SAMSUNG
wisenet

Network Troubleshooting Guide
SNH-V6431BN

PROBLEM CASE 01

1. "**Relay Mode**" on your phone.

2. No Sound.

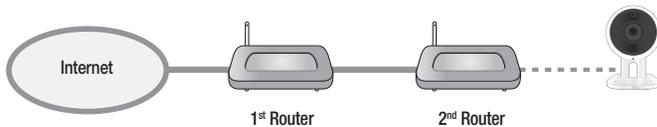3. The mobile Viewer closed automatically after 7 minutes.

Reason

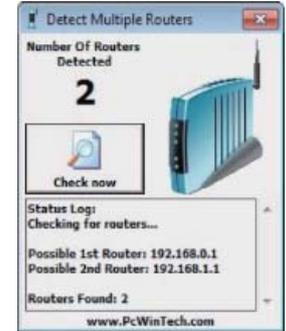The connection between the camera and your phone is not stable.

Solution

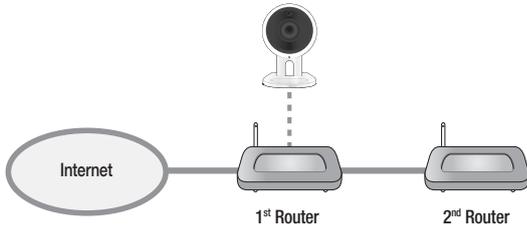### Case 1

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.

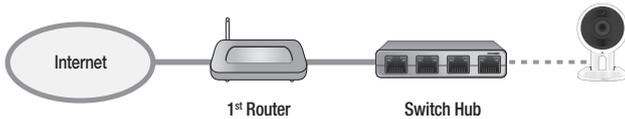5. Click "**Check now**" and you can see the number of Routers Detected.

Solution 1

Make a connection with 1st router.

Internet — 1st Router — 2nd Router

Solution 2

Change 2nd router to a switch hub.

Internet — 1st Router — Switch Hub

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.

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

Solution

Enable the function referring to your router manual.

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.