

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 press **OK**.
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.

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