Canon

DIE-0478-000

Wireless File Transmitter

WFT-E6

Guide for EOS C300 Mark II Users

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About this Guide

You can attach a WFT-E6 Wireless File Transmitter to the Canon Digital Cinema Camera EOS C300 Mark II to connect the camera to a Wi-Fi network and use the camera's network functions. This guide will explain how to attach the WFT-E6 to the camera and configure the transmitter.
For specifications and additional information about the WFT-E6, refer to the Wireless File Transmitter WFT-E6 Instruction Manual. For details about how to use Browser Remote to operate the camera, refer to the camera's Instruction Manual.

Assumptions

- The instructions in this guide assume you already have a correctly configured and working wireless network. For details on configuring these settings, refer to the documentation provided with the respective Wi-Fi equipment.
- Setting up the WFT-E6 Wireless File Transmitter and configuring the network settings requires adequate knowledge about configuring Wi-Fi networks. Canon cannot provide support for configuring Wi-Fi networks.
- The instructions in this guide assume you are already familiar with basic camera operations, such as accessing and changing menu settings or displaying status screens. If necessary, refer to the camera's Instruction Manual.

Conventions used in this guide

Warnings to avoid potential problems.

Supplemental information.

Reference page number.

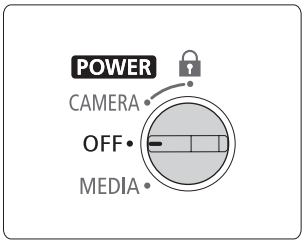
- "Access point" refers to a Wi-Fi network's access point or wireless router. (Different manufacturers may call the device by different names.)
- For brevity's sake, throughout this guide the WFT-E6 Wireless File Transmitter will be referred to simply as the "transmitter".

Canon shall not be liable for any loss of data or damage to the transmitter resulting from incorrect Wi-Fi network configuration or settings. Additionally, Canon shall not be liable for any loss or damage caused by the use of the WFT-E6 Wireless File Transmitter.
Using an unprotected Wi-Fi network can expose your files and data to monitoring by unauthorized third parties. Be aware of the risks involved.

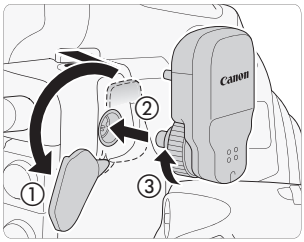
Contents

Attaching to the Camera

Turn off the camera before attaching the WFT-E6 Wireless File Transmitter. The transmitter is powered by the camera. Make sure the camera's battery pack is sufficiently charged before using the transmitter.

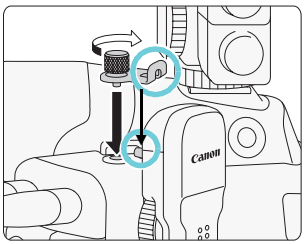


1 Turn off the camera.



2 Attach the transmitter.

- Open the camera's system extension terminal cover (①), align the transmitter's plug with the system extension terminal as shown in the illustration and firmly push the transmitter in (②).
- Turn the tightening screw in the direction of the arrow until it stops to securely attach the transmitter (③).



3 Attach the supplied Extension Unit Attachment Bracket.

- Position the bracket so it covers the transmitter's attachment pin and tighten the screw.

4 Turn on the camera.

Removal

- Turn off the camera.
- Loosen the extension unit attachment bracket's screw and remove the extension unit attachment bracket.
- Loosen the transmitter's tightening screw until it spins freely.
- Remove the transmitter from the camera's system extension terminal and close the terminal's cover.

1

Network Settings

Complete the network settings using the camera’s menu screens.

Available Network Functions

After you connect the camera to a network via Wi-Fi (📖 7), you can use the following network functions.

Wi-Fi functions and connection types

Function	Description	Wi-Fi connection	
		Infrastructure[1]	Camera Access Point[2]
Browser Remote	Control the camera remotely from the Web browser of a connected device.	–	●
Media Server	Wirelessly access the photos saved on the SD card in the camera from a connected device.	●	–

[1] Connection to a Wi-Fi network via an external access point (wireless router, etc.)
[2] Direct connection to one Wi-Fi-enabled device where the camera serves as the Wi-Fi access point.

Connecting to a Wi-Fi Network

Before using the network functions, you need to complete the network settings on a camera with the transmitter attached. Once you attach the transmitter to the camera, you can check the current network settings on the status screens (📖 21) and change them if necessary.
The camera can be connected to a Wi-Fi enabled device either through an access point (Infrastructure connection) or directly (Camera Access Point connection). The connection used will depend on the network function you want to use.

Camera Access Point Connection (CAMERA mode only)

To use the Browser Remote function, the camera itself will serve as a wireless access point*. After you connect a single Wi-Fi enabled device directly to the camera, you will be able to use the Web browser on the device to run Browser Remote and control the camera.

