Insight Camera Troubleshooting (Android)

Phone Settings:

1. Verify Location Permissions are enabled (Android)
2. Verify WIFI is turned on

OneControl App Settings:

1. Verify Location Permission is granted with Precise option (Android 11+)
2. Verify Nearby Devices permission is granted

OneControl Onboarding:

1. Note Information on Camera Label

2. On the OneControl Home screen, tap the '+' button
3. Tap 'Connect Manually'
4. Enter the SSID (INSIGHT_xxxxxx)
5. Tap 'Connect'

NOTE: Scan with Camera is currently unavailable until OneControl v5.7.7 is released, 8/27/24

After successful connection, tap the 'Camera' cell. Upon connection, a password prompt will be displayed, or if this is the first connection, there will be a prompt to set a password. This password is unrelated to WIFI connection and is used to connect to the camera feed itself.

NOTE: This password is limited to 8 characters, and longer passwords set may cause connection issues.

Connection Troubleshooting

Issue: Failed to Connect during either Onboarding step or did not receive password prompt upon entering Camera device page.

NOTE: If the external hardware display is being used with the Insight Camera, the mobile phone will be unable to connect to the device. Mode must be switched back to the Mobile App using the external display, or a Camera reset performed.

1. Enter the phone's WIFI settings menu. With Samsung devices, long pressing the WIFI icon, and then tapping 'Details' will display the appropriate menu.
2. Locate the Insight Camera in the WIFI connection list. If it is not displayed, verify Camera is powered.
3. Tap the kebab (3 vertical dots) icon and select 'Advanced Settings'
4. Tap 'Manage Networks'
5. If the Insight Camera is displayed in this list, tap the Camera SSID
6. Tap 'Forget'

At this point, the phone is in a state where a new attempt can be made. The Insight Camera uses WIFI to connect but does not provide mobile data. Many Android devices will not sustain a connection in these scenarios and try to connect to a network that can provide data.

1. Return to the WIFI SSID list (WIFI Menu)
2. Tap the Insight Camera SSID, and do not navigate or perform any other action
3. A few seconds after connection is made, a dialog may be displayed on newer Android devices, asking if you wish to connect to the network that does not provide data.
4. Select 'Always Allow' or the equivalent message based on phone manufacturer.

Secondary Troubleshooting (Optional):

1. Return to the "Advanced Settings -> Manage Networks" list.
2. Select the Insight Camera SSID from the list.
3. Turn the toggle for "Auto reconnect" On

Password Troubleshooting

NOTE: The Insight Camera is not configured with a password by default, and the string below the SSID on the label is not to be used.

1. If not configured, ensure that the password is no longer than 8 characters when setting new device password
2. Reset Camera using hardware button located on the device (See Manual)
3. Reattempt connection by setting new password
4. If this fails, clearing OneControl App Data may be necessary. To do this, from the Android launcher screen, press and hold the OneControl Icon, tap the Info button, select Storage, and then Select Clear Data.