

# Network Troubleshooting Guide

## SNH-1010N

### PROBLEM CASE 01

You can't make a connection using "WPS" between your router and the camera.

#### ❖ What's "WPS"?

WPS enables to make connection between the camera and the Wireless Access Point with a simple click of the button.

#### Reason

1. Your router doesn't support "WPS" function.
2. Your router can't work well with the camera.

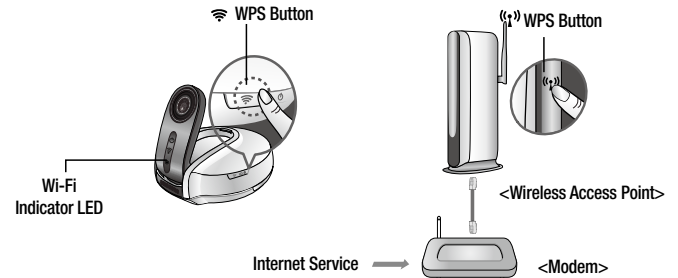
#### Solution

How to check if your router supports "WPS" or not.

- Refer to your router manual or contact to the manufacturer of your router.  
In case your router doesn't support it, refer to Quick Guide describing "**Connecting via Wi-Fi without WPS feature**" or "**Wired Connection**".

### Operation Flow

1. The camera power "On"
2. Front LED is red.
3. After about 1minute, front led is blinking white.
4. Press the WPS button on the camera.
5. Press the WPS button on the Wireless Access Point within 2min.



6. The Wi-Fi status LED will become steady white once the camera is connected to the Wireless Access Point. (may take up to 30sec).  
If the Wi-Fi status LED (white) is not lit, repeat steps 2 through the end and check it again.
7. The Wi-Fi status LED will became steady white once the camera is connected to server.



- We tested WPS function with many routers. But there are some cases that the camera can't make connection with the router. So in that case we recommend you choose the other methods describing on your Quick Guide. (ex. Connecting via W-iFi without WPS feature or Wired Connection.)

# PROBLEM CASE 02

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

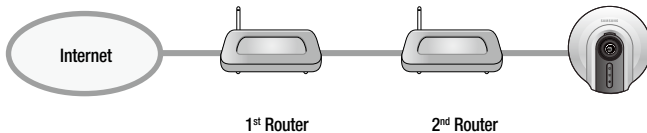
## Reason

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

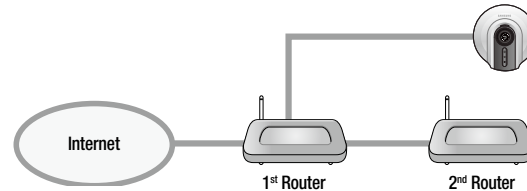
1. Visit to <http://www.pcwintech.com/shanes-toolbox>
2. Download "Detect Multiple Routers" program.
3. Unzip it.
4. Click "detect\_routers" to run it.

5. Click "Check now" and you can see the number of Routers Detected.



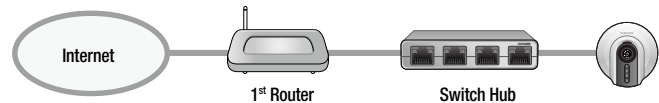
### Solution 1

Make a connection with 1<sup>st</sup> router.



### Solution 2

Change 2<sup>nd</sup> 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.