



How to Troubleshoot When It Failed to Start Live View on EZView?

Title	How to Troubleshoot When It Failed to Start Live View on EZView?	Version:	V1.1
Product	SMB	Date	9/26/2023

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Description

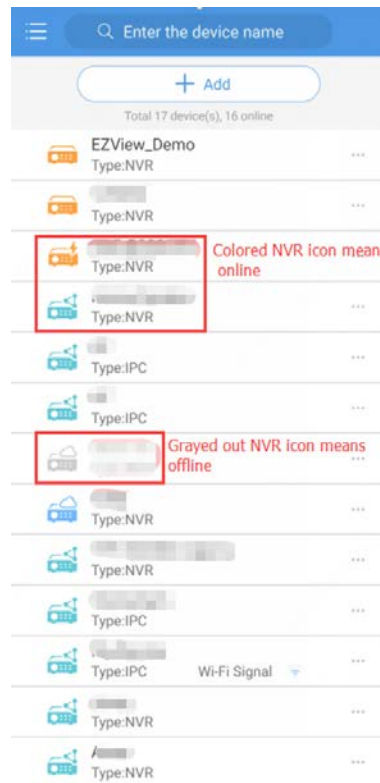
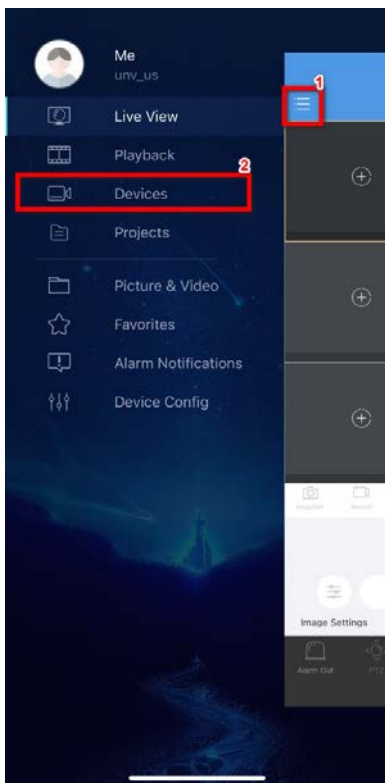
Note: This method is applicable to most of the scenarios. If the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

Sometimes when you try to watch the live view on EZView, it fails in 0% streaming, 19% streaming or 95% streaming with error messages “Sorry, an unexpected error has occurred”. You can follow the guide below to troubleshoot.

Operating Steps

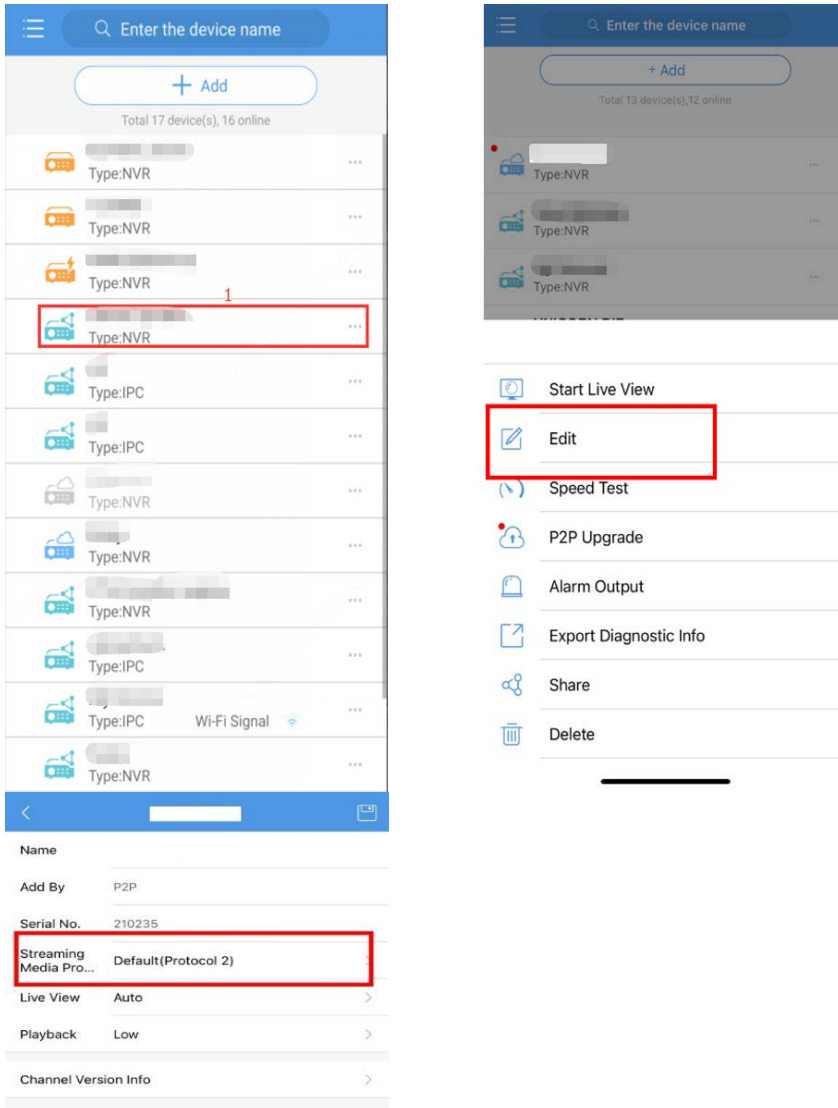
Check your device status on EZView under **Devices**.



