

Wi-Fi Networks That Are Not Recommended or Won't Work With Nanit

Open Networks and Guest Networks

For privacy and security reasons, you never connect your Nanit to a network you know nothing about.

We don't recommend using a guest network because if you run into problems while using someone else's guest network you may not be able to fully troubleshoot the issue.

For example, you won't be able to change the settings on someone else's network. And the owner can change their settings and add new restrictions which may cause your Nanit to disconnect.

Mobile Hotspots

A mobile hotspot allows your phone, tablet, or another mobile device to share its cellular internet connection with other devices.

A mobile hotspot can have issues with bandwidth, availability, data limits and usage fees. Although it's possible to pair Nanit to a mobile hotspot, you may experience problems resulting from data caps, overage charges, poor cellular signal, and connection speeds. For these reasons, we don't encourage the use of Nanit on a mobile hotspot.

If you plan on pairing your Nanit to a mobile hotspot, we recommend you first check with your hotspot manufacturer and service provider, to determine if your hardware and service contract can sustain a dependable internet connection. Additionally, we recommend you change your Bandwidth usage settings in the Nanit app from "high" to "low".

[Learn More About Pairing Nanit with a Mobile Hotspot](#)

Internet service with less than 2Mbps bandwidth

Nanit requires a specific amount of bandwidth to properly upload and maintain the live video feed. Not having enough bandwidth could lead to connection issues within the Nanit app.

If your bandwidth usage is set to High in the Nanit app, we suggest upload speeds of 2 Mbps and download speeds of 1 Mbps. Although Nanit doesn't require very much bandwidth, you may experience connection problems if your upload or download speed is below 1 Mbps, or if other devices on the network are consuming too much bandwidth. If your bandwidth is below 1 Mbps, we recommend changing your Nanit's bandwidth usage from "High" to "Low".

[Learn More About Nanit's Bandwidth Requirements](#)

If you're not sure whether your home uses DSL, and if the bandwidth of your internet connection is sufficient for your needs, talk to your internet service provider.

Captive portal networks

A captive portal is a web page that the user of a public-access network is required to view and interact with before access to the WiFi network is granted. Captive portals are typically used by business centers, airports, hotel lobbies, coffee shops, and other venues that offer free Wi-Fi hotspots for Internet users.

Using Nanit on a captive portal network

Note: using Nanit Camera on a WiFi network that uses a captive portal will require an external router/access point with a secured (preferably WPA2) network.

1. Connect the travel *router/access point* to the public wifi network that has a captive portal.
2. Using a computer or a mobile device connect to the WiFi network of the travel access point.
3. Confirm connection to the captive portal window.
4. Connect your mobile phone to the travel access point.
5. Pair your Nanit on the travel access points network.

Enterprise 802.1x/RADIUS networks

Nanit does not support enterprise-class networks. These networks are typically used by large-scale businesses.

What is Wi-Fi security and what type am I using?

Wi-Fi security is designed to prevent unauthorized access to devices on a wireless network. Most home routers provide multiple security modes, which vary in levels of protection. The Wi-Fi security types supported by Nanit have been listed below from most to least secure:

- WPA2
- WPA
- WEP

While Nanit supports WPA2, WPA, and WEP encryptions, we recommend you secure your network with WPA2 only. WPA2 ensures the most secure experience with Nanit and your personal data.

Note: *If you decide to change your network security type, devices that use the WEP encryption will disconnect. If necessary, check the device setting and change the security type to WPA2. Nanit works best with WPA2-AES, (which is normally the default). We do not suggest using WPA2-TKIP.*

How do I know which security type I'm using?

Using your mobile device, you may be able to determine the security type from your device's Wi-Fi settings. To check the encryption type:

1. Open the Settings app on your mobile device

2. Access the Wi-Fi connection settings
3. Find your wireless network on the list of available networks
4. Tap the network name or info button to pull up the network configuration
5. Check the network configuration for the security type

If your mobile device's settings don't specify the security type, you may be able to identify this via the settings on your wireless router. Each router may be different, so you may want to refer to the documentation that came with the device. Alternatively, if the router was set up by your internet service provider, we suggest you contact them for assistance.