* Limited only to the connection between the camera and supported Wi-Fi enabled devices. The functionality is not the same as that of commercially available access points.

Infrastructure Connection (MEDIA mode only)

To use the Media Server function you will need an external access point (wireless router, etc.). After you connect both the camera and the Wi-Fi enabled device to the same Wi-Fi network, you will be able to use the Web browser on the device to wirelessly play back photos.
There are four ways to set up an access point connection in the camera.

[WPS: Button]

If your access point supports Wi-Fi Protected Setup (WPS), setup will be easy and require minimal configuring and no passwords. To check if your access point has a WPS button and for details about how to activate the Wi-Fi protected setup, refer to the wireless router's instruction manual.

[WPS: PIN Code]

Even if your access point does not have a dedicated WPS button, it may support WPS using a PIN code instead. For setup using a PIN code, you will need to know in advance how to activate the wireless router's WPS function. For details refer to the wireless router's instruction manual.

[Search for Access Points]

If your access point does not support the WPS function or you cannot activate it, you can have the camera search for access points in the area.

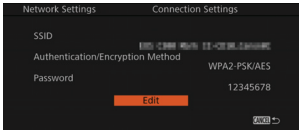
[Manual]

If the access point you want to use has stealth mode activated and it cannot be automatically detected by the camera, you can enter all the necessary settings manually. This requires more advanced knowledge of Wi-Fi and network settings.

Depending on the country/region of use, some restrictions on outdoor use or camera access point connections may apply when operating the IEEE802.11a/n wireless standard in the 5 GHz band. For details see Areas of Use and Restrictions (separate leaflet supplied with the transmitter).

Camera Access Point Connection

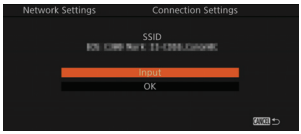
When the camera is set to CAMERA mode, connect a Wi-Fi enabled device using a Camera Access Point connection. Initially, basic default network settings (SSID, password, etc.) are saved in the camera and you can use these settings to immediately connect a device to the camera.
If you prefer to use different settings, follow the procedure below.



1 Set the camera to CAMERA mode and open the [Connection Settings] submenu.

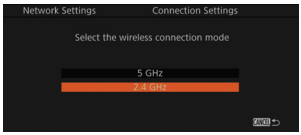
[System Setup] [Network Settings] [Connection Settings]

- The current Camera Access Point connection settings will be displayed on the screen. To change the settings, press SET. To keep the current settings, press the CANCEL button.



2 To change the [SSID] (network name), select [Input] and then press SET.

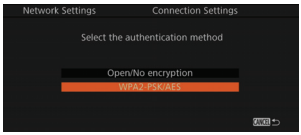
- Enter the SSID (network name) the camera will use as a Wi-Fi access point using the keyboard screen (10).
- The network name is needed to connect the Wi-Fi enabled device to the camera. If necessary, write it down.



3 Select the wireless connection mode (5 GHz band or 2.4 GHz band) and then press SET.

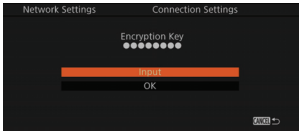
4 Select the channel and then press SET.

- Available channels will differ depending on the wireless connection mode selected in the previous step.



5 Select the encryption method and then press SET.

- If you selected [Open/No encryption], continue with the procedure to configure the IP address assignment (16). If you selected [WPA2-PSK/AES], continue the procedure to set the password.



6 To change the [Encryption Key] (password), select [Input] and then press SET.

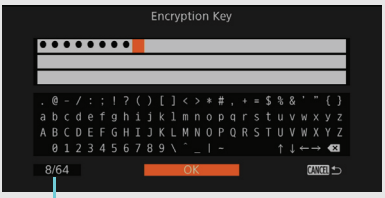
- Enter the encryption key (password) the camera will use as a Wi-Fi access point using the keyboard screen.
- The encryption key (password) is needed to connect the Wi-Fi enabled device to the camera. If necessary, write it down.
- After confirming the encryption key (password), continue with the procedure to configure the IP address assignment (📖 16).

Using the Virtual Keyboard Screen

When the monitor unit is attached to the camera and the LCD screen is used, the full keyboard screen will appear on the screen. When the monitor unit is not attached to the camera, a simplified screen for entering text will appear on the viewfinder.

