

# Why can't I set up my Canary?

Setup shouldn't take longer than ten minutes. If setup fails or if it takes longer than ten minutes, there are a number of things that could be interfering with your device.

**Note:** If you're having trouble pairing with Bluetooth, visit [Why can't I pair with Bluetooth?](#)

## [Connect your Canary via Ethernet](#)

If setup fails and you're trying to set up using Wi-Fi, try using an Ethernet cable. Ethernet is typically faster and more stable than Wi-Fi, which makes it a better choice for the initial setup process. After setup, you can change your connection to Wi-Fi at any time.

Before attempting setup again:

1. Power off your Canary by disconnecting the power cable from the back of the device.
2. Reconnect the power cable to restart your device.
3. Force close the Canary app.
4. Turn Bluetooth off and back on.

**Note:** To change your Canary's Wi-Fi connection after setup, visit [How do I change Canary's Wi-Fi connection?](#)

## [Move your device next to your router to eliminate signal interference](#)

We recommend moving your Canary device as close to the router as possible to eliminate signal interference for the initial update. Some building materials, as well as proximity to other electronics and wireless devices, can affect Wi-Fi performance. To learn more, visit [Wireless Interference](#).

## [Try another mobile device or tablet](#)

If you're still having trouble setting up your Canary, try setting up with another iOS or Android device. If you don't plan to continue using the Canary app on this device, make sure to sign out of your account once setup is complete.

**Note:** Before attempting setup again, reset your Canary and toggle bluetooth off on your primary device.

## [Additional troubleshooting tips](#)

If you continue to have trouble here are some other things to consider:

- Verify your network is supported
- Check your network speed
- Check internet connection
- Split your network into distinct SSIDs if using dual band
- Update your router's firmware

### **Supported networks**

Canary is compatible with 2.4GHz Wi-Fi (802.11 b/g/n) networks that are encrypted with WEP/WPA/WPA2.

For an optimal Canary experience, the following types of networks should be avoided, or might not even work with at all.

- Mobile hotspots
- Guest networks
- Networks that require a sign-in page, such as coffee shops, hotels or airports
- Slow networks, such as DSL internet services, with less than 2MBs of bandwidth

### **Check your network speed**

Check to see if your network speeds are sufficient to complete the update. Slow networks, such as DSL internet services, typically provide less than 2MBs of bandwidth for your internet connection.

Visit [www.speedtest.net](http://www.speedtest.net) to run a speedtest on your network to determine if it meets the minimum requirements.

If the results show that your upload speed is below 1 Mbps or if your ping is above 180 ms, your network may not be able support Canary Flex. If the speedtest confirms you have a weak signal coming into your location you can contact your Internet Service Provider (ISP) to see if they are able to upgrade the connection to your location.

### **Check internet connection**

Attempting to setup Canary, while on a slow or no internet connection can cause issues with downloading the required firmware update during initial setup. Confirm from your mobile device that your wireless network is broadcasting and you are able to connect your phone to your Wi-Fi.

If no connection, please try the following:

1. Reset your router by removing it from power for at least 15 seconds before plugging it back in.
2. After several minutes, please confirm that your network has completely booted up and you are able to connect your phone to your Wi-Fi.

### **Split your network into distinct SSIDs if using dual band**

Most Wi-Fi routers are dual band now. The bands can transmit on the 2.4GHz frequency, the 5GHz frequency, or both. Canary All-in-One can only operate on the 2.4GHz band.

If you encounter any trouble connecting to your wireless network or downloading Canary's mandatory firmware update your router may be broadcasting both frequencies under a single network name or SSID. If this is the case, we recommend separating the network so the 2.4 GHz and 5GHz frequencies operate under distinct network names. Additionally, this will allow Canary to operate on its own dedicated network.

**Note:** If you need assistance with modifying these settings, please contact your router's manufacturer or ISP.

### **Update your router's firmware**

To ensure compatibility with Canary, please install the latest firmware updates for your router. The latest updates and instructions can be found on your router manufacturer's website.

