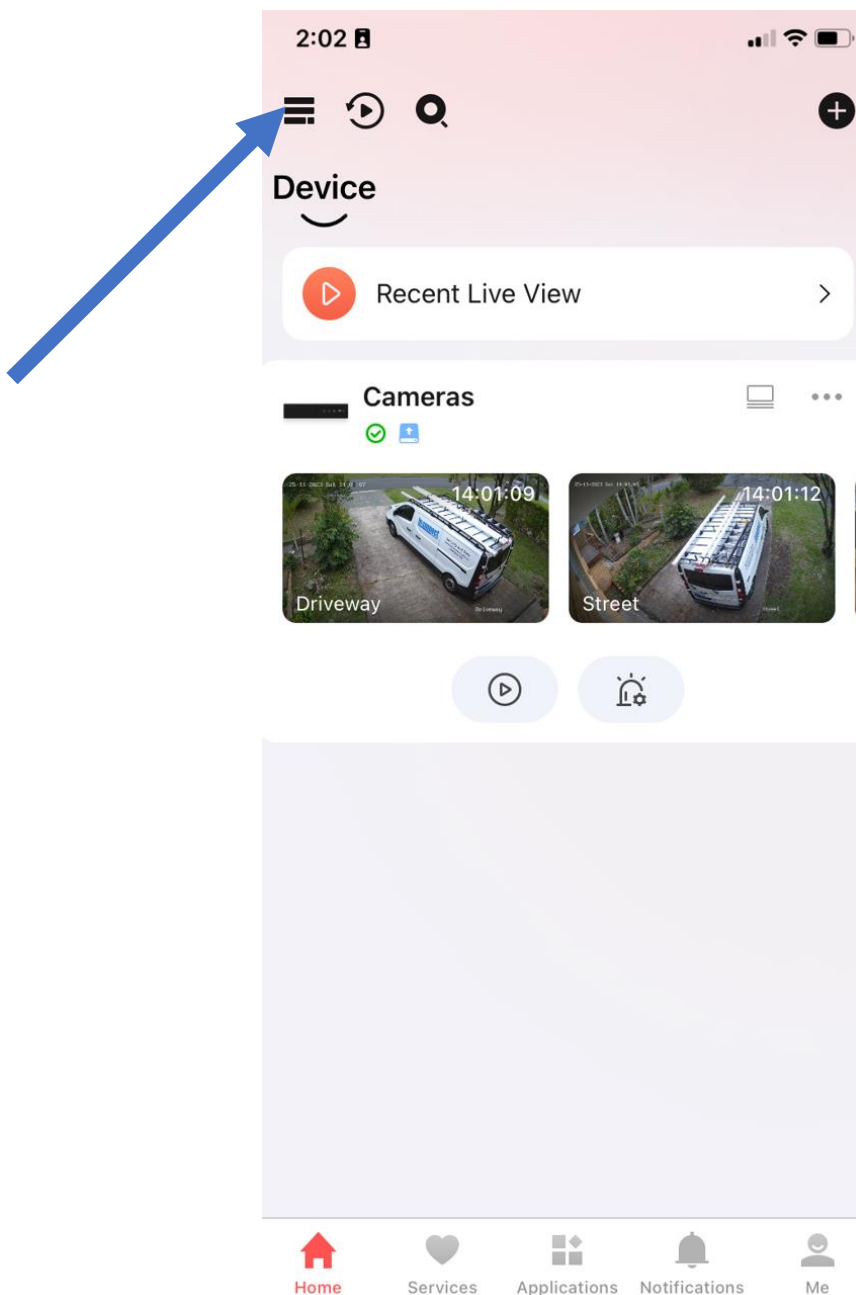


CCTV – HOW TO TROUBLESHOOT IF YOUR CAMERAS ARE OFFLINE

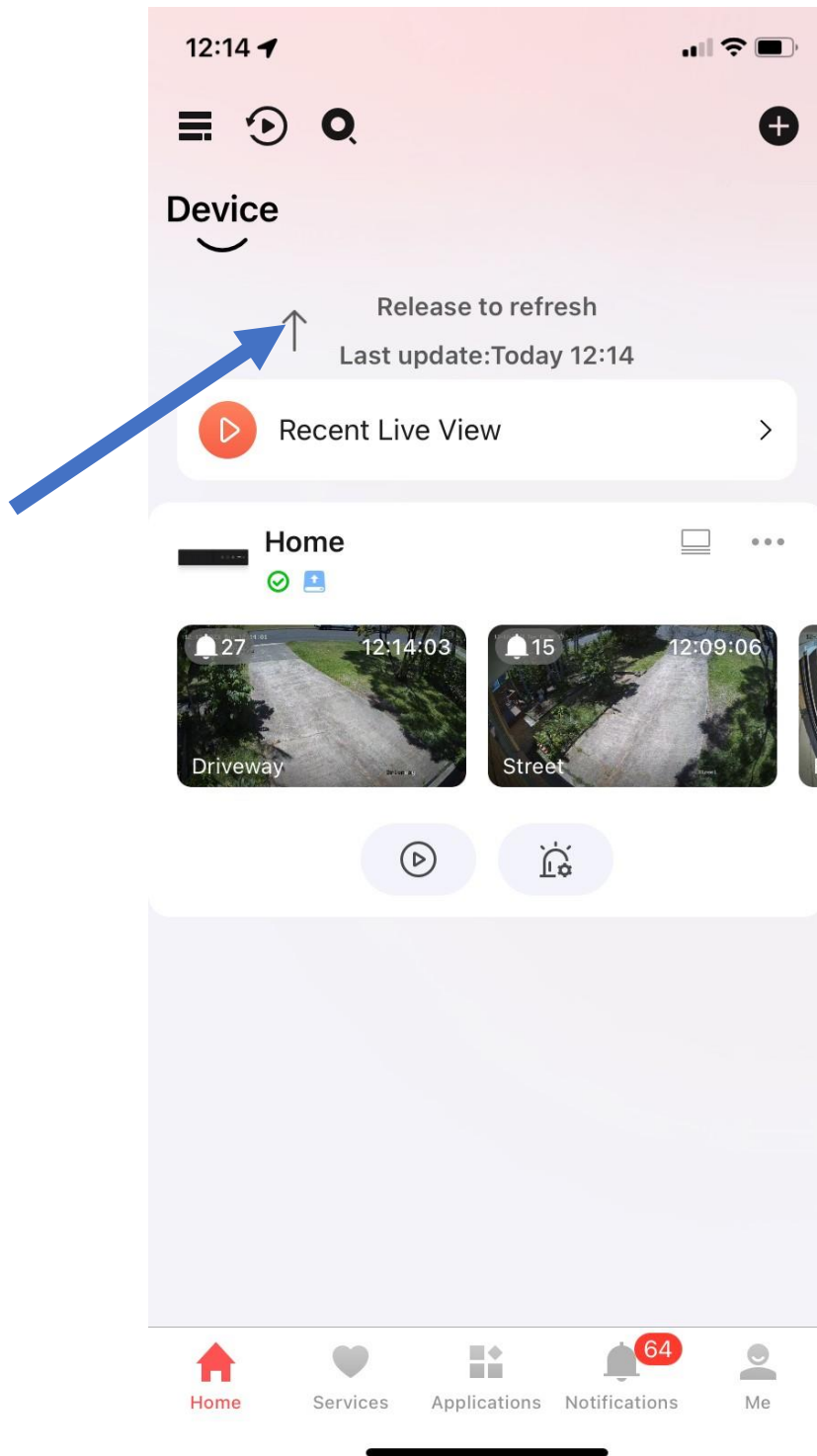
NOTE 1: TILE VIEW

This manual is presented in 'Tile View', if you are using the app in 'List View', you can change to 'Tile View' using this button.



