

2K Wired Floodlight: Troubleshooting

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The following article provides some troubleshooting tips for setting up your **2K Wired Floodlight camera** W452 Series.

How to reset the floodlight camera?

Press the Reset button for 10 seconds until you hear the audio prompts.

My floodlight camera not connecting to Wi-Fi or not connecting during setup

During setup and pairing to your Wi-Fi network, the 2k Wired Floodlight camera requires a 2.4 GHz Wi-Fi network. You can switch to a 5 GHz* network after setup.

**May be Limited in Canada on 5GHz networks*

I have setup my camera but in the app it always appears offline?

- Check if your device is connected to power.
 - Check if you have an internet connection.
 - You may have to reboot or restart your router/modem.
 - Reset the device and reconnect your device to the **Lorex App** app.
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The SD card is not detected or recognized.

The following troubleshooting procedures may help:

- Please format the SD card into FAT32 on your computer, and then insert the SD card into the camera.
 - The card may not have been properly inserted into the camera. Take out the SD card and insert it again.
 - The SD card is defective. Test the SD card on your computer and see if the SD card can be read and written. If not, use another SD card (not included).
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The video is lagging and visitors can't hear me speaking through the camera

If you're using a cellular connection try moving to an area with a better signal, or switch to your Wi-Fi network. If your Wi-Fi signal is also weak, go to an area where the signal is stronger.

Your camera's Wi-Fi connection may be weak in the spot where your camera is mounted. Try moving your router closer to your camera or get a network range extender.
