



How to Troubleshoot If the Live View on UNV-Link Is Not Working When I Disconnect from the Local Wi-fi?

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Product	SMB	Date	7/15/2024

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Description

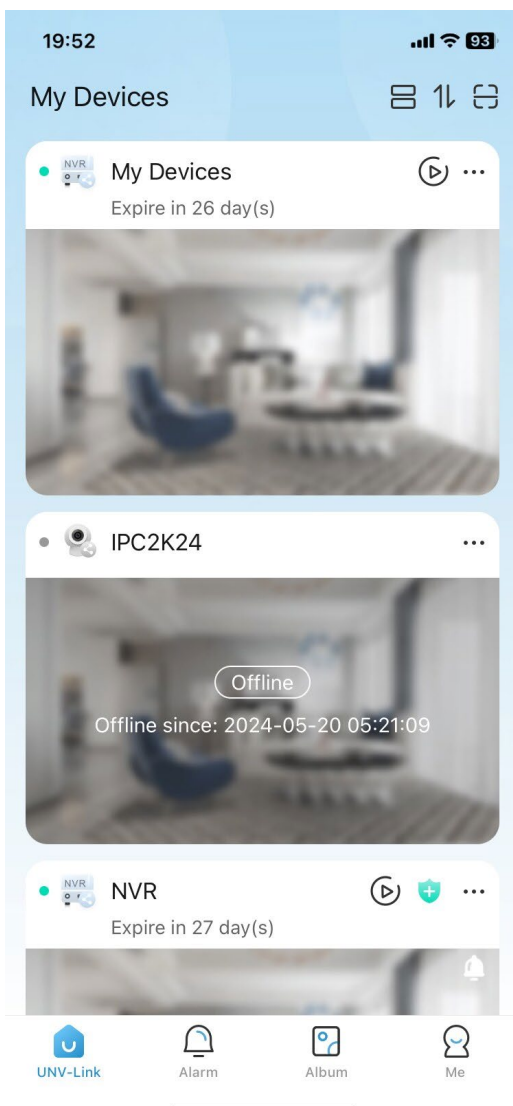
The issue may happen when the device was added as a local device. Therefore, you need to add the device as a cloud device.

Note: This method is applicable in most scenarios. If this method does not solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

