

# I can't access my Synology device via QuickConnect. What can I do?

[https://www.synology.com/en-us/knowledgebase/DSM/tutorial/Network/Why can t I connect to my Synology NAS over the Internet via QuickConnect](https://www.synology.com/en-us/knowledgebase/DSM/tutorial/Network/Why%20can%20t%20I%20connect%20to%20my%20Synology%20NAS%20over%20the%20Internet%20via%20QuickConnect)

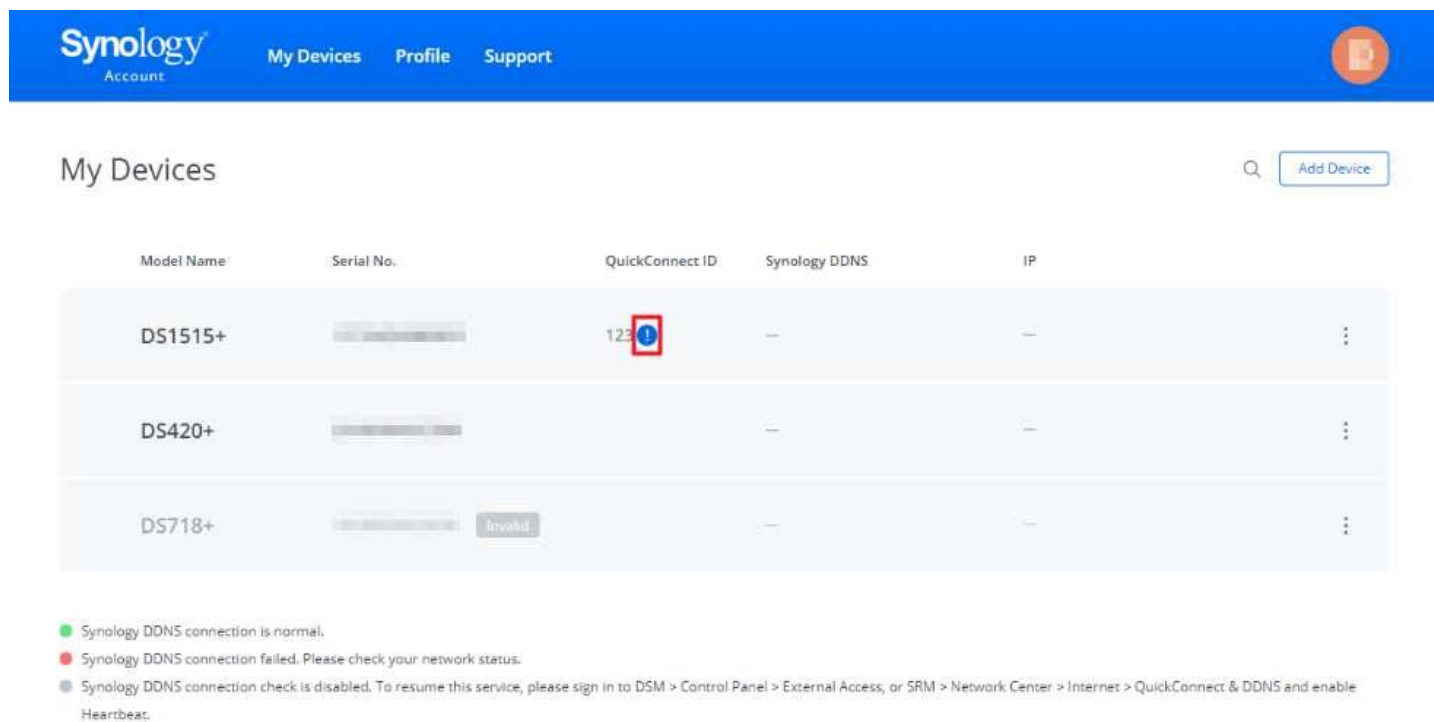
## Symptoms

You have trouble accessing your Synology device over the Internet via QuickConnect.

## Resolution

### Preliminary checks

1. Go to [Synology Service Status](#) to check whether the status of QuickConnect is Operational. If not, it means that the service is undergoing maintenance. Please wait until it resumes normal operations.
2. Make sure your Synology device is properly connected to the Internet to rule out Internet connection problems. You can connect another device (e.g., personal computer) to the same network ports and cables to test the Internet connectivity.
3. Sign in to [Synology Account](#) to check if the status of QuickConnect is normal. If you have a NAS located in China, your QuickConnect ID must be registered with an authenticated Chinese phone number under your Synology Account. ([Details](#))



Synology Account

My Devices Profile Support

My Devices  Add Device

Model Name	Serial No.	QuickConnect ID	Synology DDNS	IP
DS1515+		123	--	--
DS420+		--	--	--
DS718+		--	Invalid	--

● Synology DDNS connection is normal.  
● Synology DDNS connection failed. Please check your network status.  
● Synology DDNS connection check is disabled. To resume this service, please sign in to DSM > Control Panel > External Access, or SRM > Network Center > Internet > QuickConnect & DDNS and enable Heartbeat.

If the issue persists, continue with the following section.

## Testing steps

### For Synology NAS

#### 1. Check if QuickConnect is enabled.

Go to **Control Panel > QuickConnect** and ensure the **Enable QuickConnect** checkbox is ticked. Afterward, confirm the services you would like to access via QuickConnect are enabled at the **Advanced** tab.

#### 2. Set DNS server value.

Go to **Control Panel > Network > General**. Tick the **Manually configure DNS server** checkbox, and set the DNS server value to "8.8.8.8" or "8.8.4.4". If you are located in China, use "114.114.114.114" or "114.114.115.115" instead.<sup>1</sup>

### 3. Turn off IPv6 setup.

Go to **Control Panel > Network > Network Interface > LAN > Edit > IPv6**. Set **IPv6 setup** as **Off** and click **OK**.

### 4. Temporarily disable the firewall.

Go to **Control Panel > Security > Firewall** and untick the **Enable firewall** checkbox.

### 5. Disable the MTU value configuration.

Go to **Control Panel > Network > Network Interface** and double-click on a LAN. At **IPv4**, make sure the **Set MTU value manually** checkbox is unticked. Click **OK**.

### 6. Synchronize the time with an NTP server.

Go to **Control Panel > Regional Options > Time > Time Setting**. Select another NTP server from the Server address drop-down menu, and click **Update Now**.

## For Synology Router

### 1. Check if the Internet connection is normal.

Go to **Network Center > Status** and make sure the Internet connection status is **Connected**.

### 2. Check if QuickConnect is enabled.

Go to **Network Center > Internet > QuickConnect & DDNS**. Ensure the **Enable QuickConnect** checkbox is ticked and confirm the services you would like to access via QuickConnect are enabled in **Advanced**.

### 3. Set DNS server value.

Go to **Network Center > Internet > Connection** and set the DNS server value to "8.8.8.8" or "8.8.4.4". If you are located in China, use "114.114.114.114" or "114.114.115.115" instead.

### 4. Disable IPv6 (applicable for PPPoE connection only).

Go to **Network Center > Internet > Connection**. In the **Primary Interface** section, click **Advanced** options and select **Disabled** from the drop-down menu of the **Enable IPv6** field.

### 5. Set MTU and MRU values (applicable for PPPoE connection only).

Go to **Network Center > Internet > Connection**. In the **Primary Interface** section, click **Advanced** options and set both **MTU value** and **MRU value** to 1492.