

Network Installation

NovoConnect is a TCP/IP-network-based device and therefore its operations are subject to the management policy of your network

I. Ports Used by NovoConnect

Communications between a NovoConnect unit and its client devices (e.g. laptops, tablets, etc.) are achieved through several TCP and UDP ports. The following table summarizes all the port numbers being used.

Port Number	Type	Description
20121	TCP	Port to transfer commands and status reports between the NovoConnect unit and users' devices. (For example, laptops/tablets use this port to establish "connection" to the NovoConnect unit.)
20122	TCP	Port to enable "Remote Mouse" functionality
20123	TCP	Port to transfer screen image
20124	UDP	Port to send discovery message (so that the NovoConnect unit can be discoverable by laptops/tablets.)
20125	TCP	Port to transfer preview image
20126	TCP	Port to transfer AV-streaming's command data
20127	TCP	Port to transfer AV-streaming's audio data
20128	TCP	Port to transfer AV-streaming's video data

To enable successful operations of a NovoConnect unit, the above ports should not be blocked by your network's firewall.

II. Troubleshooting

[I can't connect to the NovoConnect unit either by scanning the QR code or entering its IP address.](#)

Please check the followings

- (1) It is recommended that your device should be in the same network as the NovoConnect unit. Or, your network configuration should enable your device to communicate with the NovoConnect unit if they are in two different networks.
- (2) The TCP/UDP ports listed in Section I should not be blocked by your network's firewall.

[My laptop \(or tablet\) can connect to the NovoConnect unit successfully. However, it can't discover the NovoConnect unit \(automatically or manually.\)](#)

A NovoConnect unit broadcasts its "existence" message over UDP port "20124." To allow a laptop or tablet to discover the NovoConnect unit,

- (1) Your laptop/tablet should be in the same subnet as the NovoConnect unit.
- (2) The UDP port "20124" should not be blocked by your laptop's or your network's firewall.