How to Troubleshoot When It Failed to Start Live View on UNV-Link?

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Description

Note: *This method is applicable in most scenarios. If this method does not 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 UNV-Link, it fails when streaming to 0%, 19% or 95% with error messages "Sorry, an unexpected error has occurred". You can follow the below instructions to troubleshoot.
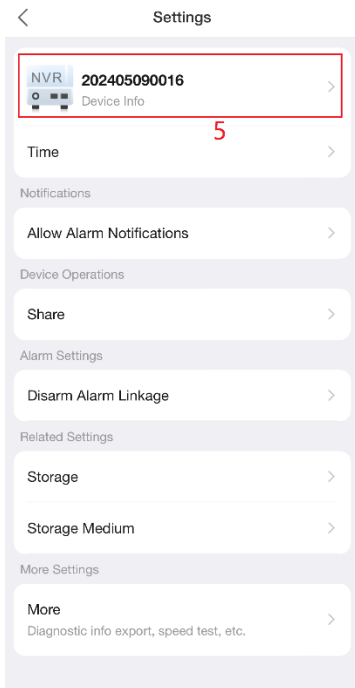
Operating Steps

Step 1 Check your device status on UNV-Link under My Devices. If the device is online, then go to the Settings page of the device.
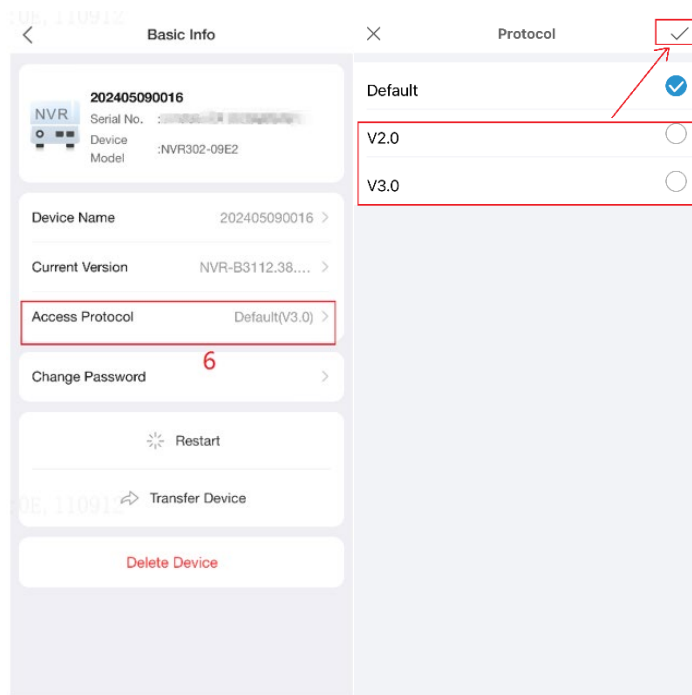
Click **UNV-Link** first, and then click the device you want to set up. Click **Set** to go to the Settings page of the device.
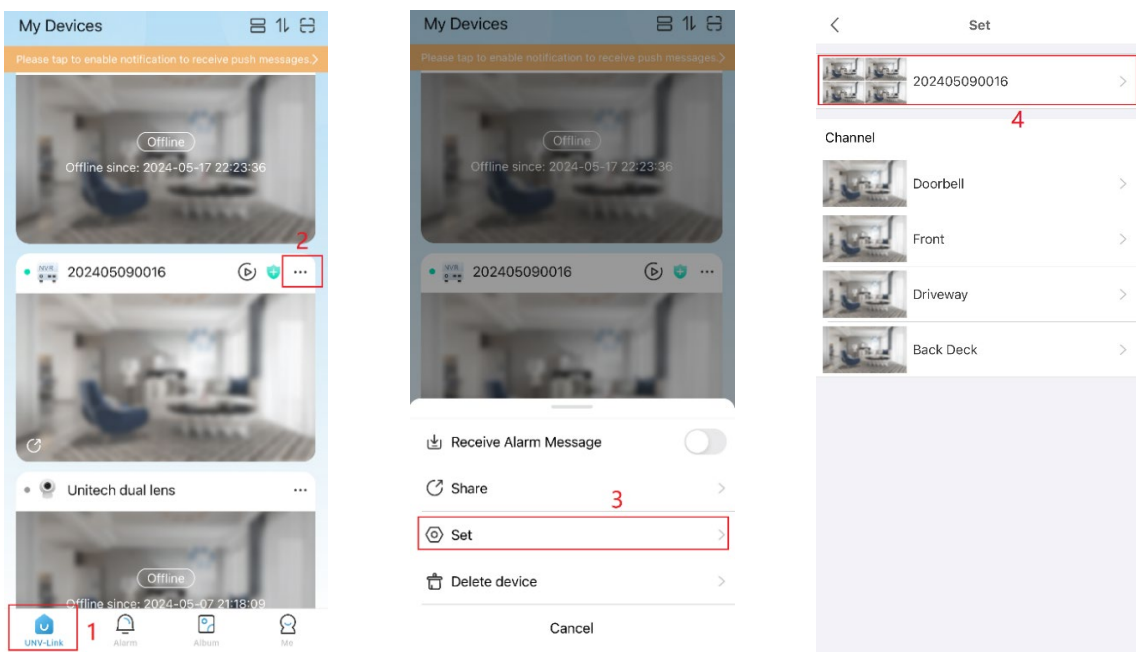
Step 2 Change the Access Protocol. Switch the protocol between 2 and 3. Click the save icon on the right top corner.

