



Title:	How to Troubleshoot When OEI monitor can see OEU live view, but OEU calling fail issue	Version:	V1.1
Product:	OEU and OEI	Date	1/1/2025



Unlimited New View

# How to Troubleshoot When OEI monitor can see OEU live view, but OEU calling fail issue

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# How to Troubleshoot When OEI monitor can see OEU live view, but OEU calling fail issue

## Description

This issue usually happens when OEI or OEU don't have RTSP Authentication not turn off or the device vic password not the same.

*Note: This method is applicable to most of the scenarios encountered problems, if the method still cannot solve your problem, it is recommended to consult our Tech Support Team.*

[https://global.uniview.com/Support/Service\\_Hotline/](https://global.uniview.com/Support/Service_Hotline/)

## Operating Steps

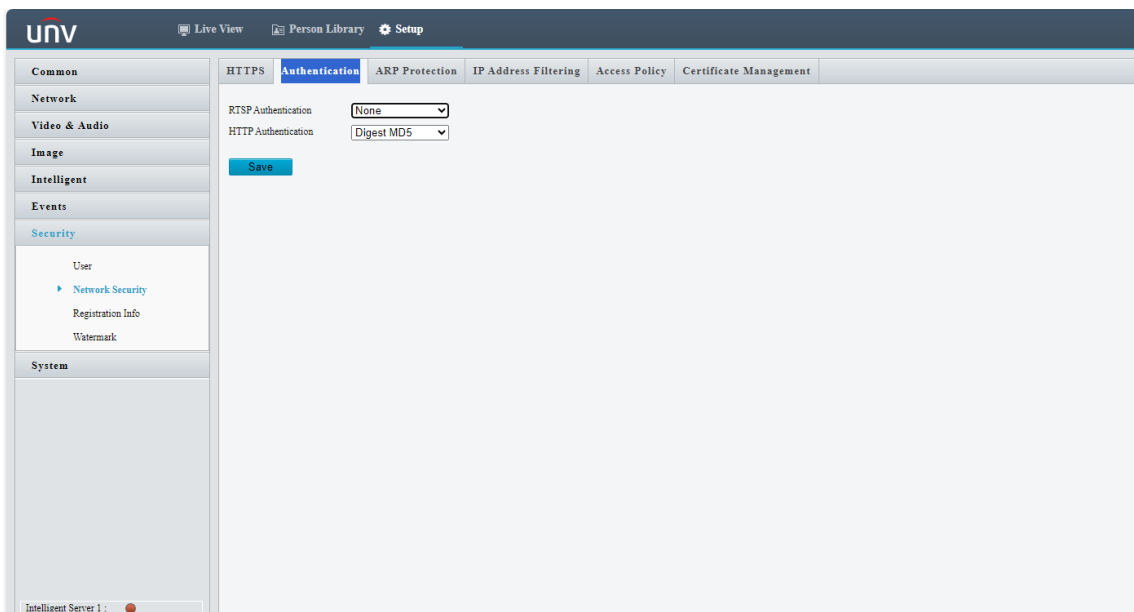
**Step 1** Please make sure both the OEU device and OEI device RTSP Authentication is off.

Please visit OEI and OEU web interface, go to **Setup>Security>Network security>RTSP Authentication>Turn it to None**

*Note: If you don't know how to access device web interface, please check this document:*



