WE HIGHLY RECOMMEND YOU READ OUR INSTRUCTIONS MANUAL ON TURCOM USA BEFORE TROUBLESHOOTING TO ENSURE YOU'VE FOLLOWED THE INSTALLATION STEPS CORRECTLY

PC-CLIENT/SOFTWARE/DOWNLOAD ISSUES:

1. **I can't find the software online and/or NetCam360.com is in Chinese:**
   a. We realize this can be frustrating. If you visit our American English website *TurcomUSA*, search for TS-620 (the model of your camera), and click on the "RESOURCES" tab at the bottom of the page, then click on the PC-Client Download which will directly download the necessary files from our personal safe website.

2. **I threw away the box with the QR code for the software:**
   a. MOBILE 1: Manually search for the software on Android or Apple App Stores. Type "Netcam" in the search bar and download the software version with the Green House and the two circles in the middle
   b. COMPUTER/LAPTOP 2: to access the camera on your computer, use follow the directions on Article 1.a. of this document and it will immediately begin downloading the software.
      i. The software is downloaded but I keep getting an error code 740 when trying to run it?
         1. Run the software as administrator by right clicking on the icon and selecting "Run as Administrator"

3. **I downloaded the PC client from NetCam360 but it still doesn't work**
   a. This is likely because you accidentally downloaded the old PC-client online. Visit our website TurcomUSA and follow the instructions on Article 1.a. of this document for an easy solution.

4. **I don't know what a QR code is or how to access it:**
   a. QR codes are like barcodes but they are square and full of "black boxes". Check out the User manual on TurcomUSA.com under the product page TS-620 Resources Tab
   b. QR codes are scanned like a bar code by your phone camera. You need a QR code app which can be found on almost every app store (Look for the free ones!)

WIRELESS/NETWORK/CONNECTIVITY

1. **I can't find my security camera on my WiFi network.**
   a. When you first hook it up, USE AN ETHERNET CORD connected to your router.
   b. Once you find the security camera configure your security camera's WiFi to your network settings. After entering in that information, you will no longer require the Ethernet connection
   c. If your camera is not on your network after unplugging it from the Ethernet connection, make sure your WiFi antenna is connected to your security camera