• If customer have never been able to access the system while away from home, this error message may be displayed because customer’s router does not allow devices outside your network (such as the mobile device when used away from home) to access devices within customer’s network (such as the hub). The likely cause is that the wireless router does not support UPnP, or the wireless router’s UPnP feature is turned off.

• Universal Plug and Play (UPnP) is an architecture for pervasive peer-to-peer network connectivity of PCs and intelligent devices or appliances, particularly within the home. UPnP builds on Internet standards and technologies, such as TCP/IP, HTTP, and XML, to enable these devices to automatically connect with one another and work together to make networking particularly home networking possible for more people.
Step 1 Enable UPnP setting on customer’s WiFi router.
Using PC, access to the router settings and enable UPnP. To access the router, IP address of the router is required. ID and PW are also required for Login. If customer can’t figure them out, ask them to call the manufacturer of the router.

Step 2 (If step 1 doesn’t improve the case) Make sure the firmware of the router is the latest version. If customer don’t know how to update the firmware, please ask customer to call the manufacturer of the router.

Step 3. (If step 1 & 2 don’t improve the case) Set port forwarding.
<IP address settings>
From the [Home Network] app home screen, tap [Settings] ->Tap [Wi-Fi Settings] -> Tap [Current Status] -> Take a note of each figures (IP Address, Subnet Mask, Default Gateway, DNS 1, DNS 2) -> Go back and Tap [IP settings] -> Select Manual(Static) and input the each figures and then tap OK.
<Port forward settings>

1. Using PC, login to the wireless router and configure the wireless router's port forwarding feature to forward desired port (Only port numbers 62000-63000 can be assigned and we recommend customer to use Port A: 62000, Port B: 62001, Port C: 62002 unless the Port conflicts) to the static IP address that customer have assigned to the hub. If customer doesn't know how to do it, ask them to call the manufacturer of the router.

2. Go to [Home Network] app and from the home screen, tap [Settings].
3. Tap [Wi-Fi Settings].
4. Tap [Port Forwarding].
5. Turn on the [Enable] radio button.
6. Tap the field next to [Port A] and then enter the pre-determined port number that you have assigned at Port A in the router's setting.
7. Repeat this step for [Port B] and [Port C].
8. When finished, tap [OK].

Complete port forwarding with your router