NOTE 2: REFRESH

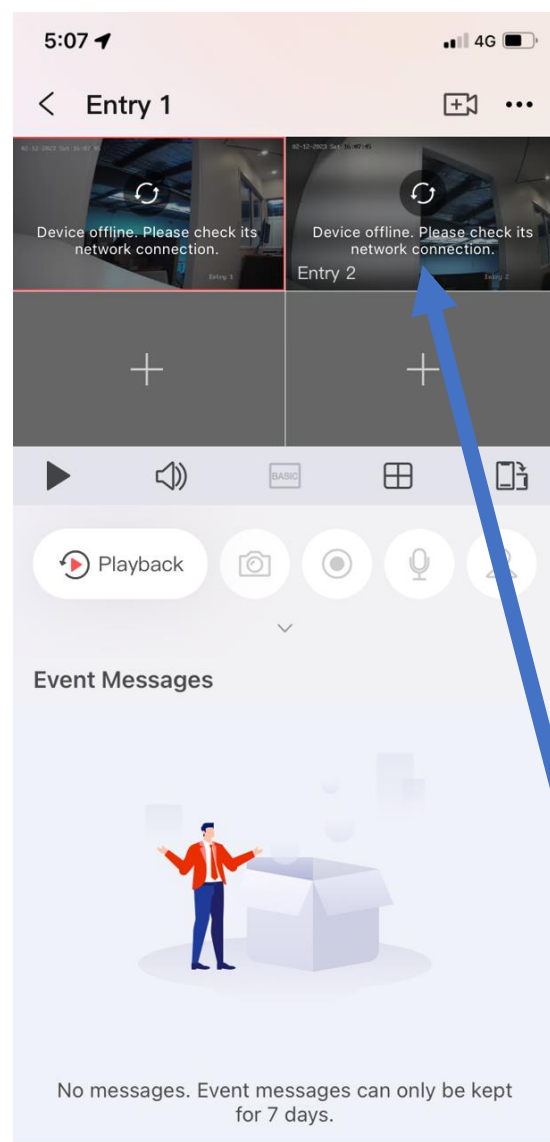
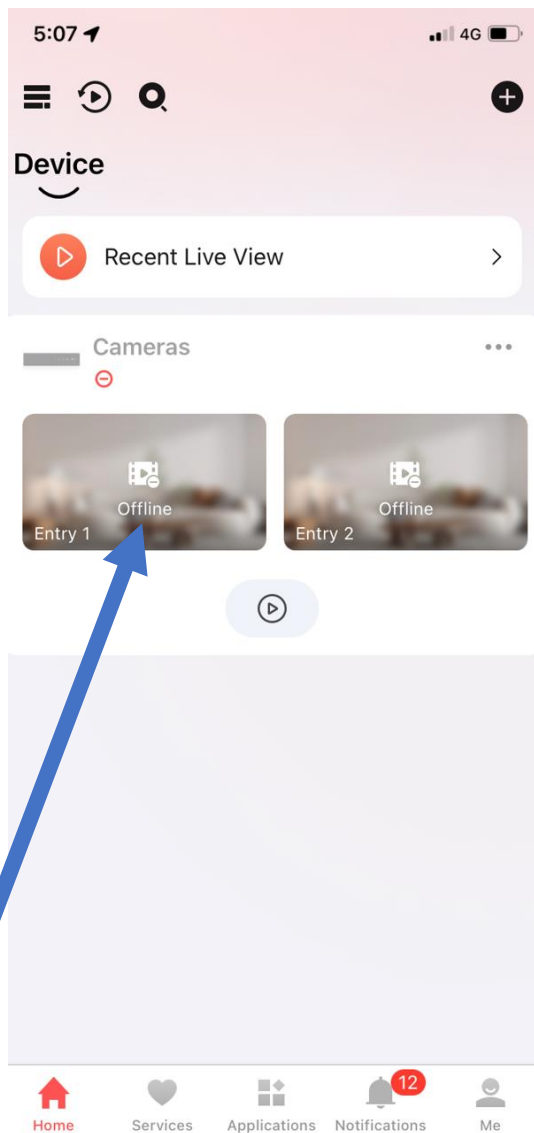
Always 'drag the screen down and release' to refresh the page and get the latest status/information from the system.



CAMERAS OFFLINE

In this guide, we will check and confirm all the common, simple reasons for your cameras being offline.

Go through this guide step by step, and if by the end your cameras are still offline, contact us.



Examples of cameras offline

OVERVIEW

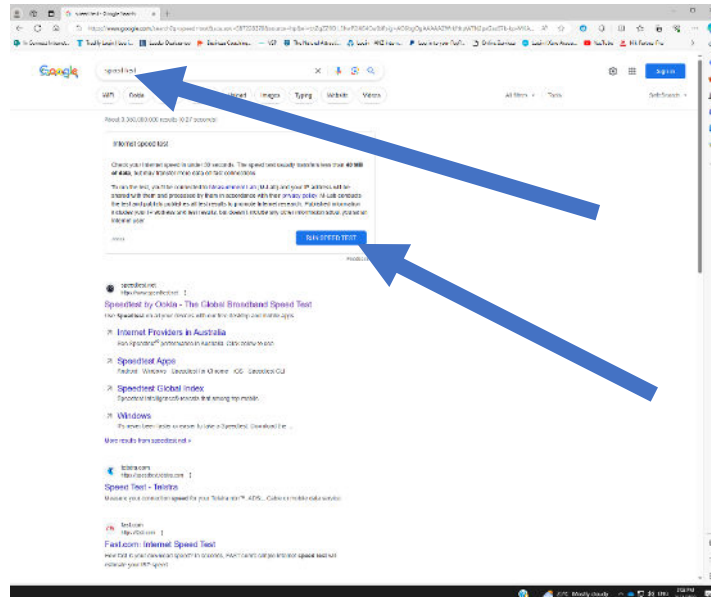
The steps that this guide will take you through are as follows:

1. Confirm your internet is working.
2. Locate the NVR.
3. Confirm the NVR is turned on.
4. Confirm the NVR is connected to a network.
5. Confirm all cameras are connected and on.
6. Power cycle the NVR.
7. Confirm the NVR is rebooted and operating properly
8. Power cycle your device
9. Try another device
10. Wait 24 hours, then try again