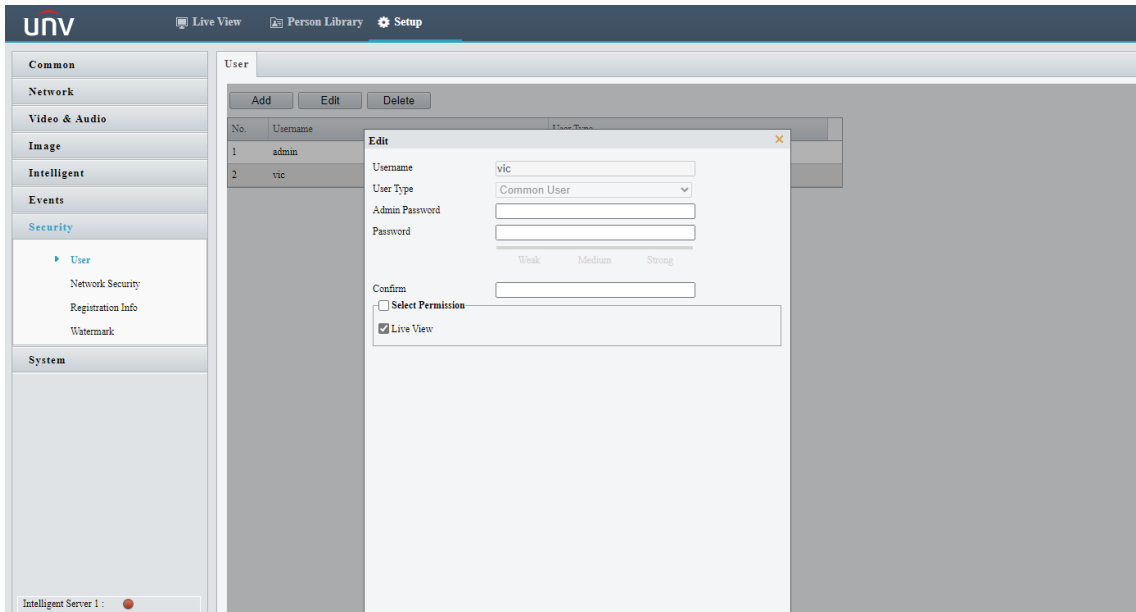
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**Step 2** If it is verified that your OEI and OEU RTSP Authentication has off already. Please set the same vic password both for OEI and OEU.

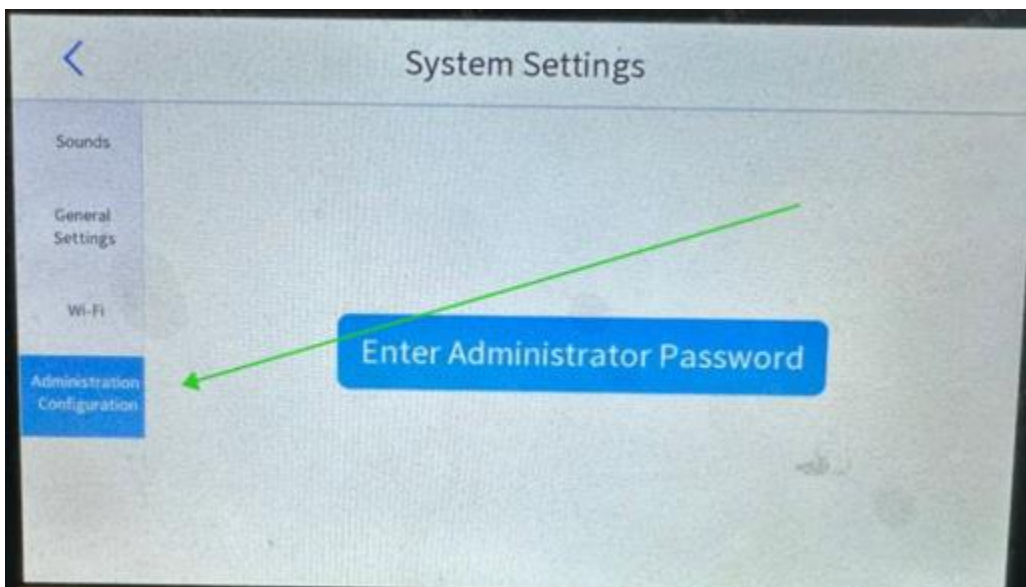
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Please access the OEU and OEI web interface, go to **Setup>Security>Network security>User>vic user**, please edit the vic user and make both OEI and OEU has same vic user