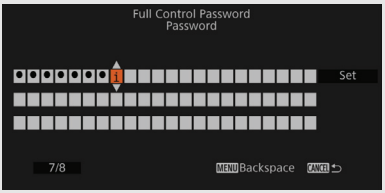
1 Use the joystick to select a character and then press SET to add it.
   - On the full keyboard: Push the joystick up/down/left/right to select the desired character and press SET to enter it. Use the arrows (↑/↓/←/→) to change the position of the cursor and the backspace character (⌫) to delete the last character entered. You can also press the MENU button to delete the last character. On the simplified screen: Push the joystick up/down or turn the SELECT dial to select the desired character and press SET to enter it. Press the MENU button to delete the last character.
   - If you are entering sensitive information, like a password, the character you entered will change to "●" after a moment to protect the password.
   - Repeat this step as necessary to enter the desired text.

Full keyboard on the LCD screen



Current character / Character limit

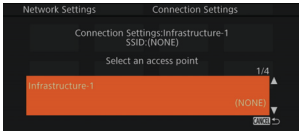
Simplified screen



2 After entering the desired text, select [OK] in the full keyboard, or [Set] in the simplified screen, and then press SET to close the keyboard screen.

Infrastructure Connection

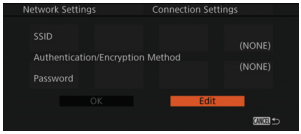
When the camera is set to MEDIA mode, connect the camera to an access point. You can save up to 4 network configuration profiles for different networks and select which one to use depending on where you plan to use the camera.



1 Set the camera to MEDIA mode and open the [Connection Settings] submenu.

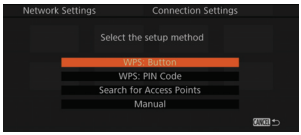
[System Setup] ➤ [Network Settings] ➤ [Connection Settings]

- The current network configuration will be displayed on the screen. Push the joystick up/down or turn the SELECT dial to select a different network configuration profile.



2 Press SET to display the connection settings of the selected network configuration.

- The current connection settings will be displayed on the screen.
- To use the current settings, select [OK] and press SET. The rest of the procedure is not necessary. To change the settings, select [Edit], press SET and continue with the next step.



3 Select the method you wish use to set up the access point connection and press SET.

- Refer to the descriptions of each method (📖 7) and select the most appropriate one depending on the characteristics of the access point you plan to use. Continue with the procedure explained in the relevant page.
  [WPS: Button], [WPS: PIN Code] (📖 12)
  [Search for Access Points] (📖 14)
  [Manual] (📖 15)

Wi-Fi Protected Setup (WPS)

Wi-Fi Protected Setup (WPS) is the easiest way to connect to a Wi-Fi access point. You can do so simply by pushing a button (if the access point (wireless router) you want to connect to has a WPS button) or using a PIN code issued by the camera.

Wireless Routers with a WPS Button

1 Press and hold the WPS button on the wireless router.

- The length of time required to hold down the WPS button depends on the wireless router. Refer to the instruction manual of your wireless router and make sure the wireless router's WPS function is activated.

2 Within 2 minutes, press SET on the camera.

- While [Connecting] appears on the screen, you can press SET or the CANCEL button to cancel the operation.
- After the connection is correctly established, continue with the procedure to configure the IP address assignment (📖 16).

Wireless Routers without a WPS Button

1 The camera will generate and display an 8-digit PIN code. Enter it into the wireless router's WPS (PIN code) setup screen.*

* For most wireless routers, you must use a Web browser to access the setup screen.

- For details about how to access your wireless router's settings and activate the Wi-Fi Protected Setup (WPS) using a PIN code, refer to the instruction manual of your wireless router.

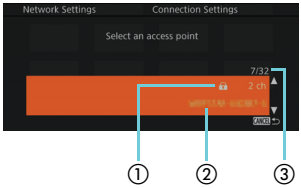
2 Within 2 minutes, press SET on the camera.

- While [Connecting] appears on the screen, you can press SET or the CANCEL button to cancel the operation.
- After the connection is correctly established, continue with the procedure to configure the IP address assignment (📖 16).

The [WPS: Button] method may not work correctly if there are several active access points in the area. In such case try using [WPS: PIN Code] or [Search for Access Points] instead.

Searching for Access Points

The camera will automatically detect access points in the vicinity. After you select the desired access point, you only need to enter the selected network's encryption key (password) to connect the camera. For details about the encryption key, refer to the instruction manual of the wireless router or consult the network administrator.



① Encrypted access point
② Network name (SSID)
③ Current access point/Total number of active access points detected

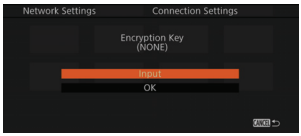
1 Push the joystick up/down or turn the SELECT dial to select the desired access point and then press SET.

- If the access point is encrypted (🔒), continue the procedure to enter the encryption key (password). Otherwise, continue directly with the procedure to configure the IP address assignment (📖 16).

2 [WEP]/[Shared Key]

Select the WEP index key.

- This step is only necessary if the Wi-Fi network's authentication method is set to [Shared Key] or if the encryption method is set to [WEP].



