

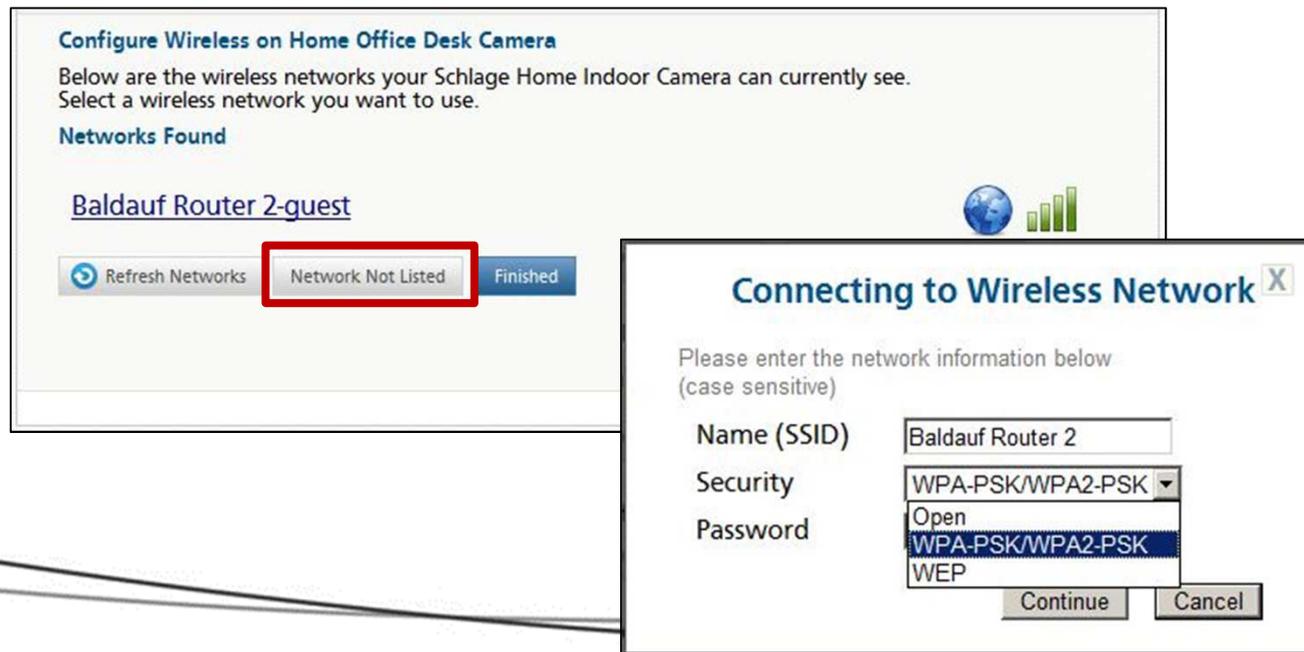


## Schlage Camera troubleshooting tips

*Updated through v2.3 release*

## Camera set up - Wireless

- If the user has a Schlage wireless camera, they can also select the specific wireless network they would like to connect to.
- User should click on  to begin the wireless set up process.
- The system will begin scanning for available networks and display them as shown below.
  - If the network is not listed, click on “Network Not Listed”
  - Enter the SSID of the wireless network you are trying to connect to, the type of security encryption used, and the password, then click continue.



**Configure Wireless on Home Office Desk Camera**

Below are the wireless networks your Schlage Home Indoor Camera can currently see.  
Select a wireless network you want to use.

**Networks Found**

[Baldauf Router 2-guest](#)

**Connecting to Wireless Network**

Please enter the network information below  
(case sensitive)

