

SUMMER LINK HELP

Troubleshooting can only be resolved by the account owner. The steps below may help resolve some issues. Other issues may require speaking product specialist. If you are not able to resolve your issues send us an email at siwifilinksupport@summerinfant.com. Please provide a number you can be reached at Monday – Friday from 8 am to 6 pm EST.

I HAVE NEVER SEEN VIDEO ON MY SMART DEVICE AND I'M HAVING TROUBLE WITH SETUP.

I started setup but couldn't finish....

1. Make sure the baby monitor handheld is turned off.
2. If you have any other baby monitors in the home, please turn them off.
3. Move your camera to the same room as the router.
4. Force close the App and re-open it. Follow the remaining prompts through setup.
 - If the loader bar was loading but stopped, please wait for two minutes and allow it to complete the setup process.
 - If loading bar has not moved within the two minutes, check if the green lights on your camera are solid.
 - If you have solid green lights, you need uninstall the App and re-install it.
 - Open the App.
 - When the App opens you will be on the sign-up page. This time you need log in as an Existing User. Press the button on the top right of the corner of the sign-up page "Existing User" and enter your email and password.
 - When you log in you should see video from the camera.
 - If you don't see live video and are on the home page, you will need to speak to a product specialist. Please call 1 (800) 268-6237 Monday – Friday from 8 am to 6 pm EST for further assistance.

It says my camera is not available for registration....

1. If this is the first time you have setup please see number 10. If you are trying to set-up for a second time and are using a different email address or device, please follow the steps below to delete the original email from the system.
2. Uninstall the App from your device.
3. Reinstall the App to your device.
4. Open the App, when the App opens you will be on the sign-up page. This time you need log in as an Existing User. Press the button on the top right of the corner of the sign-up page "Existing User" and use the email and password used the first time you attempted to complete setup.
5. Go to Settings → System → Add/Delete Camera and follow the prompts.
6. Uninstall the App from your device again.
7. Go to <https://www.summerlinkwifi.com/deleteAccount.php> and enter the both email addresses and passwords and select delete.
8. Reinstall the App to your device.
9. Open the App and proceed through setup using the making sure you are connected to your home network. You are logging in as a New User, however you can use the same user name and password, as step 7 cleared the information from our database.
10. If the problem persists please call 1 (800) 268-6237 Monday – Friday from 8 am to 6 pm EST to have this resolved.
 - For your security you may be requested to provide proof of purchase in addition to a photo of the MAC address located on the bottom of the camera.

I CAN SEE THE VIDEO ON MY SMART DEVICE. I WOULD LIKE TO ADD A USER/ DEVICE TO MY ACCOUNT

Adding an additional user....

1. The account owner needs to add any additional users to their existing account. If the user you would like to add already tried to setup as a new user they will need to delete their account. Please go to <https://www.summerlinkwifi.com/deleteAccount.php> and enter their email address and password and select delete.
2. On the device the account was setup on, open the App.
3. Go to Settings → Account → Add User.
4. Fill in the first name, last name, email, and select full/guest access for the user you are adding to your account.
 - If you receive a popup that says "Account Information: Email in use..." go back to step 1 and delete their account then repeat steps above.
5. An activation email will be generated and sent to the user you are adding. The user should receive this email within 5 - 10 minutes, if they do not see it please be sure to have the user check their Junk Folder.
6. Once the user receives this activation email they can download the Summer Link App from the App Store (Apple devices) or Google Play Store (Android devices).

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7. When they open the App for the first time they will be on the sign-up page. They need log in as an Existing User. Press the button on the top right of the corner of the sign-up page "Existing User".
8. They will enter their email and the system generated password combination that can be found in the activation email to login.

Adding an additional device....

1. Uninstall the App from the device you would like to add to your account, if you have previously installed it.
2. Re-download the App to the device you would like to add to your account.
3. Open the App you will be on the sign-up page. This time you need log in as an Existing User. Press the button on the top right of the corner of the sign-up page "Existing User" and enter your email and password.
4. Use your existing login credentials.

I HAD VIDEO ON MY DEVICE BUT NOW I HAVE A BLACK SCREEN/MY CAMERA SAYS OFFLINE

* While viewing on 3G or 4G the quality or ability to play video is greatly dependent on your coverage. If it is available WiFi is always the better option.

My camera has solid green lights on the front....

1. Force close the App and reopen it. If you do not have video continue with steps below.
2. Make sure the baby monitor handheld is turned off.
3. Unplug your home network router (leave it powered off for 1 minute then plug it back in).
4. When the router is powered, connect to it with a smart device and verify that you have internet access.
5. Turn off the camera and turn it back on, then wait 1 minute. The lights on the front of the camera should go from circling green to solid green. If the camera lights continue circling please repeat steps 1-3.
6. Force close the App and reopen it. If you do not have video proceed to section below "My camera has circling green lights on the front...."

My camera has four circling green lights on the front....

1. Open your Summer Link App.
2. Go to Settings → System → Add/Delete Camera.
3. Follow the prompts to delete the camera. **(Do not exit the App once you have deleted the camera you must immediately continue to step 4)**
4. Go to System → Add/Delete Camera. To add the camera back to your account.
5. Follow the prompts to add the camera.

CHANGING YOUR HOME NETWORK

* In order to change the network the camera is connected to you must have access to the WiFi network that it was originally connected too. Steps 1-5 must be done while your camera is connected to that network. Steps 6-8 can be performed with the new network. If you are trying to set the product up in a second/new location you will need to speak to a product specialist. Please call 1 (800) 268-6237 Monday – Friday from 8 am to 6 pm EST.

1. Open the Summer Link App.
2. Go to Settings → System → Add/Delete Camera.
3. Follow the prompts to delete the camera.
4. Go to <https://www.summerlinkwifi.com/deleteAccount.php>.
5. Enter your user name and password for the App and click delete.
6. Uninstall the App from your device.
7. Reinstall the App to your device.
8. Open the App and proceed through setup making sure you are connected to your new home network. You are logging in as a new user, however you can use the same user name and password as step 4 and 5 cleared the information from our database.

HELPFUL LINKS

- FAQs: <http://www.summerinfant.com/consumer-care/link-wifi-series>