3 To change the [Encryption Key] (password), select [Input] and then press SET.

- Enter the encryption key (password) using the keyboard screen (📖 10).
- After confirming the encryption key (password), continue with the procedure to configure the IP address assignment (📖 16).

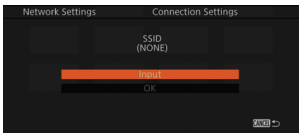
Valid encryption keys vary depending on the encryption method.

64-bit WEP encryption:	5 ASCII characters or 10 hexadecimal characters.
128-bit WEP encryption:	13 ASCII characters or 26 hexadecimal characters.
AES / TKIP encryption:	8 to 63 ASCII characters or 64 hexadecimal characters.

* Note: ASCII characters include the numbers 0 to 9, the letters a to z and A to Z and some punctuation marks and special symbols. Hexadecimal characters comprise the numbers 0 to 9 and the letters a to f and A to F.

Manual Setup

If you prefer, you can enter manually the details of the Wi-Fi network you want to connect to. Follow the instructions on the screen to complete the procedure.

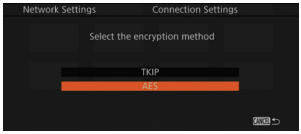


1 To enter the [SSID] (network name), select [Input] and then press SET.

- Enter the SSID (network name) using the keyboard screen (📖 10).

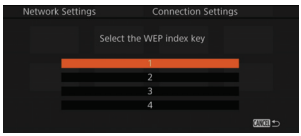
2 Select the Wi-Fi network's authentication method and then press SET.

- If you selected [Shared Key], skip to step 4.



3 Select the Wi-Fi network's encryption method and then press SET.

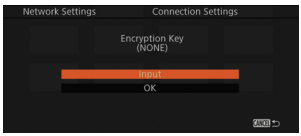
- If the authentication method is [Open], you can select [WEP] and continue to step 4, or [No encryption] and skip to step 6.
- If the authentication method is [WPA-PSK] or [WPA2-PSK], you can select [TKIP] or [AES] and skip to step 5.



4 [WEP]/[Shared Key]

Select the WEP index key.

- This step is only necessary if the Wi-Fi network's authentication method is set to [Shared Key] or if the encryption method is set to [WEP].

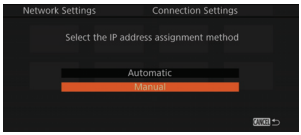


5 To change the [Encryption Key] (password), select [Input] and then press SET.

- Enter the encryption key (password) using the keyboard screen (📖 10).

6 Continue with the procedure to configure the IP address assignment (📖 16).

Configuring Network (TCP/IP) Settings



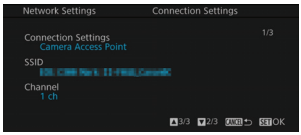
1 Select [Automatic] or [Manual] and then press SET.

- If you selected [Automatic], IP settings will be assigned automatically. Continue with the procedure to review and save the configuration (📖 17).

2 Enter the network's TCP/IP settings manually.

- Enter the IP address assigned to the camera and the network's subnet mask.
- If necessary, push the joystick left to select the field you wish to change. Push the joystick up/down or turn the SELECT dial to select a value and press SET to move to the next field. After completing the four fields of an address, select [Set] and press SET to enter the address.
- For details about the network's settings, consult the network administrator.
- After entering the subnet mask, continue with the procedure to review and save the configuration (📖 17).

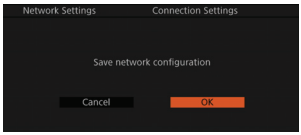
Saving the Configuration



1 Review the access point's configuration and then press SET.

- Push the joystick up/down or turn the SELECT dial to review additional settings before pressing SET.

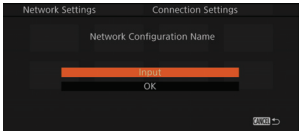
CAMERA mode (Camera Access Point connection)



2 Save the current configuration.

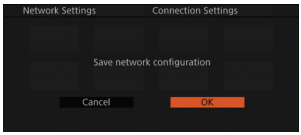
- Select [OK] and then press SET twice. When the confirmation message appears, press SET.
- Any previous settings will be overwritten by the new settings you saved.

MEDIA mode (Infrastructure connection)



2 To change the [Network Configuration Name], select [Input] and then press SET.

- If you wish, you can give the network configuration profile a more descriptive name to make it easier to identify. Enter the desired name using the keyboard screen (📖 10).



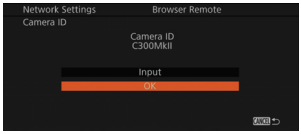
3 Save the network configuration.

- Select [OK] and then press SET. When the confirmation message appears, press SET.
- Any previous settings will be overwritten by the new settings you saved.