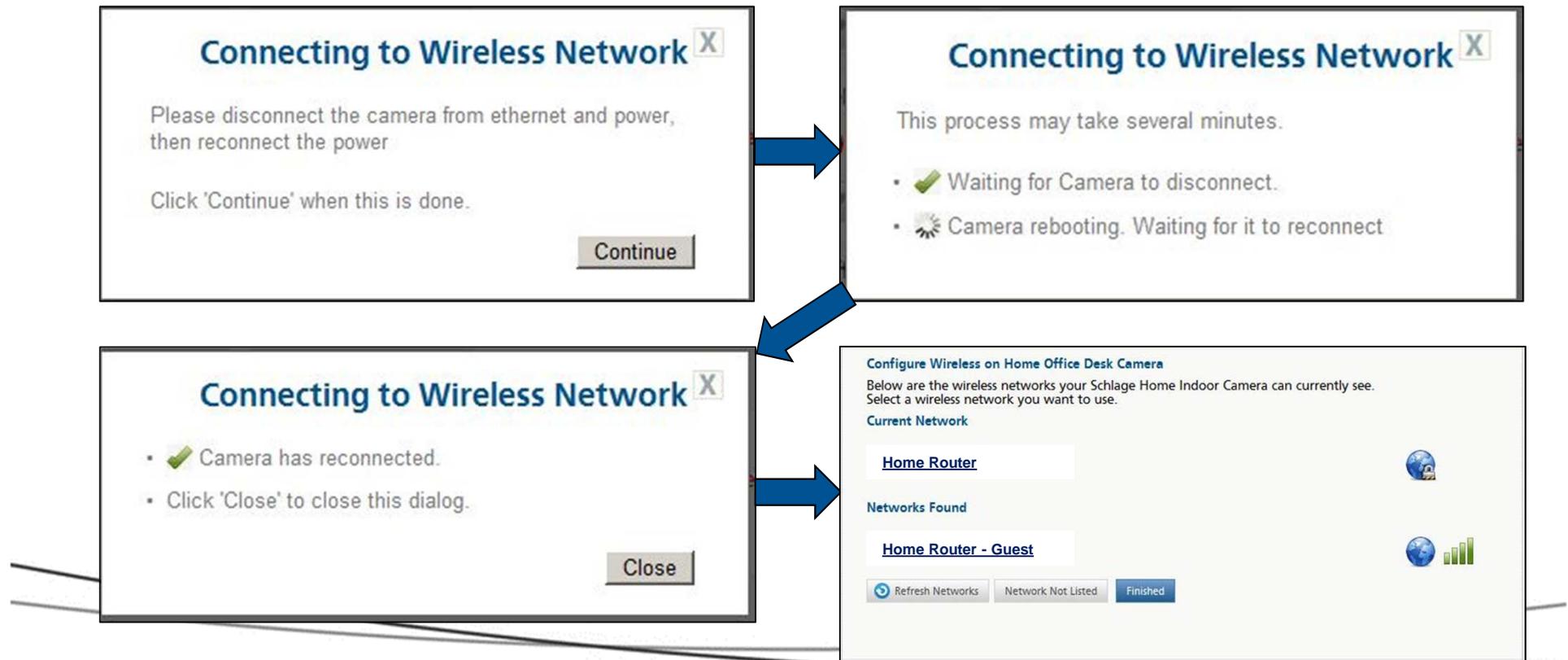
Name (SSID)

Security

Password

## Camera set up - Wireless

- Follow the instructions on screen by disconnecting the camera from the Ethernet cable and from power. Then reconnect the camera and click continue again.
- The camera will reboot and attempt to make a connection to the wireless network just selected.
- Once connected, the user can close the pop up window and select “Finished”



## Summary Of The Wireless Connection Process

- This document assumes your camera has connected properly to your account when using the Ethernet cable.
- Once a camera has connected to your account, the “setup wireless ” wizard steps you through the process of connecting your camera wirelessly.
- During this process, your router’s wireless network name (“SSID”) and wireless network key will be saved in your camera’s memory.
- After this is complete, you will be asked to reboot your camera without the Ethernet cable connected.
- This will force the camera to use its newly stored SSID and wireless network key to connect to your router.
- If the camera cannot establish a connection to your router with this information, you will see an error message that your camera failed to connect.



***So, Why did the connection fail?***

## Reason #1: Camera Is Too Far Away From Router



Wireless signals are affected by distance, construction, and interference.

- If your camera is:
  - Physically located a long distance from your router
  - Located several floors away from your router
  - Separated by stucco, concrete, or other heavy materials from your router
  - Located near other wireless equipment such as video monitor
- Then your camera might not be able to communicate with the router.

### **Solution:**

1. Relocate the camera into the same room as the router. (Verify the camera has its screw-on antenna installed.)
2. Power cycle the camera and wait 1 minute for a possible connection.
3. Refresh the “Camera” tab of your account to see if the camera can be viewed.
4. If the camera does not connect at close proximity, then continue with this document.
5. If the camera does connect at close range, then you can begin moving the camera toward its desired location to determine if/when the camera stops operating.  
For best results, verify the router is located in free air (not in a metal cabinet or under a metal/granite desk).

## Reason #2: Privacy light is turned on at Camera.



The Schlage home indoor camera has a physical privacy button on the light to disable video.

- Press the button and all video is cut off from the Nexia portal or any mobile device on the account.
- The network light indicates that the camera is connected to the Nexia servers
- Note: The Schlage Home Outdoor camera does not have a privacy mode button.

