Vividia® W03 USB to WiFi Box User Manual

Common Issues

1. Some mobile phones have exclamation or question mark after WiFi connection, which means that the mobile phone cannot identify the signal to the Internet. This will not affect the use of mobile phones. If a few mobile phones cannot be used, the automatic identification feature can be turned off in the WLAN+
2. If there is a black screen, please check whether the mobile phone allows the app to be used when the app is installed in settings. And check whether the USB camera is in good working condition with another USB device such as a PC.
3. If preview image has serious delay, the communication channel can be adjusted in the app settings, or the output resolution can be adjusted lower to have smooth videos.
4. It is better not to use the product during charging. If you do not need to use the product for a long time, such as more than one month, please keep the product fully charged if possible before you store the product in a cool and safe place.
5. Updated new version of mobile phone system may lead to black screen. You need to uninstall the APP first, and re-download and install from online or app stores. If the problem is not solved by re-installing the app, please send us the information of your mobile phone model + system version. We will update the software in timely manner.
6. IOS mobile phone users can search "**WiFi image**" in App Store, and Android phone users can search in Google Play Store.