Mobile Video troubleshooting guidelines

The 2N Mobile Video solution is available via the public internet which may include many different devices in the communication chain. If some issues occur it is necessary to identify the potential points of failure. This tool helps you to identify the possible points of failure. 2N Mobile Video is a service hosted on MY2N platform.
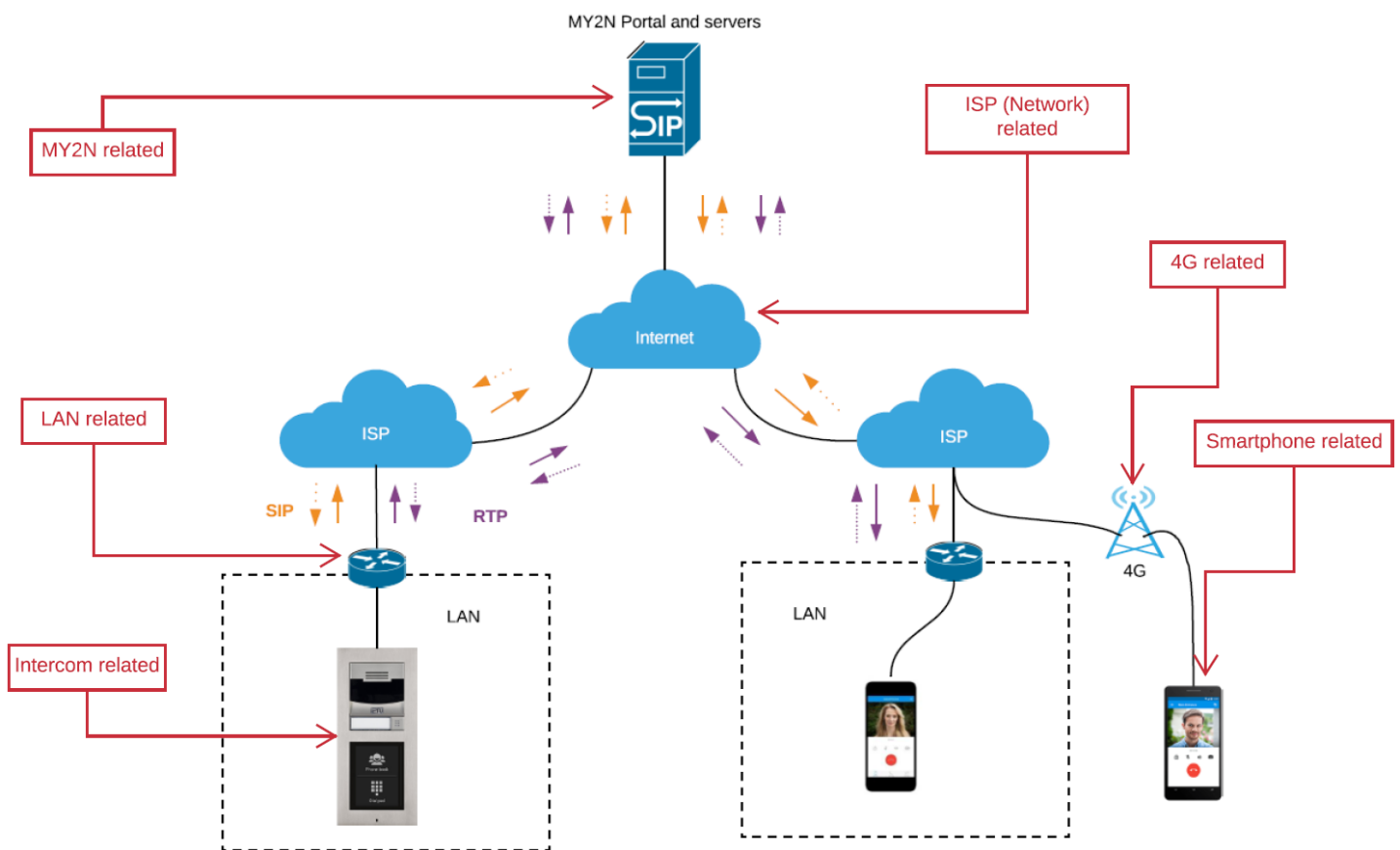
MY2N related:

- Issue on MY2N side
- Loss of the internet connectivity

ISP (Network) related:

- SIP protocol is blocked
- Specific ports are blocked
- RTP traffic is blocked

4G related:

- Low signal level
- Old infrastructure (2G)
- Data limit

LAN related:

- Firewall on router
- SIP ALG disabled on the router
- UPnP enabled on the router
- Ports (5060, 443, 30000-31999) blocked
- Low bandwidth
- Software or hardware issue on the router
- Connection into the internet

Smart phone related:

- Memory issue on the phone
- Old version of the application
- Push notification disabled

Intercom related:

- DNS is not configured
- Mistake in the configuration of the intercom
- Old firmware

What to check

Smart phone:

- **Make sure that you are using the latest version of the application**
  - new version can be found on iStore or Google Play store
- **Try to restart your phone**
- **Try to uninstall application, restart the phone and install it again**
- **Make sure that your iOS / Android version is compatible**
  - Check description of My2N application on iStore or Google Play store

Intercom and local network:

- **Make an upgrade of the firmware on the intercom**
  - https://faq.2n.cz/pages/viewpage.action?pageId=65930572
- **Check network settings in the intercom**
  - Make sure that DNS is correctly configured in case of static address
- **See the FAQs and check out all the settings related to MY2N configuration**
  - https://2nwiki.2n.cz/pages/viewpage.action?pageId=60261019
- **Restart your router**
- **Make sure that the router is using the newest available firmware**
- **Verify the internet connectivity using ping towards some public server**
  - example: ping 8.8.8.8
- **Make sure that firewall is not blocking the communication**
- **Check UPnP and SIP ALG settings in your router**
  - UPnP enabled
  - SIP ALG disabled
- **Check blocked ports on the router**
  - Enable port numbers 5060, 443 and 30000-31999

Where to download Mobile Video application:

- https://play.google.com/store/apps/details?id=com.nn.my2ncommunicator
- https://itunes.apple.com/us/app/2n-mobile-video/id1188403431?mt=8