

ZS-GX6S distribution network problem troubleshooting

Connection steps:

1. Make sure the camera is turned on (if the device is sleeping. Tap to wake up);
2. The router, mobile phone and device should be as close as possible, and the APP operation will add the device;
3. Reset the device (press and hold reset for 5s to reset, and when you hear "Bugu", the reset is successful), wait for the device status indicator to turn red and flash; --- this step is very critical
4. Select the wireless WiFi to be configured, only 2.4GHZ WiFi is supported, make sure the WiFi is good and the password is entered correctly;
5. Aim the generated QR code towards the camera lens of the device at a distance of about 15-20cm, and connect it after the device emits a beep.

A. The indicator has a solid red light

- 1) If the indicator has a solid red light, please reset or unplug the device, then setup again.
- 2) If reset does not work, please contact our technical engineer team (service@twufy.com) to get upgrading package to upgrade your device(please check if you have a SD card reader and a SD card first).
- 3) If all of the above methods does not work, please feel free to contact us for further solution.

B. The indicator is red and blinking slowly but does not blink fast after the device scanned the QR code, and does not make a sound like “bee”

The above case might be caused by any of the following reasons: the QR code is abnormal, the lens is defocused or the device is defective.

- 1) Make sure your phone is 5-8 inches from the lens and try to scan the QR code from different angles.
- 2) If your phone is a new brand, this might cause the abnormal QR code. In this case, please provide us a screenshot of the QR code and the model and operation system version of your phone.
- 3) Make sure the lens is clean. Try AP mode to setup your phone and then check whether the lens is defocused.
- 4) If you still failed to setup your device and the device does not make any response when setup. Please provide us the SN of your device, the screenshot of QR code, the exact time you setup your device (if possible, please provide a video of setting up your device) for a further troubleshooting.

C. The indicator is red and blinking slowly and turns fast red light after the device scanned the QR code. But the fast red light does not turn blue

The indicator blinking fast red light means the device has recognized the QR code successfully. Reasons for device failed to setup might be as the following:

- 1) The wifi is 5G instead of 2.4G.
- 2) Wrong password.
- 3) Unstable network. Please put your device next to the router when setup. If this still does not work, please reboot your router and reset your device to try again.

Also, you can try to use your mobile data as hotspot to setup your device to test if it works with hotspot wifi.

- 4) If it does not work with hotspot, the Wifi antenna inside the device might be defective. In this case, please feel free to contact us for further solution.

D. The indicator is red and blinking slowly and turns fast red light after the device scanned the QR code. And the fast red light turns blue after a while but the device failed to add to APP

Please provide us your SN/ account info as well as the exact time you setup your device. We will forward these info to the technical engineer team for a further troubleshooting.

E. The indicator does not work at all

- 1) Device might be on Sleep mode. Please press the bell bottom(for door bells) or the Switch bottom (for battery cameras) to test if it makes any different to the indicator.
- 2) The battery has run down. In this case, please charge your device and check if the indicator turns on (if the indicator does not turn on, please try another adapter).
- 3) If you still fail to wake up your device after you have charged it, please provide us the SN of your device, We will send you the latest firmware version and help you update your device.

Normally the camera can resume normal work.

If all of the above methods does not work, please feel free to contact us for further solution.

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