your phone into airplane mode. Then turn on the phone's WiFi and select your network.

Is your WiFi signal at least 50% where you installed your floodlight camera?

Yes: Go to #2 below.

No: Move your WiFi router closer to your floodlight to provide a stronger signal, or use a WiFi signal booster/extender to increase the strength of the signal near the floodlight.

2 Make sure your WiFi network uses *2.4GHz band (NOT 5GHz)*

2.4GHz

Does your WiFi router broadcast separate 2.4GHz and 5GHz networks?

Yes: Make sure you choose the 2.4GHz one.

No, just 2.4GHz: Go to #3 below.

No, just 5GHz: The RCA Floodlight Camera does not support 5GHz networks.

Contact your Internet service provider for information about your router and how to switch it to dual-band (2.4GHz / 5GHz).

Not sure: Contact your Internet service provider or access the admin settings for your router.

3 Make sure your WiFi network *password is entered correctly*



When you're entering the password in the App, press the eyeball icon to show your password and make sure you're typing it in correctly.

Is your WiFi network password entered correctly in the RCA Security App?

Yes: Go to #4 below.

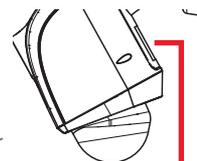
No: Try adding the floodlight camera to the App again. This time press the eyeball icon next to the password to make sure you're typing it in correctly.

Please be patient with your WiFi network! Certain parts of the WiFi setup, like connecting to your network, could take up to 5-6 minutes to complete.

Got screen freeze? This is probably due to WiFi activity on your network, especially if your network has several devices connected to it. Exit out of the App and start again.

4 *Reset* your floodlight camera

The reset button is behind a door on the side of the camera. Open this door using the included screwdriver. Find the RESET key under this door and press it for 15 seconds. DO NOT LET GO until you hear the announcement from the camera that it's resetting. Then follow the steps in the Quick Start Guide to set up the floodlight again.



**Reset button
(behind the door)**

CALL US! 1-833-236-6561 weekdays 8am-6pm Eastern

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