

VIDEO DOORBELL

Product number: 61700

2.4 GHz – 5 GHz

Most SMART products on the market today are exclusively supported by the 2.4 GHz network.

This is in part, because compared to 5 GHz, 2.4 GHz is still the most widely used technology, and so is also the most accessible as regards the supply of components.

Among other advantages, 2.4 GHz offers a larger range than 5 GHz.

CHALLENGE

The Home>it video doorbell is supported by 2.4 GHz, which therefore may present challenges during set-up, if the router only transmits a single signal (your mobile only detects one WiFi signal, when it searches for WiFi networks).

SOLUTION

If you can only detect one WiFi signal, it is probably because both the 2.4 and 5 GHz signal have the same name, and your mobile automatically selects the 5 GHz signal.

However, this can easily be solved by giving the 2.4 GHz and 5 GHz networks different network names, allowing you to decide which of the two different networks to use on your mobile.

When setting up the video doorbell, select 2.4 GHz on your mobile, which will now be on the same network as the video doorbell.

Note that it is only during set-up, that the mobile needs to be connected to the 2.4 GHz network. Once set-up is complete, you can reconnect your mobile to the 5 GHz network.

HOW

To change the name of the network, contact your Internet Service Provider, and ask them to provide you, with instructions on how to do this for your specific router.

