P2P Not Connecting

If you have followed our P2P guide and you are still having issues connecting remotely follow this guide to help you troubleshoot.

Navigate to the P2P Settings inside of Network.

- **1.** Be sure P2P is Enabled at the top.
- 2. Check the Status "Online or Connect Success"
- **3.** Make sure you are scanning the SN QR Code with your SCS Lite App.



If you are not getting an Online or Connect Success Status you can double check the TCP/IP Settings. Make sure that DHCP is Enabled. This can be found in the Network Settings->TCP/IP

		SETTING		
		EVENT	STORAGE	SYSTEM
TCP/IP CONNECTION WIFI 3G PPPoE DDNS IP FILTER EMAIL FTP UPnP SNMP MULTICAST REGISTER ALARM CENTRE	IP Version MAC Address Mode IP Address Subnet Mask Default Gateway Preferred DNS Alternate DNS MTU	IPv4 ● (90:02:A9:BA:37:38) ● ○ STATIC ● DHCP ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 0 - 0 - 0 ● 1500 ● LAN Download ●	Save	Cancel Apply

Once DHCP is enabled you will need to Save and Reboot the system.

If you still cannot connect you can change the Preferred DNS to match the Default Gateway, Save and Reboot.

	SETTING
	TINETWORK 📷 EVENT STORAGE SYSTEM
TCP/IP CONNECTION WIFI 3G PPPoE DDNS IP FILTER EMAIL FTP UPnP SNMP MULTICAST REGISTER ALARM CENTRE	IP Version IPv4 MAC Address 90:02:A9:BA:37:38 Mode STATIC DHCP IP Address 10 0 144 Subnet Mask 255 255 0 Default Gateway 10 0 1 Preferred DNS 10 0 1 Alternate DNS 8 8 4 MTU 1500 1 LAN Download
	Default Save Cancel Apply