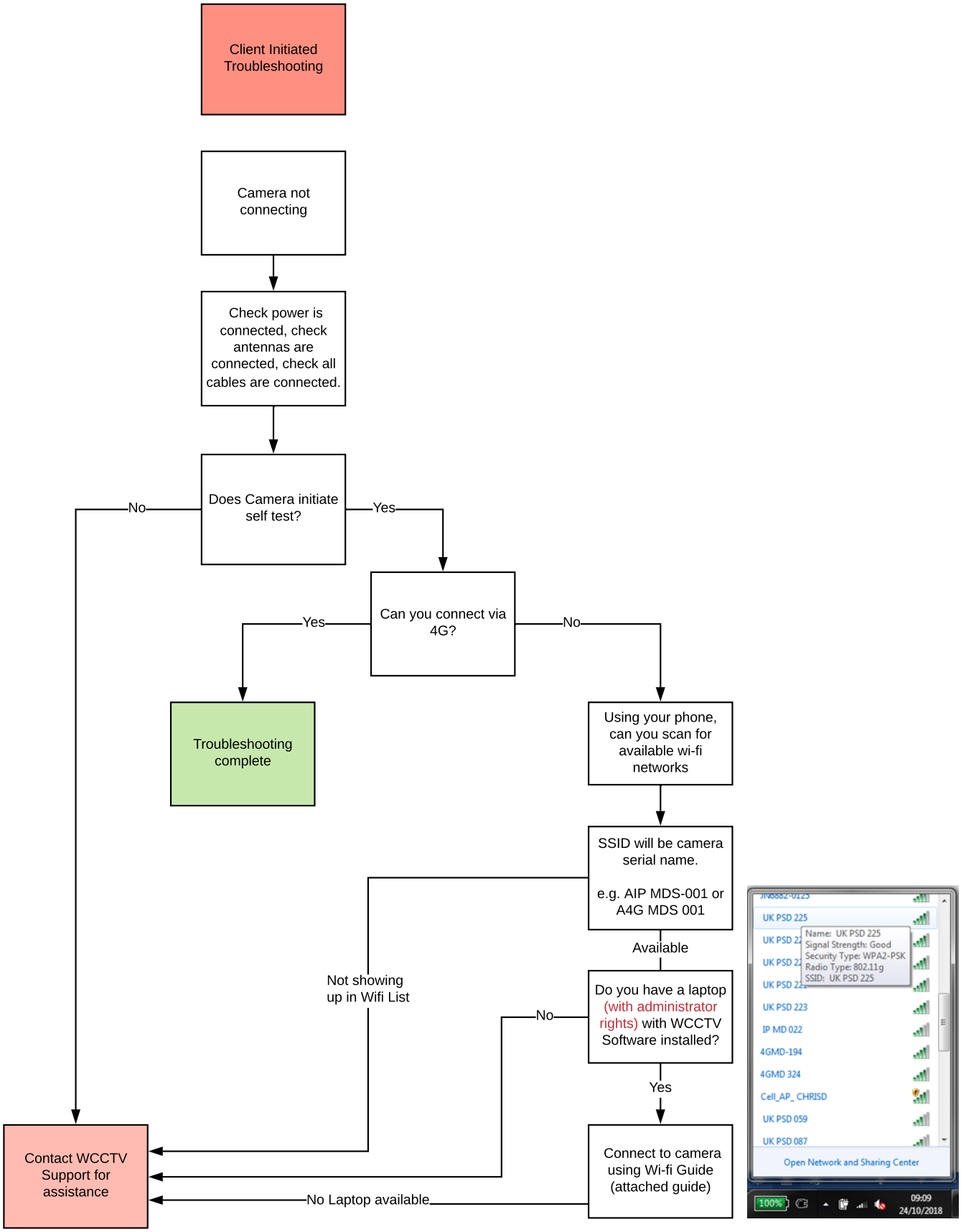
Client Initiated Troubleshooting
Camera not connecting
Check power is connected, check antennas are connected, check all cables are connected.
Does Camera initiate self test?
No
Yes
Can you connect via 4G?
Yes
No
Troubleshooting complete
Using your phone, can you scan for available wi-fi networks
SSID will be camera serial name.
e.g. AIP MDS-001 or A4G MDS 001
Available
Not showing up in Wifi List
Do you have a laptop (with administrator rights) with WCCTV Software installed?
No
Yes
Contact WCCTV Support for assistance
Connect to camera using Wi-fi Guide (attached guide)
No Laptop available
UK PSD 225
Name: UK PSD 225
Signal Strength: Good
Security Type: WPA2-PSK
Radio Type: 802.11g
SSID: UK PSD 225
UK PSD 223
IP MD 022
4GMD-194
4GMD 324
Cell_AP_ CHRISD
UK PSD 059
UK PSD 087
Open Network and Sharing Center
100%
09:09
24/10/2018