

# Troubleshooting Guide

(FunAce WiFi Camera)

Here are a few things that you must do to get the camera installed.

1. Reset the camera to factory default setting.
  - a) Connect the power adapter to turn on the camera.
  - b) Press and hold the reset button for about 10 seconds or until you hear “Restore factory default setting” from the camera.
2. Setup the camera right next to your WiFi router.
3. Download V380 onto your mobile phone.
4. Connect your mobile phone to your WiFi network (your home WLAN and not your 4G network).

Then follow this installation manual: <https://images-na.ssl-images-amazon.com/images/I/911KXTAx2XL.pdf>

(If the link above doesn't work, you can download the installation manual on our listing under the Technical Specification section).

## Other Common Problems

I followed the installation manual link above but still cannot get the camera to connect to my WiFi.	<ul style="list-style-type: none"><li>• Please check that you have entered the correct WiFi password.</li><li>• Change the password on your WiFi if it contains any special characters, and then try the setup again.</li><li>• Make sure DHCP of the router is enabled.</li></ul>
The camera is connected to my WiFi but when I leave the house and go on a different network than my camera, I cannot connect to the camera.	<ul style="list-style-type: none"><li>• When you are on the same network as the camera, it is a LAN connection. When you want to connect to the camera while away from home, you want to establish a WAN connection. If it works for LAN and not WAN, it's likely your camera is not online or your phone is not online. Your camera may be connected locally to your WiFi but not online yet.</li><li>• Make sure DHCP of the router is enabled.</li><li>• Make sure it is a WiFi router and it is not a 5G WiFi network.</li></ul>
Memory card is not detected.	<ul style="list-style-type: none"><li>• Please be sure the power is off (unplugged) when removing/inserting the microSD card.</li><li>• Reformat the card on your computer before using it on the camera.</li></ul>
Memory card won't fit in the slot	<ul style="list-style-type: none"><li>• Make sure the card is a microSD card also known as TF card. These cards are one standard size.</li><li>• The card can only fit in the slot one way, try flipping or turning the card.</li></ul>
My WiFi network is 5GHz, it's not working.	<ul style="list-style-type: none"><li>• This camera currently does not support 5G WiFi network.</li></ul>
Camera is getting hot.	<ul style="list-style-type: none"><li>• It's normal if you feel the camera a bit hot when it is in working condition.</li></ul>
The quick guide that comes with the package is hard to follow.	<ul style="list-style-type: none"><li>• We have a better installation guide written and uploaded on Amazon. You can download it here: <a href="https://images-na.ssl-images-amazon.com/images/I/911KXTAx2XL.pdf">https://images-na.ssl-images-amazon.com/images/I/911KXTAx2XL.pdf</a> (If this link doesn't work, you can download the installation manual on our listing under the Technical Specification section).</li></ul>

If any problem persists, please contact us and let us know your problems and we will guide you through it over email or the phone. We are online 7 days a week.