Browser Remote: Camera Settings

Initially, basic default network settings for a browser connection are already saved in the camera. You can check these settings on the status screens (📖 21). With the following procedures you can change the default settings, if you prefer.

[Camera ID]	A unique camera identification code that will appear on the Browser Remote screen. This is convenient if you are using a multi-camera shooting setup.
[Port No.]	The port number (HTTP protocol) used by Browser Remote. This is usually set to port 80, but you can change it if necessary.



1 Set the camera to CAMERA mode and open the [Camera ID] submenu.

[System Setup] ➤ [Network Settings] ➤ [Browser Remote] ➤ [Camera ID]

2 To change the camera ID, select [Input] and then press SET.

- Enter the desired camera ID (up to 8 characters) using the keyboard screen (📖 10).

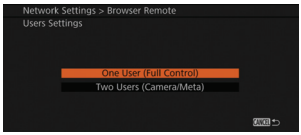
3 To change the port number, select [Port No.] and then press SET.

- Using the default number is recommended.
- To change the port number, push the joystick left/right to select the digit you wish to change and then push the joystick up/down to select the digit. After completing all the digits, select [Set] and then press SET to confirm.

Browser Remote: User Settings

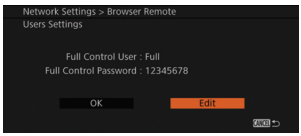
A user name and password are required before the Browser Remote application can access and operate the camera. Initially, basic default user settings (user names and passwords) are already saved in the camera and single-user operation (full control) is selected by default. You can check these settings on the status screens (📖 21).
With this procedure you can change the default settings, if you prefer, and select whether you want to allow single-user operation (full control) or two-user operation (one controlling camera functions and another in charge of metadata input).

[Full Control User]	Can access all 3 Browser Remote screens: [📽] (main camera controls), [📱] (recording start/stop only) and [📝] (metadata input screen).
[Camera Control User]	Can access only the [📽] screen. During two-user operation, this would be the main operator controlling the camera.
[Meta Control User]	Can access only the [📝] screen. During two-user operation, this would be the person in charge of updating the metadata information.



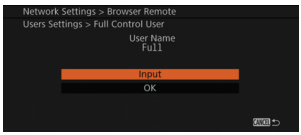
1 Set the camera to CAMERA mode and open the [Users Settings] submenu.

[🔧 System Setup] ➤ [Network Settings] ➤ [Browser Remote] ➤ [Users Settings]



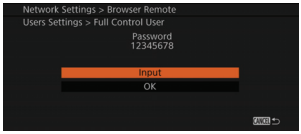
2 Select [One User (Full Control)] or [Two Users (Camera/Meta)] and then press SET.

- The current user login information will appear on the screen. The actual passwords will be displayed only for the default users settings.
- To use the current settings, select [OK] and press SET. The rest of the procedure is not necessary. To change the user settings, select [Edit], press SET and continue with the next step.



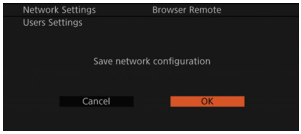
3 To change the [User Name] for the [Full Control User] or [Camera Control User], select [Input] and then press SET.

- Enter the desired user name using the keyboard screen (📖 10).



4 To change the [Password] for the [Full Control User] or [Camera Control User], select [Input] and then press SET.

- Enter the desired password using the keyboard screen (📖 10).
- If you selected [Two Users (Camera/Meta)] in step 2, repeat steps 3 and 4 to enter the user name and password for the [Meta Control User].



5 Select [OK] and then press SET to save the user settings.

6 When the confirmation message appears, press SET.

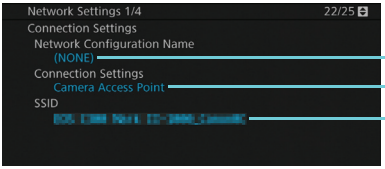
Checking Settings

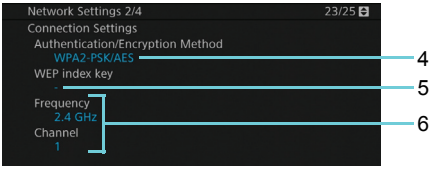
You can check the current Wi-Fi network settings using the camera's [Network Settings] status screens.

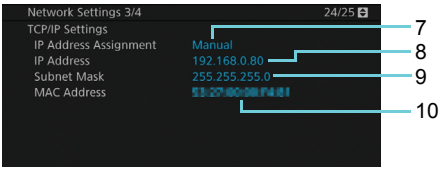
1 Press an assignable button set to [Status].

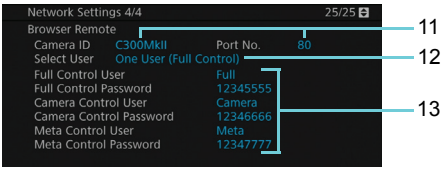
- For details about using assignable buttons, refer to *Assignable Buttons* in the camera's Instruction Manual.

