

## **Smart Flood Light Security Camera FAQs and Trouble Shooting Tips**

### **I am having trouble connecting my Smart Flood Light Security Camera to Wi-Fi.**

1. Make sure the Wi-Fi network is a 2.4 GHz network. The Smart Flood Light Security Camera will not connect to a 5 GHz network. If your Smart Flood Light Security Camera is already on the right frequency, make sure that your phone is not using a VPN app in the background.
2. Test your Wi-Fi network with other devices such as your phone to make sure it is operating properly and has strong coverage.
3. The Wi-Fi connection may not have good coverage during set up. You may need to improve your Wi-Fi network coverage by upgrading your router or adding a range extender.
4. Your Wi-Fi network password is case sensitive, make sure you are entering it correctly.
5. The indicator light must be blinking blue rapidly to connect. If the light is blinking red, you will need to press and hold the Reset Button located behind the cover on the side of the camera for 15 seconds or until you hear an audible tone.

### **How do I access the Smart Flood Light Security Camera smart features in the Feit Electric app?**

From the My Home menu in the Feit Electric app press and hold the device icon for 2-3 seconds to access the control panel.

### **The lights do not turn on.**

The lights have a dusk to dawn sensor. If it is not dark outside the lights will not go on with motion.

The Smart Flood Light Security Camera may not have power to it, make sure the wall switch or breaker is in the On position.

### **What do the blinking indicator lights mean?**

- Blinking BLUE = Pairing Mode
- Solid RED = No Internet
- Blinking RED = No Wi-Fi Connection
- Solid BLUE = Connected to Internet

### **What does it mean if my Smart Flood Light Security Camera status is “offline” or the blue indicator light is flashing?**

There could be a temporary issue with your Internet connection (e.g., service disruption), a power outage or an issue with your Wi-Fi network. Please try again in a few minutes. If needed follow the instructions in your Installation Guide to reconnect.

The Smart Flood Light Security Camera may not have power to it, make sure the wall switch or breaker is in the On position.

Make sure your Wi-Fi router is turned On and the camera is getting a good signal from your Wi-Fi router. Use your phone to check range, it is recommended to have at least 2 signal bars showing for proper connection.

The camera may have been disconnected from your Wi-Fi network, press and hold the Reset Button until you see the indicator lights blinking blue and hear an audible tone.

### **How do I reset the Smart Flood Light Security Camera?**

To perform a hard reset, access the Reset Button by removing the cover on the side of the camera using the small screwdriver included in the package. Then press and hold the Reset Button for approximately 15 seconds or until you hear an audible tone. When the blue indicator LED starts blinking rapidly, it is ready for setup.

Note: to perform any reset the unit must be connected to power.

### **Are the Smart Flood Light Security Cameras HomeKit compatible?**

The Smart Flood Light Security Cameras are not HomeKit compatible. But you can enable Siri shortcuts using the Smart Scenes feature in the Feit Electric App.

### **How do I share my Smart Flood Light Security Camera with another Feit Electric app account?**

From the My Home menu in the Feit Electric app tap **Profile** and then **Share Devices** and **Share Devices** at the bottom of the screen. Select the device that you wish to share and tap **Sharing** in the upper right corner. Enter the new account mobile number or email address then tap **Done**. The account must be set up before sharing the device.

### **How do I rename my Smart Flood Light Security Camera?**

Press and hold the device icon for 2-3 seconds to access the control panel. Tap the pen icon in the top right corner and select **Edit Device Name**.

### **The live video stream is slow to load.**

Camera streaming issues may be caused by any of the following:

- Your phone's cellular connection, which is reliant on mobile coverage and signal reception is slow.
- Limited Internet bandwidth at home, for example, other video streaming services running at the same time on your network can cause congestion slowing down the Internet upload and download speeds.
- Wi-Fi reception may not be stable or work reliably if the camera's Wi-Fi signal strength is less than 2 signal bars. You may need to install a Wi-Fi repeater or extender to boost the Wi-Fi signal.

### **My camera is not recording.**

Make sure the Record Switch is turned On in the Feit Electric app, under SD Card Settings. This is located in the Settings menu on the upper right corner in the control panel.

Make sure that the micro-SD card is installed correctly. To confirm the camera is recognizing the micro-SD card, go to the SD Card Settings in the Settings menu and make sure the micro-SD Card Capacity menu shows Total Capacity, Used and Free Space. If this does not appear you may consider reformatting the micro-SD card.

Warning: Reformatting the micro-SD card will delete all videos stored on the card.

### **How do I set my camera to Event or Continuous Recording?**

In the Settings menu under SD, Card Settings make sure the Record Switch is turned On and then select Event Recording or Continuous Recording.

### **How can I check the available space on my SD Card?**

In the Settings menu under SD Card Settings, you will see Used Space and Free Space. Note: Camera will not support micro-SD cards greater than 128GB.

### **What happens when my micro-SD card reaches full capacity?**

Once the micro-SD card reaches full capacity, new videos will start deleting or rewriting over the oldest videos.

### **Can I use a new micro-SD card if I do not want to record over existing videos?**

Yes, you can use a new micro-SD card if you do not want to record over existing videos by removing the side cover on the camera and replacing the exiting micro-SD card with a new one as long as it does not exceed 128GB. Once this is completed you will need to format the micro-SD card by going to the SD Card Settings in the Settings menu and pressing Format SD Card then Confirm.

Note: Reformatting the micro-SD card will delete all content stored on the card.

### **I did not get an alert when my Smart Flood Light Camera triggered. What's wrong?**

Check to see if push notifications have been enabled. To enable push notifications, go to the My Home page and tap **Profile** at the bottom of the screen and then **Settings**. Click on the Push Notifications button to activate. Otherwise, notifications will be stored in the Message Center.

If you did not get a notification either via push or in the Message Center check to be sure motion detection zones are set up.

Also, check to be sure the Wi-Fi signal is strong. If the Wi-Fi signal is poor the Smart Flood Light Camera could have trouble connecting to the internet.

### **The Smart Flood Light Camera is flashing on and off. What's going on?**

Check your connection to electrical power.

Check the area around the lights. There may be an object or small animal triggering your motion sensor.

Check the position of your Smart Flood Light Camera to see if it needs to be adjusted. For optimal performance, the base of the motion sensor should be placed parallel and 9 feet above the ground.

Check your motion sensitivity controls in the Feit Electric app. You may want to adjust them to be less sensitive.