**Privacy mode activated**



## Reason #3: Camera Was On A Previous Account



Once a camera is connected to an account, the wireless information (SSID and network key) can only be edited while attached to that account.

- If your camera has been either...
  - Removed and re-added from the same account, OR
  - Removed from one account and added to a different account
- Your camera **MUST** be completely reset before it will accept new wireless information.

### **Solution:**

1. With camera connected to AC power, press and hold its reset button for 15 seconds. This will completely reset the camera.
2. If the camera is currently on an account, use the “Remove Camera” button on the portal to remove the camera from the account.
3. Use the “Setup Wireless” process from the portal to re-start the process of adding your camera.

## Reason #4: Incorrect SSID or Network Key Provided



During the “Add Camera” setup process, the SSID and wireless network key must be entered exactly as defined in your router.

- If you do not enter the values exactly as defined, including upper and lower case, then the camera will not connect to your router.

### Solution:

1. Verify you have the proper values for your SSID and network wireless key.
  - a) One option is to login to your router and view these values.
  - b) A second option is to enter these values into a different mobile device, such as a smart phone or tablet computer, and verify the mobile device will connect to the internet.
2. If the SSID or wireless network key are found to be different from what you have used previously, then try the Wireless Setup portion of the camera wizard again using these new values.



## Proceed Carefully With The Following Suggestions

**The next set of suggestions refer to changes within your wireless router settings.**

- If you are not familiar with changing router settings, please consult your router manufacturer or a local technical resource before attempting any changes.

### **Notes:**

1. Always connect your computer via Ethernet cable to your router when making changes to your wireless settings. Otherwise, your computer will disconnect from the internet as soon as the change is made.
2. Any changes to wireless router settings will disconnect any other wireless devices (such as video game consoles, mobile devices, etc.) from the internet.
3. Changes to router settings are made by logging into your router's administrator menu. This is normally done by typing the router's IP address (usually 192.168.0.1 or 192.168.1.1) into your browser's address bar. For more details, reference: your router's instructions, the label on the bottom of your router, or your router's Technical Support number.

## Reason #5: Special Characters Used In SSID or Wireless Network Key



In rare cases, special characters (such as punctuation symbols or spaces) are stored in the camera differently than how they are stored in the router.

- This means that a wireless password such as “Vacation\* Home!” might be rejected by the router when the camera tries to connect.
- If your SSID and/or wireless network key have special characters, you can try temporarily simplifying these values to see if your camera will connect after the change.

### **Solution:**

1. Login to your wireless router and remove any special characters or spaces from the wireless SSID or wireless network key names.
2. When complete, re-try the setup wireless camera process in your LiNK account.
3. If the camera connects, then you have identified the issue. You will need to change the wireless information of any other wireless devices (such as video game consoles) to use the new wireless network settings.

## Reason #6: Incompatibility with WEP

In rare cases, the camera is not able to login to some routers using WEP encryption.

- WEP is generally considered out-dated encryption and is not suggested if security is a concern.
- Consider changing your wireless network setting from WEP to WPA2.

### Solution:

1. Login to your wireless router and change the wireless security encryption type to WPA2. This will also require you to enter a new wireless network key.
2. When complete, re-try the setup wireless camera process in your LiNK account.
3. If the camera connects, then you have identified the issue. You will need to change the wireless information of any other wireless devices (such as video game consoles) to use the new wireless network settings.

## Reason #7: Unknown Wireless Security Issue

If the wireless camera will not connect regardless of security type or network key name, then temporarily disable wireless security.

### Solution:

1. Login to your wireless router and disable wireless network security.
2. When complete, re-try the setup wireless camera process in your LiNK account.
3. If the camera connects, then you have confirmed that the wireless camera is functional but there is an unknown compatibility issue with the router's security settings. Contact LiNK Technical Support to discuss what security settings have been tried unsuccessfully.
  - a) Note: Do not leave your wireless network setting unsecured for an extended period of time as it will be vulnerable to potentially being used by someone not authorized to use your network.
4. If the camera fails to connect with security disabled, then the camera might be faulty. Contact LiNK Technical Support to discuss your issue and to consider possible replacement.

## Reason #8: Router Not Using Wi-Fi b/g

The wireless camera is compatible with Wi-Fi b/g standards.

- In rare cases, a wireless router is set for a different Wi-Fi standard.

### **Solution:**

1. You will need to determine if you can change your wireless network to Wi-Fi b/g standard. This will be dependent on the other wireless equipment which is connected to your router.
2. If you are able to change your router setting to Wi-Fi b/g, then retry the “setup wireless” camera process.