### [Temporarily disable firewall and update security settings](#)

If setup fails over Ethernet, your router's Firewall may be blocking communication with Canary's servers. Firewalls are a router feature designed to prevent unauthorized access to your network, but they may interrupt the setup process. During initial setup Canary requires a mandatory firmware update to help ensure that your Canary device is always running the latest and most secure firmware available.

If your router's firewall allows you to set low, medium, high protection, the high or medium settings may block Canary's servers from downloading the firmware update.

To troubleshoot, check the following:

- Temporarily set your router's firewall to the lowest setting or disable completely.
- Make sure the TCP port 443 and UDP port 123 are both open and unblocked.
- If your router has a hardware whitelist, add the \*canaryis.com domain or the Canary hardware to the whitelist.

If you need assistance with modifying these settings, please contact your router's manufacturer or ISP.

**Note:** After completing setup make sure to set your router's firewall back to its default security level.

### [Re-attempt setup of your Canary device](#)

After updating your router's security settings and moving the Canary into the same room as your router, please complete the following steps before attempting setup again:

1. Force close the Canary app.
2. Toggle Bluetooth off and on.
3. Power off your Canary by disconnecting the power cable from the back of the device.
4. Reconnect the power cable to restart your device.
5. Open the Canary app and add your Canary device.

**Note:** Please wait 60 seconds after restarting your device before attempting setup.

### [Contact support](#)

In the event you still are unable to setup your device, please [open a ticket](#) with Canary support. Make note of the Canary's light behavior during setup and include your ISP and router model in your request.

## How can I improve my Canary's connection?

There are a number of potential contributors to intermittent connectivity issues including, but not limited to:

- Issues with the Canary cloud
- Your router or modem
- Wi-Fi network configuration
- Your Internet Service Provider (ISP)
- Wireless signal interference
- Power outages

If your Canary intermittently disconnects from the internet, there are a few steps you can take to improve your connection.

### [Check Canary status](#)

If you see a red banner at the top of the Canary app that says "Unable to connect at this time," your phone is having trouble connecting to the internet. Using your preferred browser, navigate to a webpage to verify that your phone is connected to the internet. Once network connectivity is verified, force close the Canary app and re-launch.

If you are connected to the internet, but still seeing the same error message, check the [Canary system status page](#) to see if there are any temporary service interruptions affecting Canary devices. If the status is "Operational" that means all things are normal with the Canary Cloud.

### [Restart your Canary](#)

The first step in troubleshooting Canary connectivity issues should always be resetting your device by power cycling it.

To turn off **Canary All-in-One**:

- Unplug the power cable from the back of Canary for one minute, then reconnect it.

To turn off **Canary Flex**:

- Hold down the back button for five seconds until you hear the shutdown sound and the LED ring turns off. To turn on Canary Flex, hold down the back button for one second until the the LED ring is white and spinning, then release.

### [Check the Canary lights](#)

There are a variety of reasons why your Canary device may not be able to communicate with our servers. If you see a message on your Canary apps home screen that states "Canary is offline" your device could be unplugged, your location may be having a power outage, the camera may not be connected to the internet or the Canary cloud may have a temporary service outage.

Canary can communicate the reasons for an offline error by changing the color and behavior of the LED lights located on the device.

To troubleshoot **light** specific information, check the following:

- For Canary All-in-One, visit [Why is my Canary offline?](#)
- For Canary Flex, visit [Why is my Canary Flex offline?](#)

### [Check your Wi-Fi connection](#)

If your device is connected to the internet using Wi-Fi, there are a few quick steps you can take to improve your connection.

- Make sure you can see your Wi-Fi network in your phone settings and other devices on the same network can access the Internet. If you can't get online using your other devices, there might be a problem with your router.
- Make sure your router is on and in range of Canary. If you're too far from your router you won't get a signal, so make sure you're within range.