[Resolving frequent disconnects, poor audio and/or video issues](#)

Frequent disconnects, poor audio and/or video

We want to help you maintain a quality connection, always. If you're seeing frequent disconnections in your live video stream or Night summaries, there are a few things you can try below to ensure you're getting the best connection every time:

- [Update the Nanit app](#)
- [Close and relaunch the Nanit app](#)
- [Check Nanit's network level](#)
- [Move your router closer to Nanit/Move Nanit closer to your router](#)
- [Make sure your Wi-Fi network is available and working](#)
- [Switch between 2.4GHz and 5GHz](#)
- [Check your Wi-Fi bandwidth](#)

[Improve your Nanit's connection >](#)

Switch between 2.4GHz and 5GHz

Nanit has a unique hardware design that in some cases may provide better performance when connected to a specific frequency.

Which band should I choose?

- Original Nanit camera - Use the 2.4GHz band for better performance. Make sure your phone is paired to your 2.4 GHz network before starting the pairing process.
- Nanit Plus and Pro camera - Use the 5GHz band for best performance. Make sure your phone is paired to your 5GHz network before starting the pairing process.

Some common indicators that you may need to switch Nanit's Wi-Fi connection to 2.4GHz or 5GHz are as follows:

- Audio Feedback
- Frequent and random disconnects
- Long video stream loading times/failure to refresh
- Low bandwidth indicated

Some models of wireless routers combine the 2.4GHz and 5GHz frequencies under a single network name (SSID). Most modern routers support dual-band routing, which means they broadcast both 2.4GHz and 5GHz networks. Depending on

where your Nanit is located, one network may offer a more dependable connection over the other. If you have both networks available, try switching between them to see if this improves Nanit's connection.

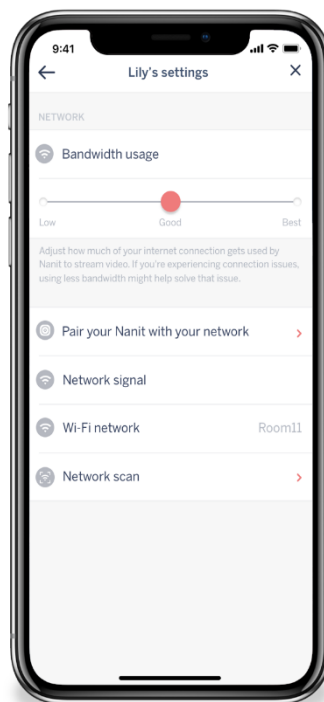
[Switch between 2.4GHz and 5GHz >](#)

Bandwidth Settings

If you are experiencing latency, frequent disconnections, high data usage or buffering in your live video stream, we highly recommend adjusting Nanit's bandwidth usage by following these steps:

1. Open your Nanit app
2. Tap on the side menu
3. Choose your baby's settings
4. Tap 'Network'
5. Move the bandwidth usage selector to "Low"

Changing this setting will reduce the picture quality of your video stream, however, it will help with the network issues and should lead to an overall better experience with video streaming.



About maintaining a quality connection in your home

Controlling which frequency Nanit connects to can be arduous. It's best to become familiar with your router's capabilities by reviewing the user guide. This will help you configure your router to split the two frequencies with a unique network name (SSID) for each frequency.

Keep in mind that the position of Nanit to your router is important as well. It's highly recommended that you position Nanit on the same level as your Wi-Fi router and within 20'.

How do I improve my Nanit's connection?

Frequent disconnects, poor audio and/or video

We want to help you maintain a quality connection, always. If you're seeing connection errors during setup, frequent disconnections in your live video stream or Night summaries, there are a few things you can try below to ensure you're getting the best connection every time.

1. Make sure your Wi-Fi network is available and working

Nanit uses your home Wi-Fi network to stream video locally and remotely. The following test will allow you to determine if your Wi-Fi network is available and if it has a working internet connection.

Connect your phone or tablet to the Wi-Fi network you're attempting to connect Nanit to. If your Wi-Fi network is not available, there may be an issue with your router. In this case, proceed to step 6.

Open a web page on your device to see if the page loads. If the page doesn't load, there may be an issue with your internet connection. We suggest contacting your Internet Service Provider for further assistance.

2. Update the Nanit app

We're constantly making compatibility improvements to the Nanit app, so please make sure you're running the latest version of the app on your phone or tablet.