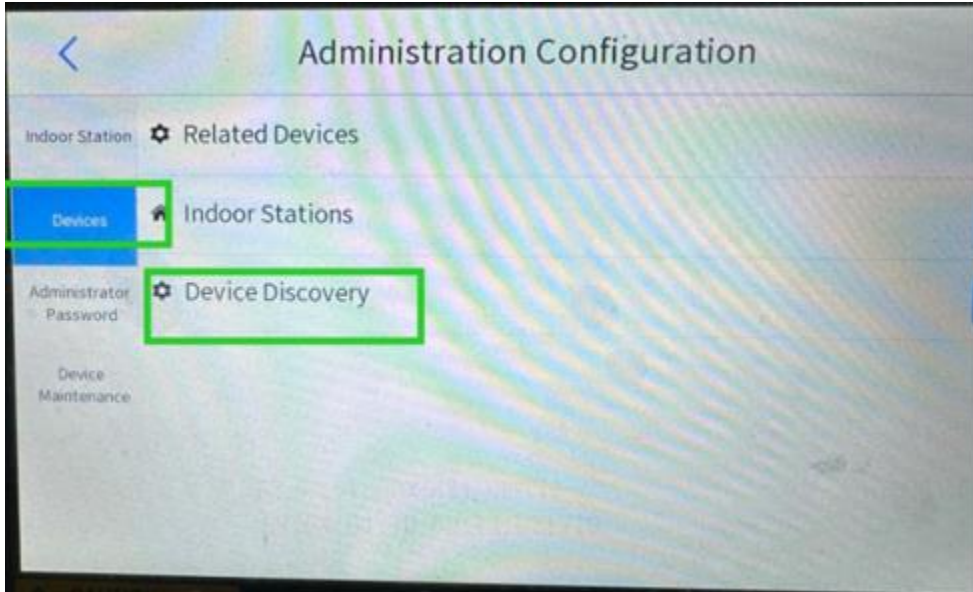


**Step 3** After step 1 and step 2, please delete the OEU from OEI monitor and manually add OEU again.

**Settings>Administration Configuration>Devices>Device discovery>Search device and click add the add outdoor camera to indoor station**



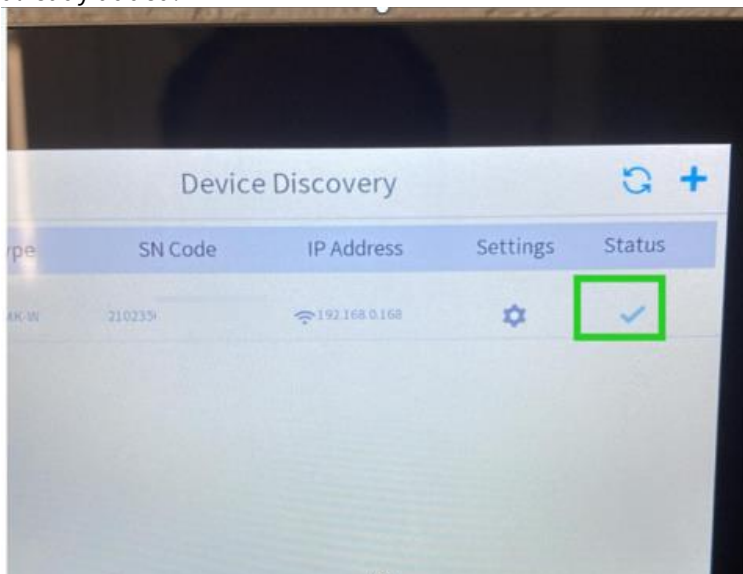
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Click the “+” to add the OEU device



When you can see the device listed with a check mark, that means the device already added.



Please test again, by use OEU to call the OEI device.

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**Step 4** If all the above steps not working, please try update the OEU and OEI version to the latest, you can contact Uniview Technical Support ask for the latest version.

