



GV-IP Decoder Box Series Live View Failed to Display in Closed Network Environments

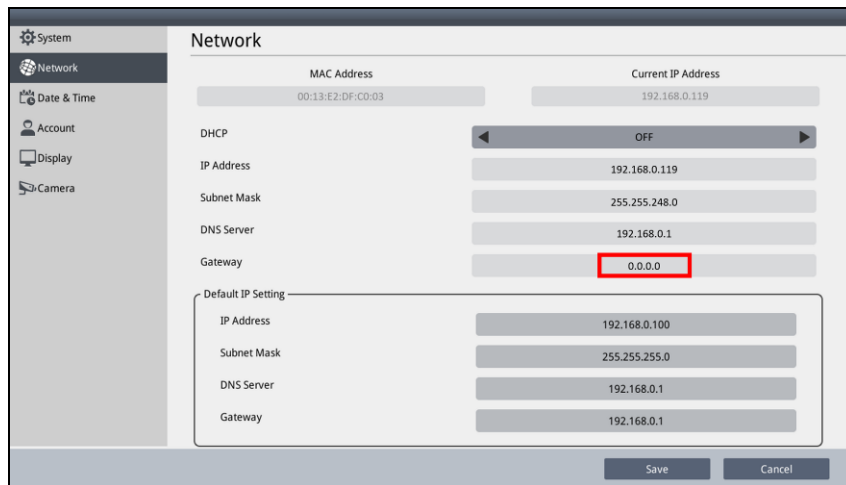
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Applied to

- GV-IP Decoder Box Mini / Optimal / Ultra
- GV-IP Display 116

Symptom

When configuring GV-IP Decoder Boxes in a closed network environment (no external network access), if the **Gateway** field in Network settings is set to 0.0.0.0 or left blank, live view cannot be displayed.






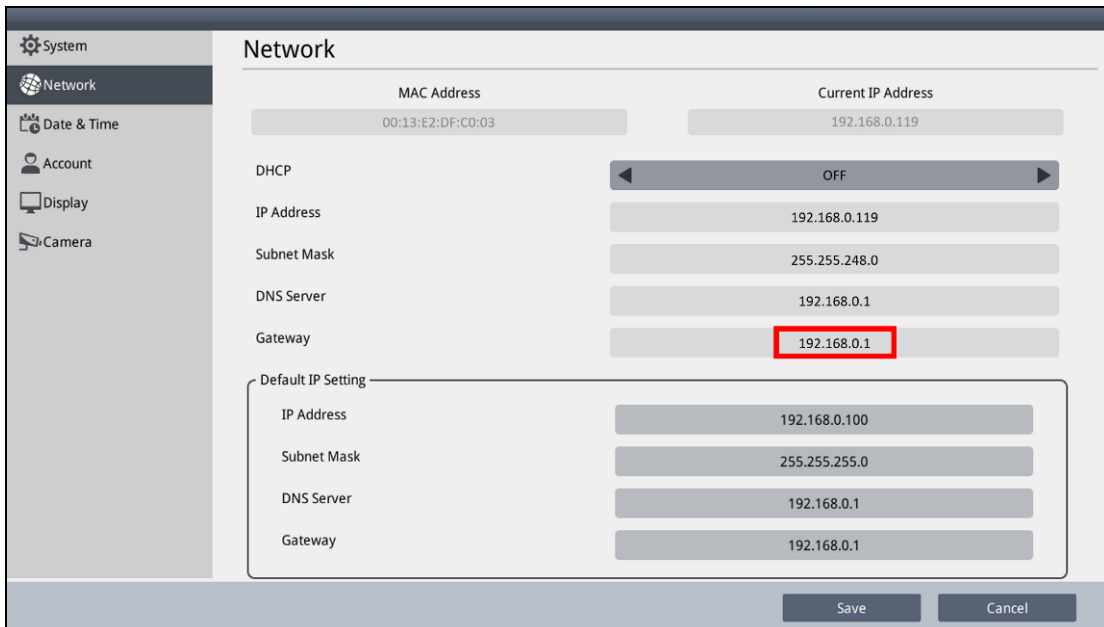
Solution

In a closed network environment, the GV-IP Decoder Box requires the **IP Address**, **Subnet Mask**, and **Gateway** to be properly configured with valid values. These fields must not be left blank or set to invalid entries. In particular, the Gateway must be a valid IP address within the same subnet; the value 0.0.0.0 is not supported.

To resolve the aforementioned problem, follow the steps below.