2 Push the joystick up/down or turn the SELECT dial to display the four [Network Settings] status screens.









1	Network configuration name (Infrastructure connections only)
2	Network connection type
3	Network name (SSID)
4	Authentication and encryption method
5	WEP index key
6	Frequency and channel used (Camera Access Point connections only)
7	IP address assignment method
8	IP address assigned to the camera
9	Subnet mask

10	MAC address
11	Browser Remote: Camera identifier and port number
12	Browser Remote: User selection
13	Browser Remote: User settings User names and password protection*

* Passwords are only shown for the default settings. When a password was set by the user, the status screen will only show if a password is set or not but the actual password will not be displayed.

2

Using Network Functions

After completing the preparations in the previous chapter, you can connect the camera via Wi-Fi to any computer or other supported Wi-Fi enabled device that has a Web browser and use the network functions.

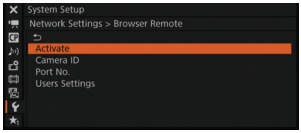
Starting Browser Remote

After establishing a connection between the camera and a Wi-Fi enabled device[1], you can start the Browser Remote application on the device's Web browser[2]. Refer also to the instruction manual of the Wi-Fi enabled device used.

[1] For details about compatible devices, operating systems, Web browsers, etc. please visit your local Canon Web site.

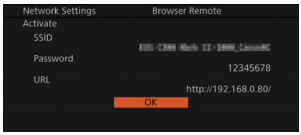
[2] A Web browser is required that supports JavaScript and is enabled to accept cookies.

Preparations on the Camera



1 Set the camera to CAMERA mode and open the [Browser Remote] submenu.

[System Setup] [Network Settings] [Browser Remote]



2 Select [Activate], select [On] and then press SET.

- The current connection settings will be displayed on the screen. You will need to select the displayed SSID (network name) and enter the displayed password in the device's Wi-Fi settings (step 4), and the URL in the Web browser's address bar (step 6) so write them down if necessary.
- The actual password will be displayed only for the default connection settings.

3 Press SET to activate the Camera Access Point connection and close the menu.

- will appear on the top of the screen. When the icon turns white, the camera is ready to accept commands from the Browser Remote application.

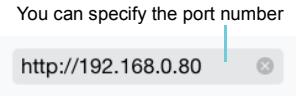
Preparations on the Wi-Fi Enabled Device

4 Connect the device to the camera's access point.

- Use the SSID and password from step 2 to change the device's Wi-Fi settings.

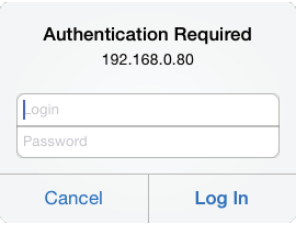
5 Start the Web browser on the device.

6 Enter the camera's URL.



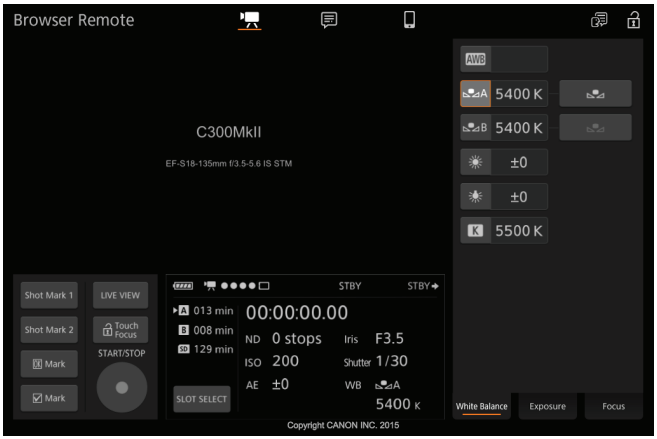
- Enter the URL from step 2 into the Web browser's address bar.
- If you chose to use a port other than "80", you can specify it by adding ":nnn" at the end of the URL. For example "http://192.168.0.80:095".

7 Enter the user name and password to log in.



Example of the login screen. The screen may differ depending on the Web browser and version used.

- Be sure to enter the same user name and password you set on the camera (📖 19). If necessary, consult the administrator who configured the camera's settings.
- To use the default user settings, check the user names and passwords on the status screens (📖 21) and use this information to log in.
- The Browser Remote screen will appear.
- While the device is connected, the network connection indicator (●●●●) will repeatedly illuminate and go out.
- For details about using the Browser Remote application, refer to *Browser Remote* in the camera's Instruction Manual.

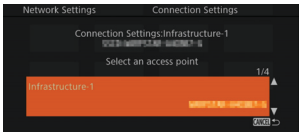


8 Select the language for Browser Remote.

- Click/touch [ ] (the language selection button) and select the desired language from the list. Most buttons and controls emulate physical controls on the camera and are labeled in English only, regardless of the language selected.