We also recommend restarting your Canary, modem and router by following these steps:

1. Disconnect your modem and router from power for 10 seconds.
2. Re-connect your modem to power first.
3. Re-connect your router to power.
4. Make sure you can see your Wi-Fi network in your phone settings and other devices on the same network can access the Internet.
5. [Restart your Canary.](#)

If all of the aforementioned steps don't work, there may be an issue with your ISP. Contact your ISP to verify there is not a service outage in your area.

### [Change your Wi-Fi connection](#)

You can change your Canary's Wi-Fi network in your Canary app Settings. You may need to do this if you:

- Move Canary to a new location
- Purchase a new Wi-Fi router
- Reset your router to troubleshoot your connection
- Are troubleshooting an existing connection

If you are looking for information on changing your Canary's Wi-Fi network, check the following:

- For Canary All-in-One, [How do I change Canary's Wi-Fi connection?](#)
- For Canary Flex, [How do I change Flex's Wi-Fi connection?](#)

### [Check for wireless interference](#)

If you have other wireless products in your home, their wireless signals may interfere with your Canary's connection.

Canary All-in-One connects to Wi-Fi using the 2.4 GHz frequency, the same frequency emitted by devices including (but not limited to):

- Cordless phones
- Microwaves
- Bluetooth devices
- Wi-Fi enabled laptops, desktops, phones, and tablets

If your Canary is located near any of these types of devices, try moving Canary closer to your router, and test if connectivity improves or move other electronic devices away from your Canary device.

Canary Flex can connect to both the 2.4 GHz and 5 GHz frequencies. If you're having issues on your 2.4 GHz network, try switching to the 5 GHz network.

### [Check your routers settings](#)

Check the bands

Most Wi-Fi routers are dual band now. The bands can transmit on the 2.4GHz frequency, the 5GHz frequency, or both. While Flex can operate on both, Canary All-in-One can only operate on the 2.4GHz band.

If you encounter any trouble connecting to your wireless network or downloading Canary's mandatory firmware update your router may be broadcasting both frequencies under a single network name or SSID. If this is the case, we recommend separating the network so the 2.4 GHz and 5GHz frequencies operate under distinct network names. Additionally, this will allow Canary to operate on its own dedicated network.

Be mindful when separating Wi-Fi bands of requirements and supported channels for [Canary](#) and [Flex](#).

Add a DHCP Reservation

DHCP Reservations are used to assign a specific IP address to your Canary device each time that device connects to your network and help with resolving any potential IP conflicts. Customers who wish to use DHCP Reservation on their home network will need to know the MAC Address for their device so they can allow their Canary to connect to the internet. A MAC Address is a unique identifier for network devices.

While the MAC address of your Canary is not readily available to you from the Canary app, customers can [Open a Ticket](#) with Canary support who can provide the device address to you. Please include the serial number of your Canary in your request. The serial number is located on the bottom of all Canary devices.

Update router firmware

To ensure router compatibility with Canary, please install the latest firmware updates for your router. The latest updates and instructions can be found on your router manufacturer's website.

**Note:** If you need assistance with modifying these settings, please contact your router's manufacturer or ISP.

### [Range extenders](#)

Range extenders or adding a second router to your Canary's location are a great way to boost your wireless connection to reduce dead zones. Canary will work with range extenders but there are certain things to keep in mind when using them.

To learn more about range extenders, visit [Can I use a range extender or a second router with my Canary?](#)

### [Supported networks](#)

For an optimal Canary experience, the following types of networks should be avoided, or might not even work with at all.

- Mobile hotspots
- Guest networks
- Networks that require a sign-in page, such as coffee shops, hotels or airports
- Slow networks, such as DSL internet services, with less than 2MBs of bandwidth

Mobile hotspots in particular are a method that some people use to connect to the Internet in their home, which are usually provided by cellular carriers. The way that mobile hotspots connect to the Internet is different than standard Internet Service Providers (ISPs), and while it may work, we don't recommend that you use them with Canary.