Step 3 Close the app and open it again. Go to **Devices** to pull down and release to refresh the device list.

Step 4 Change the MTU value to 576 on your device.

Step 5 Wait until the device is back online, and then check the live view again.
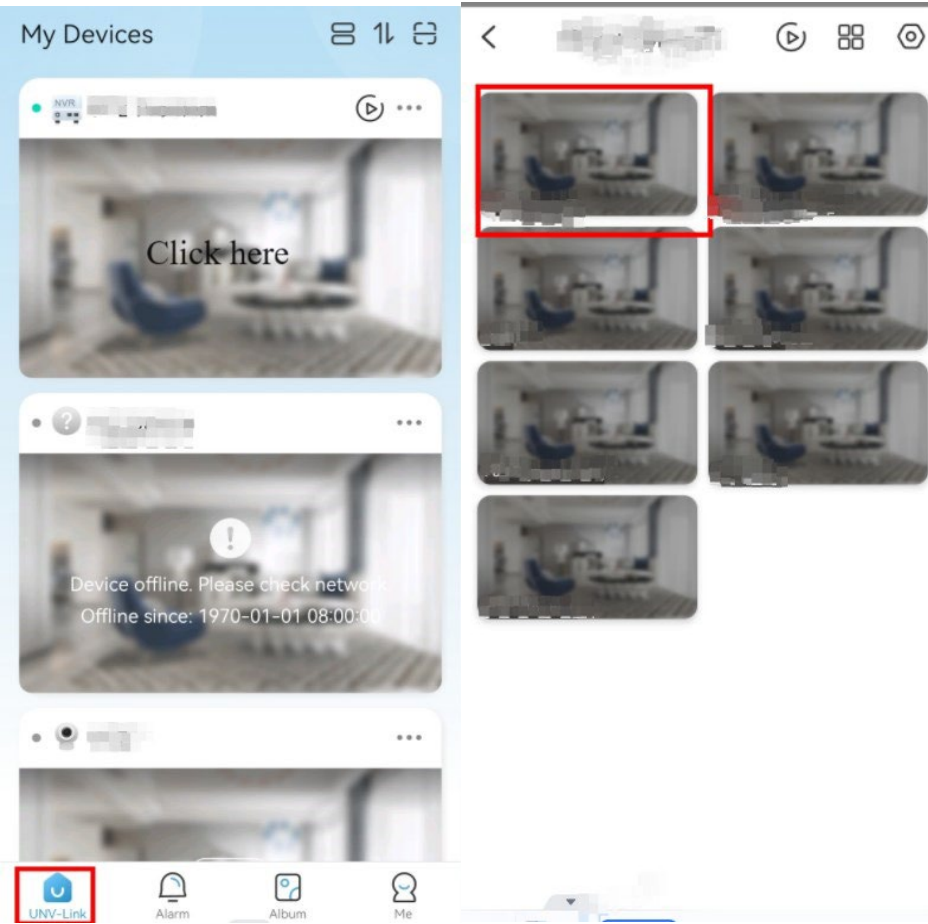
Note: If the device cannot come back online on the app, please refer to the EZCloud Offline FAQ on Uniview's official website to troubleshoot.

If the FAQ cannot solve your issue either, it is recommended to consult our Tech Support Team.
https://global.uniview.com/Support/Service_Hotline/