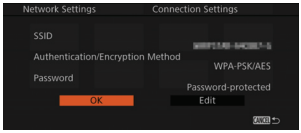
Starting the Media Server Mode

In MEDIA mode, you can select one of the network configuration profiles you have previously configured (up to 4) to connect the camera to the desired Wi-Fi network. If you just saved a new network configuration (📖 17), the camera will automatically connect to that Wi-Fi network and steps 1 and 2 in the following procedure are not necessary.
Use the following procedure to set the camera in media server mode. After you connect a Wi-Fi enabled device to the same Wi-Fi network the camera is connected to, you will be able to view your photos wirelessly on the device.



1 Set the camera to MEDIA mode and open the [Connection Settings] submenu.

[System Setup] ➤ [Network Settings] ➤ [Connection Settings]



2 Push the joystick up/down or turn the SELECT dial to select the desired network configuration profile and then press SET.

- The current connection settings will be displayed on the screen.
- To use the current settings, select [OK] and press SET.

3 Open the [Media Server] submenu and press SET to activate the media server mode.

[System Setup] ➤ [Network Settings] ➤ [Media Server]

- Once [Connected] appears on the screen, you can connect the Wi-Fi enabled device to the same network and use the media server function. For details, refer to *Media Server* in the camera's Instruction Manual.
- Press SET ([End]) to end the media server mode.

3

Troubleshooting

Troubleshooting

Check this section if you encounter problems connecting to the Wi-Fi network or accessing the camera remotely from a Wi-Fi enabled device. If the problem persists, consult a Canon Service Center (listed on the back cover of the camera's Instruction Manual).

Check This First

- Are the wireless router (access point), the camera and the computer or other Wi-Fi enabled device all turned on?
- Is the transmitter correctly attached to the camera's system extension terminal?
- Is the Wi-Fi network working and correctly configured?
- Is the computer or other Wi-Fi enabled device correctly connected to the same Wi-Fi network as the camera?
- Are there any obstructions between the camera and the wireless router or between the computer/Wi-Fi device used and the wireless router that could be weakening the wireless signal?

Cannot connect with an access point.

- Password information is not saved with the camera settings. When you load camera settings from an SD card onto the camera, all the encryption keys and passwords in the network-related settings are reset. Edit the network-related settings as necessary (📖 5).
- The wireless signal is not strong enough or there are other devices in the vicinity interfering with the wireless signal. Refer to *Precautions Regarding Wi-Fi Networks* (📖 31).

Cannot establish a Camera Access Point connection with a Wi-Fi-enabled device.

- When you reset all the camera's settings, all network settings are lost as well. Use the default network settings or set up the Camera Access Point settings again (📖 9).
- The wireless signal is not strong enough or there are other devices in the vicinity interfering with the wireless signal. Refer to *Precautions Regarding Wi-Fi Networks* (📖 31).

The Browser Remote application will not start on the Web browser.

- Make sure to activate the function on the camera with the [System Setup] ➤ [Network Settings] ➤ [Browser Remote] ➤ [Activate] setting (📖 24).
- The URL entered into the Web browser's address bar is incorrect. Check that you entered the URL exactly as it appeared on the screen (📖 24).

The Browser Remote screen is not displayed correctly on the Web browser.

- The device, operating system or Web browser used may not be supported. For the latest information about supported systems, visit your local Canon Web site.
- Enable JavaScript and cookies in your Web browser's settings. For details, refer to the help modules or online documentation of the Web browser used.

Precautions Regarding Wi-Fi Networks

When using a Wi-Fi network, try the following corrective actions if the transmission rate drops, the connection is lost, or other problems occur.

Location of the access point (wireless router)

- When using a Wi-Fi network indoors, place the access point in the same room where you are using the camera.
- Place the access point in an open, unobstructed location, where people or objects do not come between it and the camera.
- Place the access point as close as possible to the camera. In particular, note that during outdoor use in poor weather, rain may absorb radio waves and disrupt the connection.

Nearby electronic devices

- If the transmission rate over a Wi-Fi network drops because of interference from the following electronic devices, switching to the 5 GHz band or to a different channel may solve the problem.
- Wi-Fi networks using the IEEE 802.11b/g/n protocol operate in the 2.4 GHz band. For this reason, the transmission rate may drop if there are nearby microwave ovens, cordless telephones, microphones, or similar devices operating on the same frequency band.
- If another access point operating on the same frequency band as the transmitter is used nearby, the transmission rate may drop.