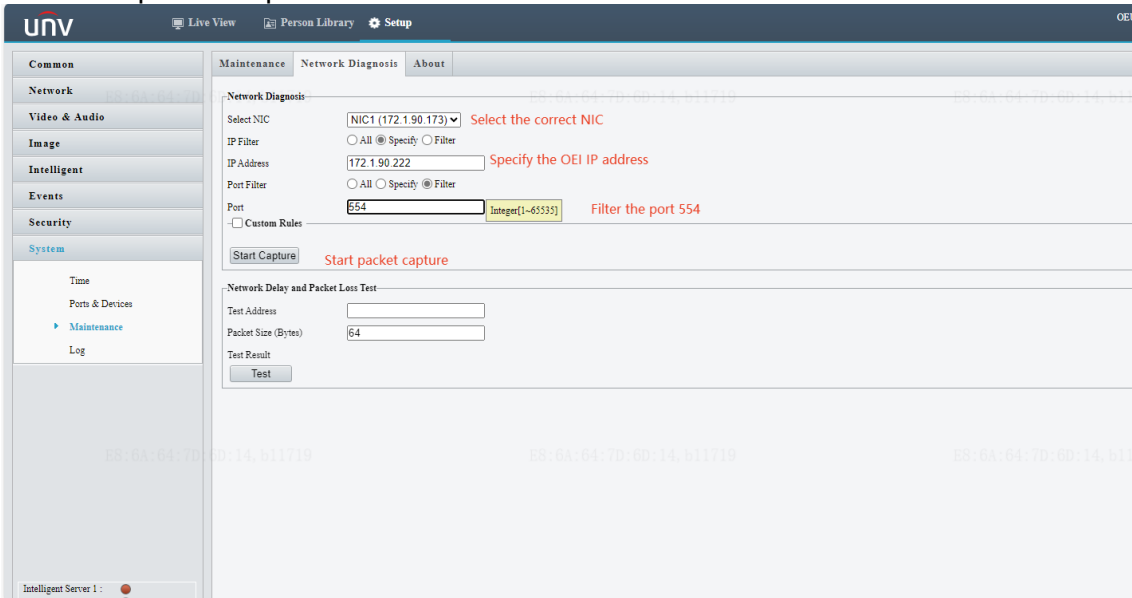
**Note:** It is recommended to consult our Tech Support Team.  
[https://global.uniview.com/About\\_Us/Contact\\_Us/](https://global.uniview.com/About_Us/Contact_Us/)

**Step 5** If after update, the OEU call still fail, please try start the packet capture while use OEU to calling the OEI.

1. Please access the **OEU** web interface, go to

**Setup>System>Maintenance>Network Diagnosis**

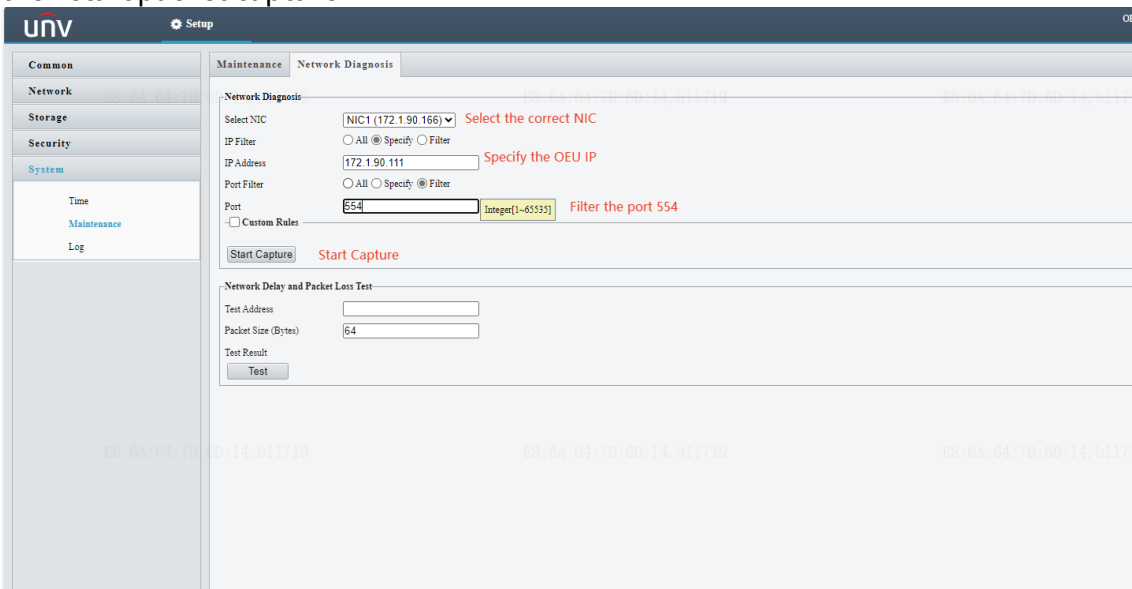
Select the correct NIC, specify the **OEI** IP address and filter the 554 port, then start packet capture



2. Please access the **OEU** web interface, go to

**Setup>System>Maintenance>Network Diagnosis**

Select the correct NIC, specify the **OEU** IP address and filter the 554 port, then start packet capture





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3. Use OEU to call OEI and try few failed attempts

Then Stop packet capture both on OEI and OEU device, export the **packet capture file and export the diagnosis info**. Then contact *our Tech Support Team* report this issue.

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