

How to Troubleshoot If the Live View on EZView Is Not Working When I Disconnect from the Local Wifi?



How to Troubleshoot If the Live View on EZView Is Not Working When I Disconnect from the Local Wi-Fi?

Description

The issue may be caused by Auto search in LAN when you tried to add the device for the first time, which means that EZView regards this device as a local device and it is unable to be accessed remotely. Therefore, you need to add the device as a cloud device.

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team. <u>https://global.uniview.com/Support/Service_Hotline/</u>

Operating Steps

Step 1 Check the color of your device icon on EZView under **Devices**.

If the icon is **orange with no lightning bolt symbol** rather than blue, it is a local device and cannot be viewed remotely.

If the icon is **blue with a cloud symbol** on the device, then it is a cloud device. You need to make sure it is online.

If the icon is **gray**, the device is offline, you need to get it back online on cloud to view it then.

Step 2 Delete your device from the EZView device list.



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	Product	SMB	Date	9/26/2023					
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Step 3 Switch off the Wi-Fi function on your mobile phone and turn on the cellular data.

Step 4 Go to **Devices>Add>Scan** to scan the QR code on the device's EZCloud page/device's white sticker/device's quick guide to add the device. Enter a name for your device and then click start live view or on the top right side.



	+ Add		1
1.128	Total 11 device(s), 8 online		
	Type INVR		
-	Type:NVR		
-	Type:NVR		
6	Type:NVR	Offline	
	Type:NVR	Offline	
	Type:NVR		
ŝ	Type:NVR	Offline	
	Type:IPC		
6	Type:NVR		
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8	Scan ←	
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Q	Auto Search in LAN	
(;	Add Wi-Fi Device	

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Name	My Device Set up any name you want for your device			
Register Code	Register Code			
Live View	Auto >			
Playback	Low			
	Start Live View			