Using multiple transmitters/access points

- Check that there are no IP address conflicts among the devices connected to the same network.
- If multiple transmitters are connected to a single access point, connection speeds may be reduced.
- To reduce radio wave interference when there are multiple access points using IEEE 802.11b/g or IEEE 802.11n (in the 2.4 GHz band), leave a gap of four channels between each wireless access point. For example, use channels 1, 6, and 11, channels 2, 7, and 12, or channels 3, 8, and 13. If you can use IEEE 802.11a/n (in the 5 GHz band), switch to IEEE 802.11a/n and specify a different channel.

Error Messages

Refer to this list when an error message is displayed on the camera's screen. Messages are listed alphabetically.
If the problem persists, consult a Canon Service Center (listed on the back of the camera's Instruction Manual).

A User is already accessing the server. Try again later.

- **This message appears on the screen of the connected device. Another device connected to the network is already operating the camera.**

▶ To use this device, first end the connection on the device accessing the camera and then touch Retry.

Check the device connected to the camera's system extension terminal

- **There's a hardware problem with the transmitter.**

▶ Try turning the camera off, removing and reattaching the transmitter and then turning the camera on again. If the problem persists, consult a Canon Service Center.

Check the network configuration

- **The camera could not connect to the network using the current settings.**

▶ Check that the network settings are correctly configured (📖 21).

Cover is open

- **The SD card compartment cover was opened while the SD card was being accessed.**

▶ Stop the Wi-Fi function in use and end the network connection.

IP address conflict

- **Another device on the same network has the same IP address assigned to the camera.**

▶ Change the IP address of the conflicting device or the camera.

Multiple access points detected. Try the operation again.

- **There are multiple access points sending out a WPS signal at the same time.**

▶ Try the operation again later or perform setup using the [WPS: PIN Code] or [Search for Access Points] option (📖 7).

No access points found

- **The camera searched for active Wi-Fi networks (access points) in the area but none were found.**

▶ Make sure the access point is working correctly and try connecting again.

- **The Wi-Fi network is operating in stealth mode.**

▶ Deactivate the stealth function in the access point's settings.

- **The camera may not be able to find the Wi-Fi network if MAC address filtering is activated.**

▶ Check the [Network Settings 3/4] status screen (📖 21) and make sure to add the camera's MAC address to the list of approved wireless devices in the access point's settings.

Unable to complete WPS.

- **The access point's encryption method is set to [WEP]. Wi-Fi Protected Setup (WPS) cannot connect to access points set to this encryption method.**

▶ Change the access point's encryption method or use another connection method (📖 7).

Unable to complete WPS. Try the operation again.

- **More than 2 minutes passed between activating WPS on the access point and selecting [OK] on the camera.**

▶ Start over the WPS procedure from the beginning.

- **The WPS button was not held down long enough.**

▶ Refer to the instruction manual of your wireless router. When using WPS to make a wireless connection, keep the WPS button held down until the wireless router's WPS function is activated.

Unable to connect

- **Could not connect to the access point or network device selected.**
- **Cordless phones, microwave ovens, refrigerators and other appliances may interfere with the wireless signal.**

▶ Try using the camera in a location farther away from such appliances.

Unable to obtain an IP address

▶ If you are not using a DHCP server, connect using the [Manual] option and enter the IP address using the [Manual] option (📖 15).

▶ Turn on the DHCP server. If it is already on, make sure it is functioning properly.

▶ Make sure the address range for the DHCP server is sufficient.

WFT Error Check the Wi-Fi settings.

- **Some of the network settings saved in the camera are not compatible with the transmitter attached.**

▶ Change the network settings or reset all the camera's settings to use the default network settings.

Wi-Fi authentication unsuccessful

▶ Check the access point's authentication/encryption method and encryption key and change the camera's network settings (📖 5) as necessary.

Wi-Fi error. Incorrect authentication method.

▶ Check the access point's authentication/encryption method and change the camera's network settings (📖 5) as necessary.

Wi-Fi error. Incorrect encryption key.

- **When the authentication mode was set to [WPA-PSK] or [WPA2-PSK], or the encryption method was set to [WEP], the encryption key (WEP index) entered or its length (number of characters) is incorrect.**

▶ When entering ASCII characters, enter 5 characters (64-bit encoding) or 13 characters (128-bit encoding). When entering hexadecimal characters, enter 10 characters (64-bit encoding) or 26 characters (128-bit encoding).

Wi-Fi error. Incorrect encryption method.

▶ Make sure the camera and access point are using the same authentication/encryption method.

Wireless communication cannot be used while the wireless microphone is attached

- **Wi-Fi connections cannot be used while an optional WM-V1 Wireless Microphone is attached to the camera.**

▶ Disconnect the WM-V1 from the camera and turn it off.

Index

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- WPS as used on the camera's settings, onscreen displays and in this guide signifies Wi-Fi Protected Setup.
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The information in this guide is current as of July 2015. For information on using the transmitter with accessories introduced after this date, contact your nearest Canon Service Center.

DIE-0478-000