Method 1 (Manual Configuration):

1. Click the **System Settings** icon  at the bottom of the main screen, then select **Network**. This window appears.



Field	Value
MAC Address	00:13:E2:DF:C0:03
Current IP Address	192.168.0.119
DHCP	OFF
IP Address	192.168.0.119
Subnet Mask	255.255.248.0
DNS Server	192.168.0.1
Gateway	192.168.0.1


Default IP Setting	
IP Address	192.168.0.100
Subnet Mask	255.255.255.0
DNS Server	192.168.0.1
Gateway	192.168.0.1

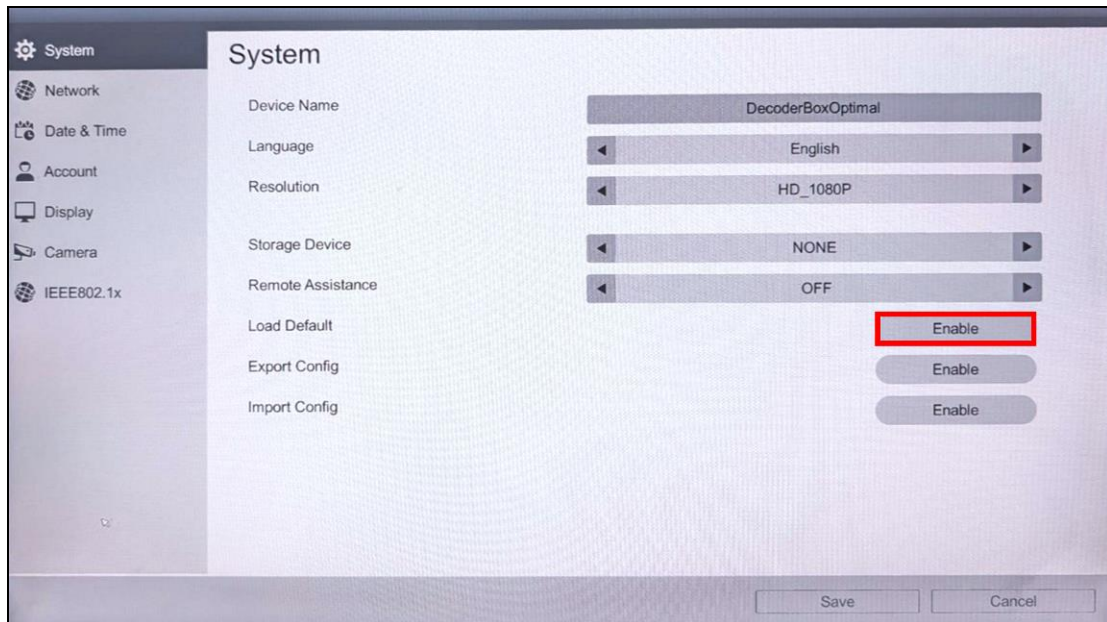
2. Type a valid value in the **Gateway** field (cannot be 0.0.0.0 or left blank).
3. Click **Save** and verify whether live view is displayed normally.




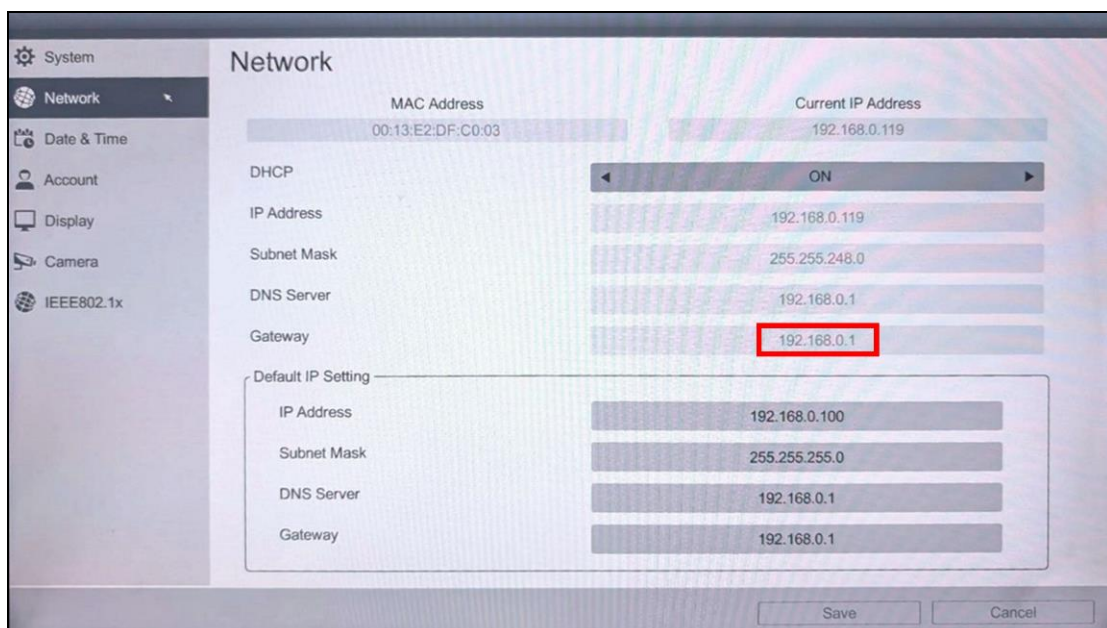
Method 2 (Restore Default Settings):

If the correct Gateway value is not known:

- Click the **System Settings** icon  at the bottom of the main screen, then select **System**. This window appears.



- Enable **Load Default**.
- Click **Save**. The system will restore default settings and reboot automatically.
- After reboot, log in to the GV-IP Decoder Box again.
- Click the **System Settings** icon  at the bottom of the main screen, then select **Network**. This window appears.





9. Check the **Gateway** field. A valid IP address should already be assigned.

After applying the correct configuration, live view is displayed normally in a closed network environment.