If the device is online:

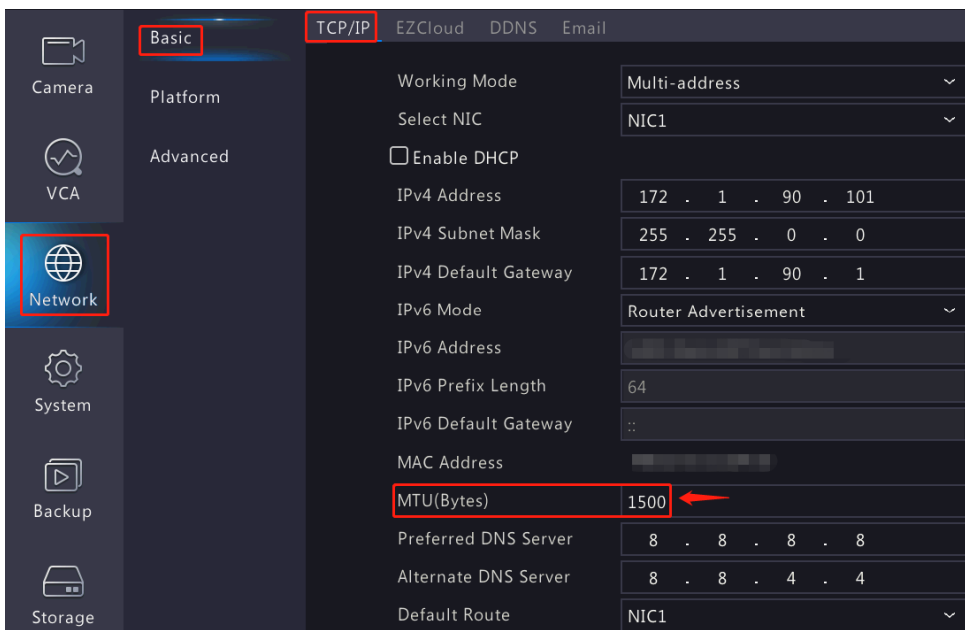
Step 1 Click the device and then click **Edit**. Go to **Streaming Media Protocol** and switch the protocol between 2 and 3. Click the save icon on the right top corner.

