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## [FAQ]

# GV-Access Mobile App live view not works with Internet connection

Release Date:7/15/2015

### Applied to

ASManager v4.2 and above

### Question

GV-Access Mobile App live view not works with Internet connection

### Root of cause

GV-Access AP can't get live view when your image from GV IP cam using local IP address, GV-Access simply by pass live streaming request from Internet to GV IP cam,if you IP address is LAN IP, it has problem to retrieve the video by LAN IP, your IP cam have to be WAN IP and forward streaming port in your router

### Answer

When your ASManager image resource as GV-NVR/GV-DVR, GV-Access AP will request to GV-ASManager, GV NVR/DVR will compress the image to ASManager again, so you can use local IP. You've to forward ASWeb Http Port:80(default)

When your ASManager image resource as IP Camera, GV-Access AP will request to IP Camera ( it didn't through GV-ASManager), you've to forward IP cam's streaming port: 10000(default) and the camera IP have to be WAN IP.

For any question on the information provided, please feel free to submit your question to our support window at [support@geovision.com.tw](mailto:support@geovision.com.tw)

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