## Can I access my Canary through a web app from a laptop or desktop computer?

Yes, it is possible to stream live video of your home on the web and access your 30-day full video history from anywhere with the Canary web experience.

This functionality is available to all users with an active Membership subscription. For an optimal experience, we recommend using the latest version of Google Chrome or Apple Safari.

**Note:** To learn more about Canary Membership and all its benefits, visit [Membership FAQ](#).

Supported features:

1. Watch Live
2. Video history (not including bookmarked video)

To access your Canary, follow these steps:

1. Log in to your account at [my.canary.is](https://my.canary.is).
2. Select your location, if you have more than one.

To stream live video:

1. Select the device you would like to access.
2. Click **Watch Live**

To view recorded clips:

1. Scroll down and click on an entry.
2. Click View more to see more from your 30 day history.

**Note:** To exit the window, click on the X above the player.

## Why won't Canary detect when I am Home or Away?

Geofencing is a feature that we're constantly working to improve, but there may be actions you can take to help improve the accuracy of geofencing.

You need to have your phone with you for Canary to automatically detect whether you're home or away. So if you forget your phone at home, your Canary will think you're still there, and it won't turn on or off automatically.

**Note:** To learn more, visit [About Automatic Arm/Disarm](#).

### [Enable Wi-Fi and wireless services](#)

First and foremost, please make sure that you've permitted the Canary app to access your current location, but for an optimal experience:

1. Check to see if your phone has a strong **cellular signal** in your home. If you receive better reception with either regular **4G** or **4G LTE**, please enable the cellular service with the greatest reception.
2. Always keep **Wi-Fi** on. When you're home and when you're out and about, enabling Wi-Fi helps your phone's GPS determine your current location and is required for geofencing to work properly.

### [Check mobile device settings](#)

Even if you granted the Canary app permission to access your location during initial setup, there may be other settings that are impairing Canary's ability to properly detect your location.

Check your phone's location settings for [iOS](#) or [Android](#).

## [Troubleshooting Geofencing](#)

If Canary can't determine your current location accurately, fails to arm or fails to disarm properly, please try opening the Canary app. When opening the Canary app it will always check your location and automatically update to your correct mode.

If the correct mode still has not changed please try the following actions:

1. Force close the Canary app
2. Log out and back into the Canary app

## [Check that your home's location is correct in the Canary App.](#)

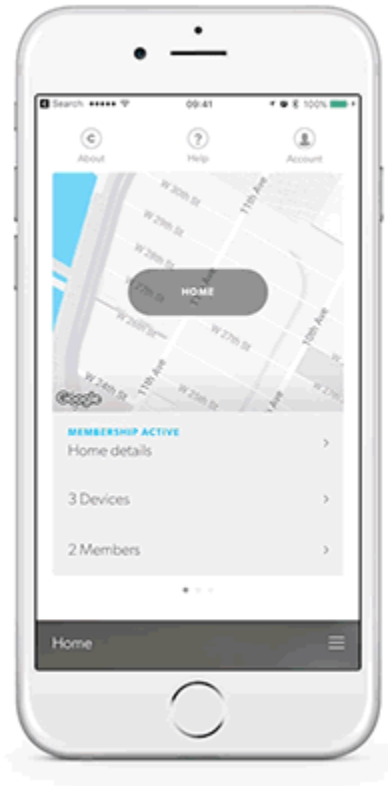
The Canary app will automatically set your device location when you first setup your Canary. However, if the center of the Geofence is slightly off or if you have moved since initially setting up your location, it would affect Auto-Mode Switching accuracy. You can verify that your geofence is correct and the position is properly centered by using the following steps while you are at the location where you are having issues:

1. Open the Canary app.
2. Swipe down on your [Home Screen](#).
3. Tap **Location details**.
4. Tap **Settings**.
5. Tap **Edit geofence**.
6. Tap **Edit position**.
7. Tap the green arrow on the map.
8. Verify placement and tap **Save Position**.
9. Tap **Save Changes**.

