If the camera is too far away from your Wi-Fi router, or separated from it by solid barriers such as concrete walls, Welcome may not be able to transmit data correctly. In this case, please bring the camera closer to the Wi-Fi hotspot.
If this is not possible, you can also use the Ethernet cable provided with the Welcome camera and directly connect it to your router

In order to allow Welcome to connect in Wi-FI, please refer to your Wi-Fi access point's manual and carry out the following procedures:

1. Please check the Wi-Fi frequency band used by the router. Our products do not work with the 5GHz frequency. In your router's settings, check the frequency band used and make sure that the 2.4GHz mode is activated
2. Then, in your computer's browser, type the local address of your Wi-Fi access point, in the form http://192.168.x.x (e.g. http://192.168.0.1. This is indicated in the manual of your access point / router / internet box).
3. Sometimes a password is requested. In most access points, this is "admin/admin". Otherwise, consult your manual.
4. You then reach the settings screen.
5. If you use parental controls, check that you have authorized Welcome. Check to see if its MAC address (see how to find my product's MAC address or serial number)) is in the list of authorized devices.
6. If you use a standby function for your router, please disable it.
7. You must also open specific ports for the camera (UDP port 4500 + 500 in your router's settings) so that it can communicate with our servers.
8. Finally, if the Wi-Fi channel has been manually modified, it may not allow an optimal connection. In your router's settings, check that the "automatic selection of the Wi-Fi channel" function is enabled.
9. Try to assign a fixed IP address to your Welcome by indicating its MAC address to your router (see how to find my product's MAC address or serial number)
   If necessary, there are tutorials to help you with this configuration: in your browser, type "the make and model of your router (for example, Orange Livebox). Then copy and paste or type in your browser 'static IP by MAC address'".
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