

# Network Troubleshooting Guide

## SNH-C6417BN

### PROBLEM CASE 01

1. "Relay Mode" on your phone.
2. No Sound.
3. The mobile Viewer closed automatically after 7 minutes.

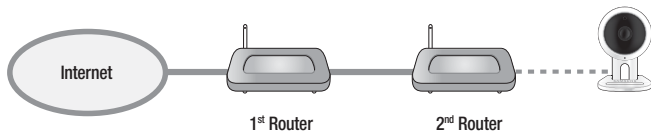
### Reason

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

### Solution

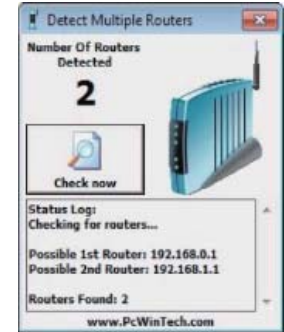
#### Case 1

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



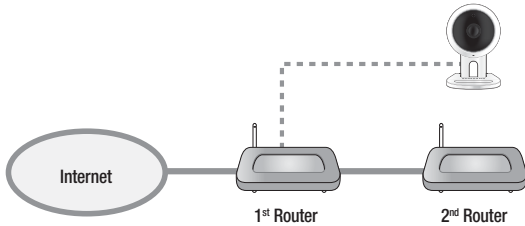
### How to check

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.



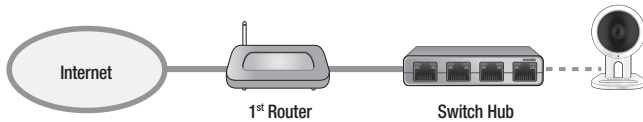
## Solution 1

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.