

Network Troubleshooting Guide

SNH-E6411BN

PROBLEM CASE 01

1. "Relay Mode" on your phone.
2. No Sound.
3. The mobile Viewer closed automatically after 3 minutes.

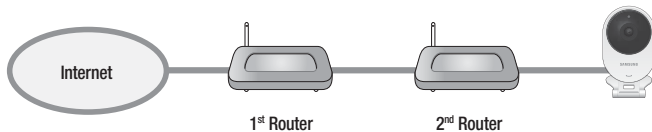
Reason

The connection between the camera and your phone is not stable.

Solution

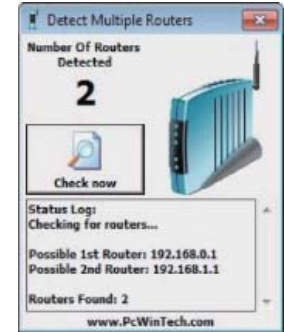
Case 1

In case you use 2 more routers. (Cascade connection)



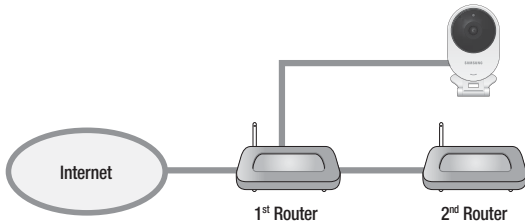
How to check

1. Visit to <http://www.pcwintech.com/shanes-toolbox>
2. Download "Detect Multiple Routers" program.
3. Unzip it.
4. Click "detect_routers" to run it.
5. Click "Check now" and you can see the number of Routers Detected.



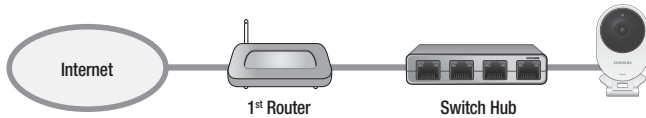
Solution 1

Make a connection with 1st router.



Solution 2

Change 2nd router to a switch hub.



Case 2

Router doesn't support UPnP Port Forwarding.

How to check

Refer to your router manual or contact to the manufacturer of your router.

Solution

In case your router doesn't support it, buy new one, please.

Case 3

"UPnP Port Forwarding" function is disabled in your router.

Solution

Enable the function referring to your router manual.

Case 4

Router supports UPnP port Forwarding and this function is enabled.

Solution

- Power On/Off.
- Or push the reset button on your router for initializing your router.
- Or contact to your router manufacturer or Internet Service Provider.