

## How to Troubleshoot If the Live View on UNV-Link Is Not Working When I Disconnect from the Local Wi-fi?



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## Description

The issue may happen when the device was added as a local device. Therefore, you need to add the device as a cloud device.

*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/

## **Operating Steps**

**Step 1** Check the **UNV-Link** page in UNV-Link app and see if you are able to find the device on this page. If the device was added as a cloud device, you'll be able to see it under **UNV-Link** page.



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**Step 2** If the device is not here, please go to **Me>Local Device**, and check if your device is there, if it's there, please click the 3 dots icon, then delete it.

	19:55 <b> ? 92</b>
globalsupport@uniview.com	Local Device +   IPC94144SFW-X25-F40C 1
♂ Sharing Management >	Offline, Offline,
Entrust	IP Camera 01 IP Camera 02
⊘ General >	PC675LFW-AX4DUPKC-VG ····
Local Device	
र्श्ड Tool 🔶 刘	Offline
G Help and Feedback	THE SA
Privacy Service	
() About >	• IPC9312LFW-AF28-2X4 ····
Clear Cache 0.0MB	Offline
	Delete device 2
UNV-Link Message Album Me	Cancel

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

**Step 4** Go to **UNV-Link>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 **OK**.



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