# Troubleshooting

Why can't I remotely connect to my system from my smartphone or tablet?

The Smart Home Tablet will automatically connect to your router/access point through UPNP thus letting you access to your tablet via a remote connection (WiFi or mobile data) through your smartphone or tablet.

However, the configuration is not always guaranteed and doesn't always occur depending on your router equipment.
A notification message will be displayed on the top right if it cannot connect correctly.
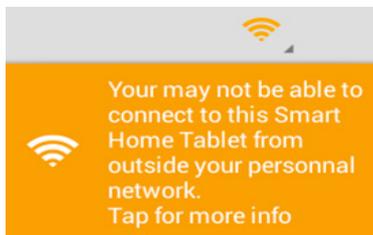
You will then need to set a port forwarding rule on your router with these settings:

Port 6000-6005 on the UDP protocol needs to be redirected to the IP of your tablet connected to the local network.

Contact your internet service provider to access the port forwarding settings of your router.

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