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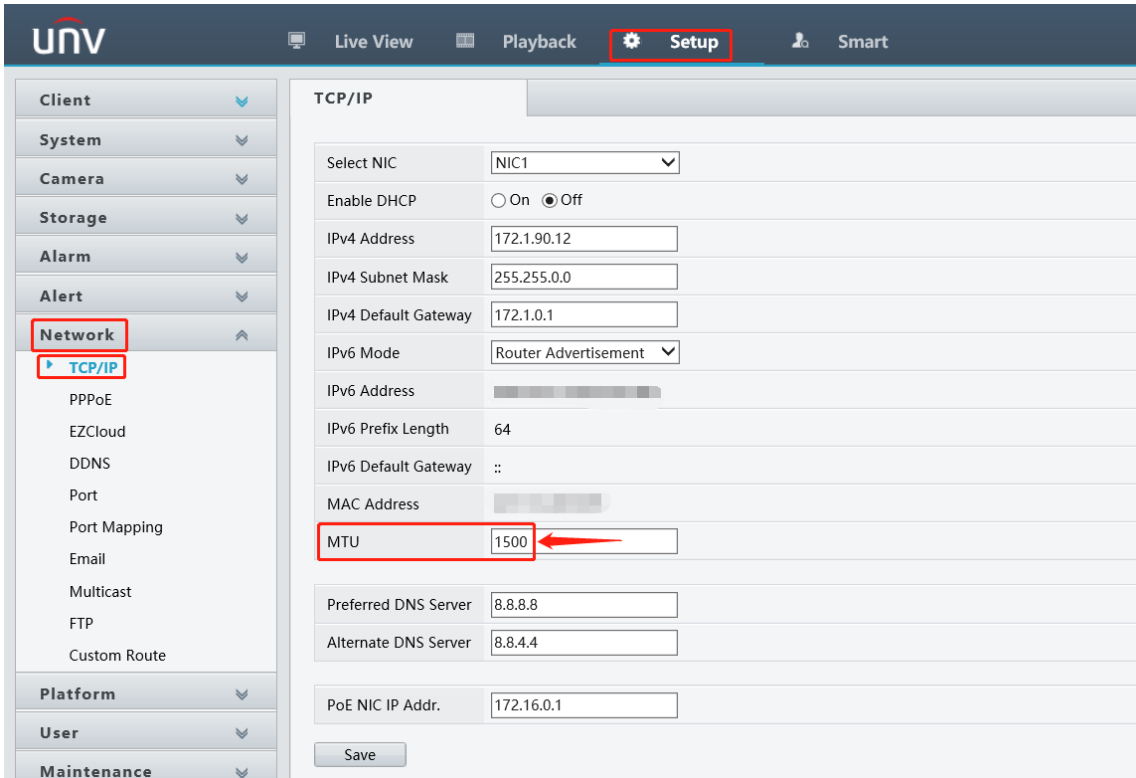


Step 2 Close the app and open it again. Go to **Devices** to pull down and release to refresh the device list.

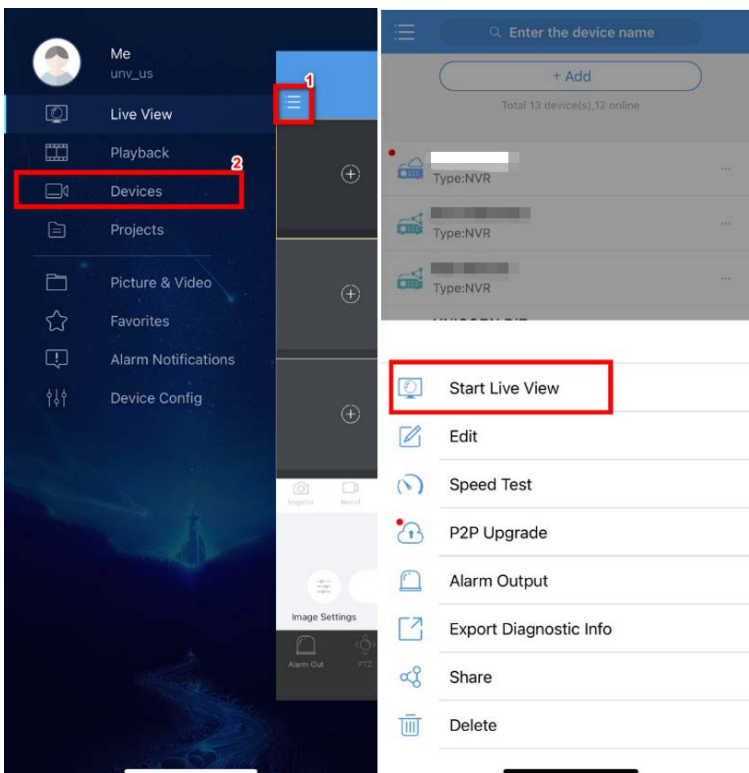
Step 3 Change the MTU value to 576 on your device itself.



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Step 4 Wait until the device is back online, and then check the live view again.



Note: If the device cannot come back online on the app, please refer to the EZCloud Offline FAQ on Uniview's official website to troubleshoot.

If the FAQ cannot solve your issue either, it is recommended to consult our Tech Support Team.

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