

★ FAQ 1

How to connect the WiFi endoscope to APP?

1. Make sure the device is fully charged, long press the power button or press the switch to turn on the device. WiFi will be activated about 15 seconds after the device is turned on. You can view the WiFi signal light (blue light) is flashing. If the indicator light flashes, it indicates that the WiFi connection is ready;
2. Enter the phone's "Settings"- "WiFi Connection" to find the WiFi name printed on the device; select and connect, the default password is "12345678". If the phone prompts "Internet may be unavailable", please ignore the prompt and select "Keep connected";
3. Open the APP to obtain real-time images of the endoscope. When the App is acquiring device images, the WiFi signal light will always be on.

★ FAQ 2

The mobile phone cannot get the real-time image of the WiFi endoscope or the screen is black?

Follow the steps below to troubleshoot the problem.

1. Please try to restart the device after fully charged;
2. There is a reset button near the charging port of the device, please press and hold the reset button for about 7 seconds, the device will restore the factory settings;
3. Please turn off the WiFi of other mobile phones connected to the endoscope at home;
4. Turn on the phone in flight mode, search for the WiFi signal identified on the device body, select and connect, the default password is "12345678";
5. It should be noted that in the process of installing the APP, you need to authorize the "photo/media content" and "file storage" permissions of this APP, otherwise some functions such as taking pictures/viewing albums may be hindered.

★ FAQ 3

Can search for Wi-Fi signal, but cannot connect?

1. The Wi-Fi connection may fail, you must forget the network and reconnect. In addition, you can change to a place where there is no WiFi interference and try to connect again.
 2. For Android users, when connecting to Wi-Fi signal for the first time, the phone may prompt "Internet may be unavailable", please click the "Keep Wi-Fi connection" option.
 3. For users who have changed the Wi-Fi-SSID/password, please reset the endoscope.
- If the problem cannot be solved during this period, please contact the online customer service email: support@depstech.com.