You can download the latest version of the app from the [Apple App Store](#) or [Google Play store](#).

3. Close and relaunch the Nanit app

iOS

1. Double-click the home button.
2. Locate the Nanit app screen and swipe up.

Android

1. Tap the app drawer button.
 2. Tap the 'X' on the Nanit app screen.
-

4. Restart Nanit

By restarting your Nanit camera, Nanit can reestablish a connection with your Wi-Fi network.

To restart Nanit:

1. Unplug Nanit's power adapter from the wall outlet, or carefully disconnect the Nanit camera from the stand.
2. Wait about 10 seconds before plugging the power adapter back into the outlet, or reconnecting the Nanit camera.
3. The Night Light on Nanit will blink for a few seconds to let you know it's reconnecting.

Once Nanit's Night Light has stopped blinking, open the Nanit app to see if the network connection has improved.

For more information on the different Night Light behaviors, click [here](#).

5. Restart your router and modem

If your Wi-Fi network isn't showing up, or you're having trouble establishing an internet connection, we suggest restarting your router, modem, and any wireless-repeaters. Keep in mind, each router and modem is unique, so your steps to restart may be different.

To restart these items:

1. Unplug your router, modem, and repeaters from the wall outlet and make sure the connection lights have stopped blinking.
2. After 10 seconds, plug each item back into the wall outlet.

Once each item has finished restarting, test your internet connection by connecting to your Wi-Fi with a mobile device and loading a web page.

6. Switch between 2.4GHz and 5GHz

Most modern routers support dual-band routing, which means they broadcast both 2.4GHz and 5GHz networks. Depending on where your Nanit is located, one network may offer a more dependable connection over the other. If you have both networks available, try switching between them to see if this improves Nanit's connection.

Which band should I choose?

- Original Nanit camera - Use the 2.4GHz band for better performance. Make sure your phone is paired to your 2.4 GHz network before starting the pairing process.
- Nanit Plus and Pro camera - Use the 5GHz band for best performance. Make sure your phone is paired to your 5GHz network before starting the pairing process.

To change Wi-Fi bands:

1. Open the Nanit app and tap on the camera you are looking to access.
 2. Tap your camera's settings.
 3. Tap 'Network'.
 4. Under 'Dual Band Networks', tap 'Wi-Fi Band'.
-

7. Change Your Bandwidth Settings

If you are experiencing latency, frequent disconnections, high data usage or buffering in your live video stream, we highly recommend adjusting Nanit's bandwidth usage by following these steps:

1. Open your Nanit app
2. Tap on 'Settings'
3. Tap on your baby's name
4. Tap on 'Network'
5. Move the bandwidth usage selector to "Low"

Changing this setting will reduce the picture quality of your video stream, however, it will help with the network issues and should lead to overall better experience with video streaming.

To learn how to adjust your Bandwidth usage settings, click [here](#).

8. Move your router closer to Nanit/Move Nanit closer to your router

If you're still experiencing connection issues, Nanit may be too far from your router. You may want to try moving your router closer to Nanit or moving your Nanit closer to your router.

Nanit has made the safety of your child the highest priority by limiting their exposure to EMR. We use a unique directional Wi-Fi antenna and shielding around the bottom of the camera to block most of the radio signals that would normally be sent in the direction of your baby. This dampens the Wi-Fi signals between the camera and routers located below the nursery and more than 20' away. This means that you may experience connectivity issues for nurseries on floors above where your wireless router is located. For an optimal connection, we recommend having a router or Wi-Fi repeater/extender on the same floor as the nursery and within 20' of Nanit.

9. Install a Wi-Fi repeater

If you find that Nanit is too far from your Wi-Fi router and you're unable to move them closer, you may want to install a **2.4ghz Wi-Fi repeater**. This device can be set up between your router and Nanit, to bridge the network signals. We've included links to 2 Wifi Extenders below.

[NETGEAR N300 WiFi Range Extender](#)

[TP-Link N300 WiFi Range Extender](#)

To ensure compatibility with your existing network, we suggest contacting the manufacturer of your router.

10. Contact Support

If you find that you're still having issues we recommend contacting our Customer Support Team. Most issues can be resolved with a little help from our agents. We can be reached at help@nanit.com or 1 (866) 696-2648.