Password Incorrect Message

In some instances, you may see the message PASSWORD INCORRECT when adding the correct password.

Issue	Resolution
Incorrect bandwidth (5G)	Make sure you are connecting to a 2.4 network.
Channel Congestion	Login to your router settings and verify you are using a channel between 1-11. In some cases, try changing the channel as well.

If still an issue, we would recommend the following steps listed below to clear and reenter the password.

IMPORTANT: We use the standard US Typing (alphanumeric) keys. These keys include the same letter upper and lower case, number, punctuation, and symbol keys positioned the same way as the typewriter.

- 1. Go to SETTINGS, WIRELESS, PASSWORD.
- 2. Clear the password by pressing back until the password is cleared, then pressOK.
- 3. Select **SECURITY TYPE** and change to **AUTO-DETECT**.
- 4. Select CONFIRM.
- 5. Select PASSWORD and enter the same PASSWORD.
- 6. Check the status of the connection by selecting STATUS > CONNECTION STATUS.
- 7. The **SERVER STATUS** will have a message that is displayed **"OK-UPDATED xx SECONDS AGO."**This indicates the controller is fully connected.