## [Adjust size of geofence](#)

Adjusting the size of your geofence to 'large' can help with troubleshooting. This is essentially editing the perimeter around your location that is used to know when location members are home or away. The default **Small** size (150 meters) is most accurate, increasing the size to **Medium** (300 meters) or **Large** (450 meters) can help with troubleshooting Home or Away detection.

1. Open the Canary app.
2. Swipe down on your [Home Screen](#).
3. Tap **Location details**.
4. Tap **Edit geofence**
5. Tap **Edit size**.
6. Tap on Small, Medium or Large.
7. Tap **Save Size**.
8. Tap **Save Changes**.



[Check that you don't have more than one location with the same address.](#)

We understand that many of our customers have devices across multiple locations and sometimes these may even be at the same address. This can affect auto-mode switching and interfere with determining the accuracy of your location. If you wish to use Auto-mode switching make sure that you don't have more than one location with the same geofence / address.

[Have you installed the Canary app on more than one device with a single Canary account?](#)

In addition to using Canary with a phone, we understand that many of our customers like to install the Canary app on more than one device (e.g. tablet or iPad). However, this can interfere with determining your accurate location if these other devices do not leave your home as frequently as you do with your phone.

For the best experience, we recommend that you log into your account on only one device at any given time.

**Note:** [Geofencing is turned off by default on tablets.](#)

[Have you logged into the Canary app on one of your members mobile devices?](#)

Don't let other people use your email and password to sign into the Canary app. This can interfere with determining the accuracy of your location or cause mode switching issue for your location members account.

**Note:** To learn more about adding members please see [Member settings](#)

## Why does it say “Set to private.” on my Home Screen?

Canary can use your phone's location to automatically switch between Home, Away, and Private modes when you arrive or leave your home. By default, your Home mode preferences are always **set to private**. When your device is set to private, the camera and microphone are completely off. To Watch Live, Canary needs to be in a mode that's setup to record video.

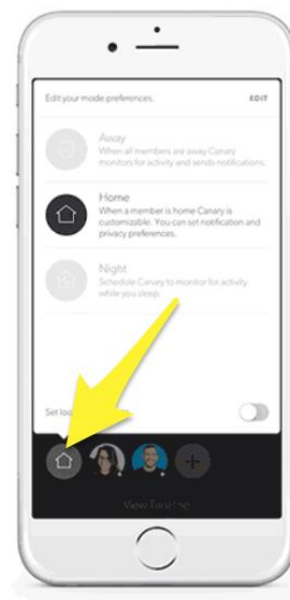
**Note:** To learn more about Auto-mode switching, visit [Auto-mode switching overview](#)

To enable Watch Live, you may need to:

- Manually switch to away mode.
- Manually toggle the Set to private setting.
- Customize home or night mode to record video.

To manually switch the modes of a Canary device:

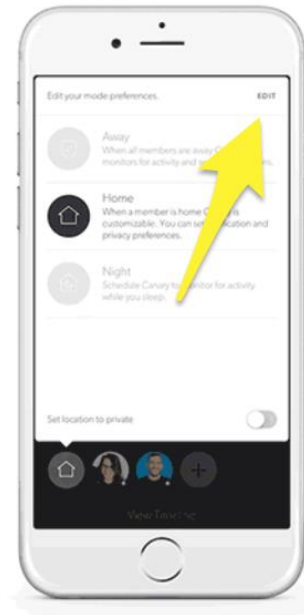
1. Open the **Canary** app.
2. From your Home screen, tap the **modes** icon.
3. Tap the switch next to **Set location to private**.  
When enabled, the switch will be green or change to **Away** mode.



To customize home or night mode to record video:

1. Open the **Canary** app.
2. From your Home screen, tap **modes** icon.
3. Tap **EDIT** to change your mode preferences.

**Note:** Recording and alerting in home and night modes is restricted to Canary Members. To learn more about Canary Membership, visit [canary.is/membership/](https://canary.is/membership/).



**Note:** For more information about modes, visit [About Modes](#).