How to Troubleshoot If the Live View on EZView Is Not Working When I Disconnect from the Local Wifi?

How to Troubleshoot If the Live View on EZView Is Not Working When I Disconnect from the Local Wi-Fi?

Description

The issue may be caused by Auto search in LAN when you tried to add the device for the first time, which means that EZView regards this device as a local device and it is unable to be accessed remotely. Therefore, you need to add the device as a cloud device.

Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.
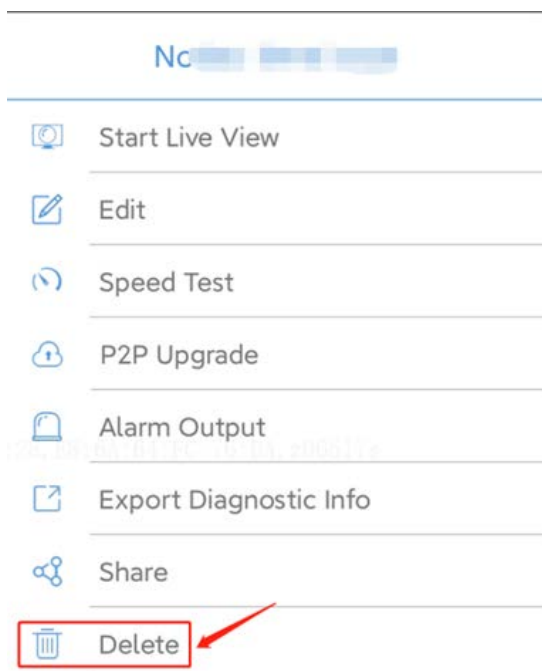https://global.uniview.com/Support/Service_Hotline/

Operating Steps

Step 1 Check the color of your device icon on EZView under **Devices**.

If the icon is **orange with no lightning bolt symbol** rather than blue, it is a local device and cannot be viewed remotely.

If the icon is **blue with a cloud symbol** on the device, then it is a cloud device. You need to make sure it is online.

If the icon is **gray**, the device is offline, you need to get it back online on cloud to view it then.

Step 2 Delete your device from the EZView device list.

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

Step 4 Go to **Devices>Add>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 start live view or 💾 on the top right side.