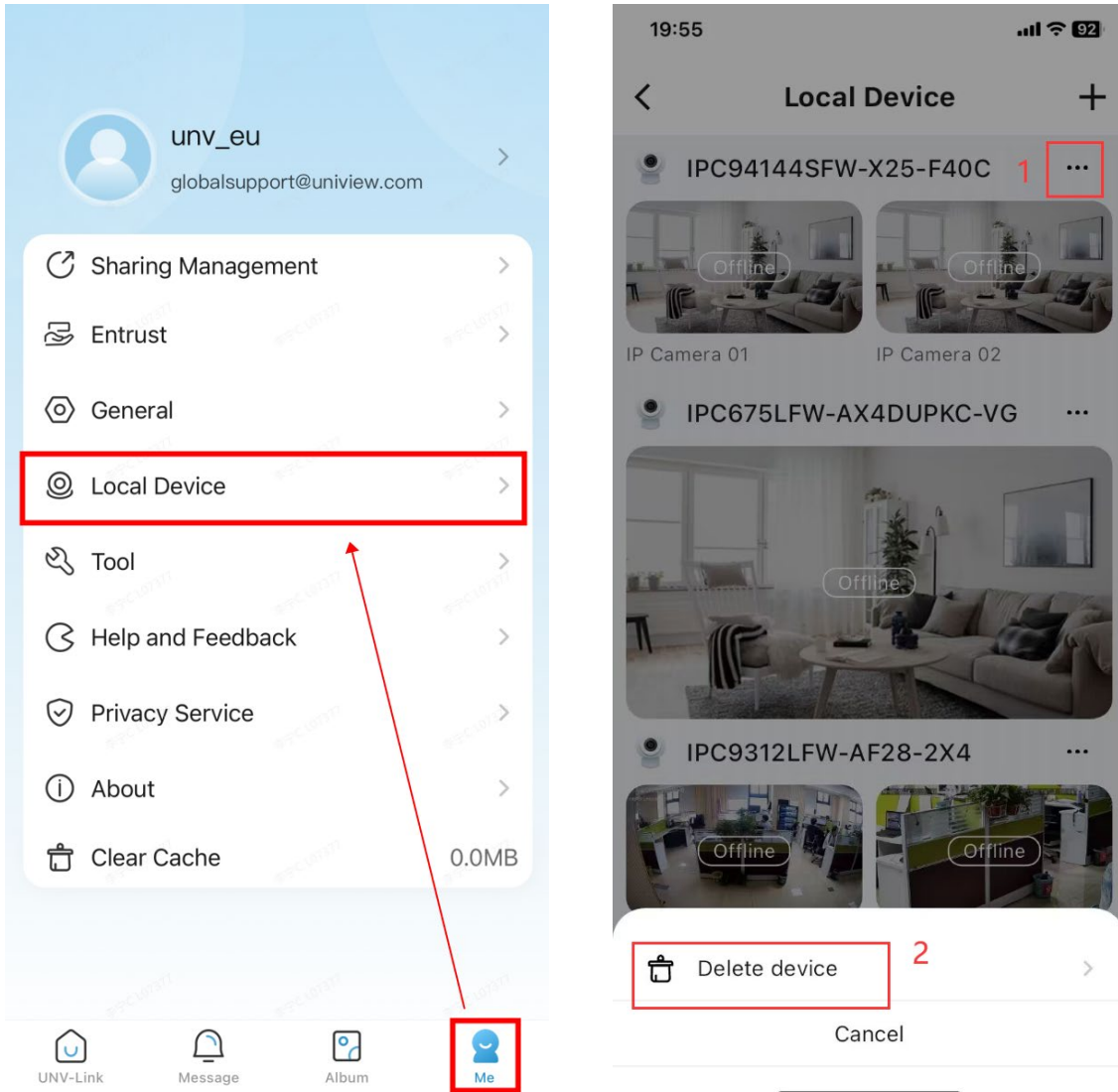
Operating Steps

Step 1 Check the **UNV-Link** page in UNV-Link app and see if you are able to find the device on this page. If the device was added as a cloud device, you'll be able to see it under **UNV-Link** page.



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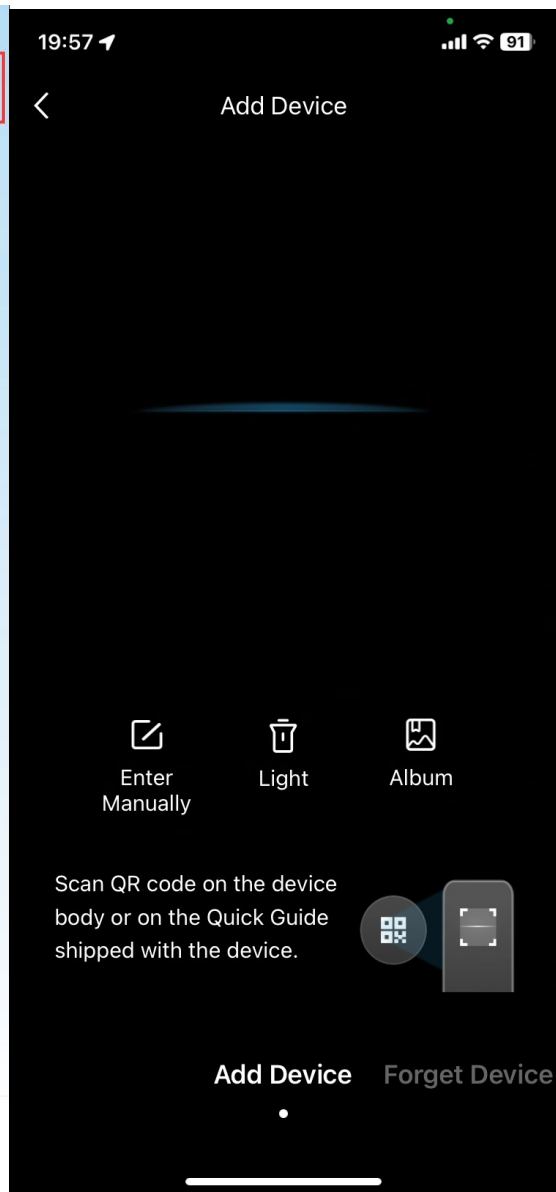
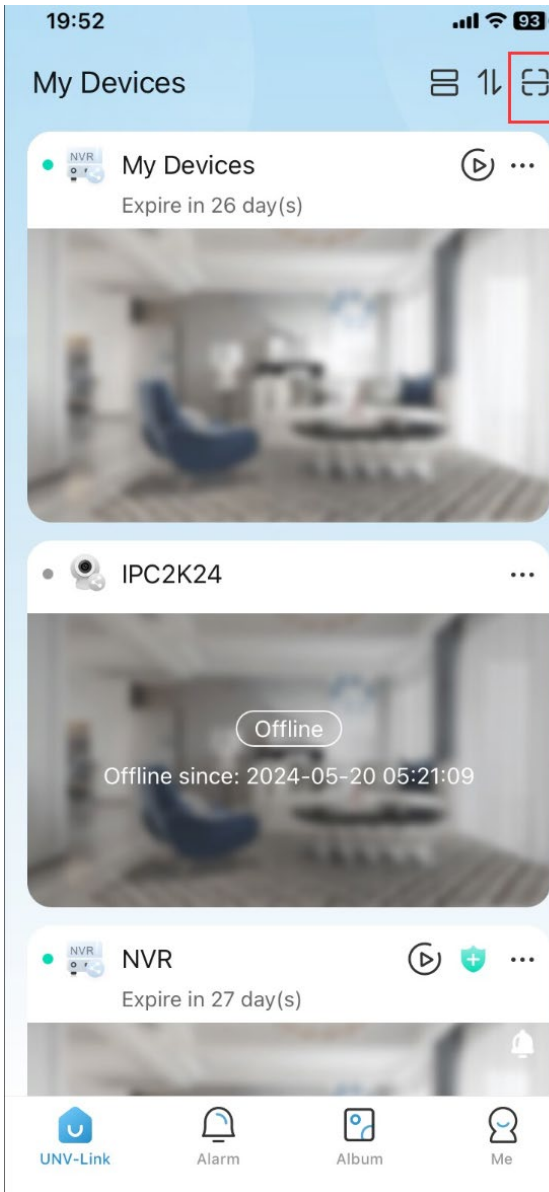
Step 2 If the device is not here, please go to **Me>Local Device**, and check if your device is there, if it's there, please click the 3 dots icon, then delete it.



Step 3 Switch off the Wi-Fi function on your mobile phone and turn on the cellular data.

Step 4 Go to **UNV-Link>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 **OK**.

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