

TROUBLESHOOTING GUIDE

V20.09

Security Camera - SMSRDCAM, SMSWMCAM, SMSDTCAM Smart Life App

Problem/Question	Solution
Failed to add device using Wi-Fi connection	Make sure the smartphone/tablet and the security camera are connected to 2.4GHz router. Double check the Wi-Fi password entered and make sure it is correct.
Cannot add device after scanning the QR code	Reset or power off and on the security camera, and then try to re-connect the camera.
Cannot preview the video	Check Wi-Fi signal. Try to place the camera closer to the router. If it still doesn't work, reset the device, and add it again.
Why the device is still on the list after the device is reset	It only resets the camera's network configuration but doesn't change the connection in the App. To remove the camera, log in to the App and remove it from the list.
How to connect the camera through another router	First log in the App and remove the connected camera. Reset the camera, then connect the camera and your smartphone/tablet with the router. NOTE: The security camera can ONLY be connected to 2.4GHz Wi-Fi network.
The device cannot recognize the Micro SD card	It is recommended to install or remove the Micro SD card after powering off the device. Make sure the Micro SD card is in good conditions and the format is FAT32. The message "could not find SD card" will pop up if the Wi-Fi network is unstable.
The camera is connected and detects movements, but the digital device does not receive any notification	Check the settings and make sure the App has the permission to receive notifications. When the camera detects movements, a message should show in the notification bar on your digital device. It is recommended to turn on notification sound or vibration in the setting.

NOTE: When viewing the real-time scene using the App from your digital device, the alarm function is disabled, and notification won't be sent.

For more App setting and questions, please launch the app and click "Me" at the bottom right corner, then click "FAQ & Feedback".

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