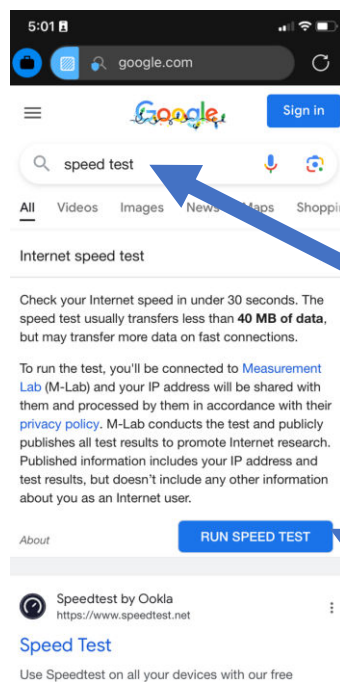
Go through this guide step by step, and if by the end your cameras are still offline, contact us.

PART 1: CONFIRM YOUR INTERNET IS WORKING

1. Using any device, connect to your network via wired or wifi connection.
2. Go to 'www.google.com'.
3. Search for 'speed test'.
4. Press the blue button that says 'RUN SPEED TEST'.



Example 1 – Laptop (wired)

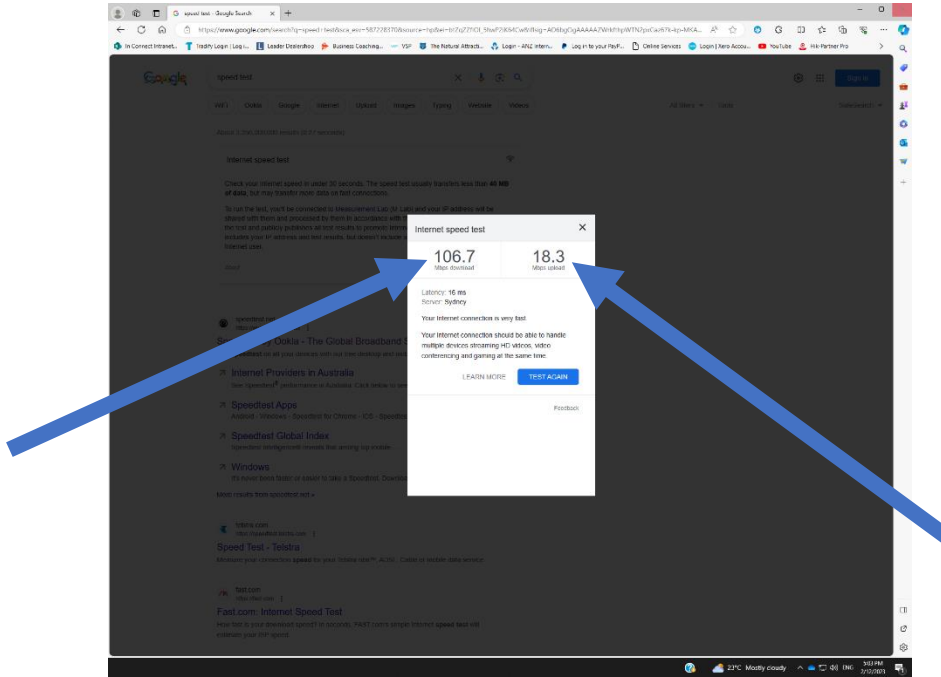


Example 2 – iPhone (wifi)

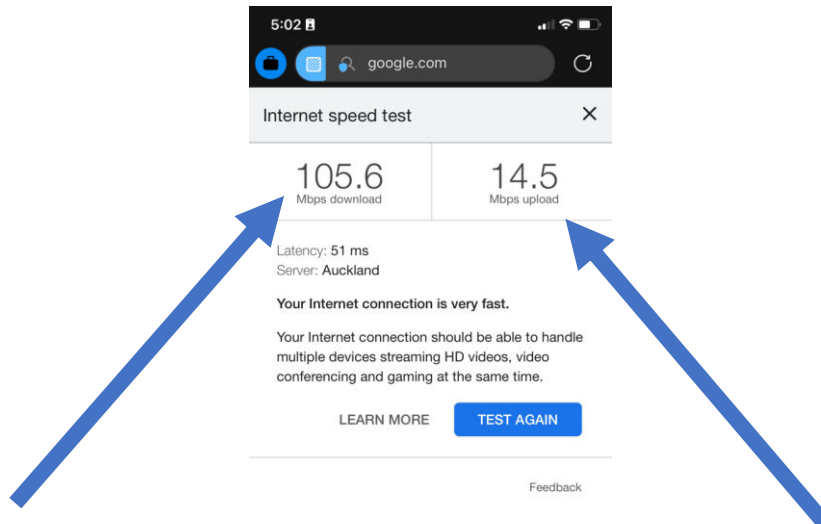
5. Confirm you get results showing download and upload speeds.

Note: Your download speed should be more than 10 Mbps

Note Your Upload speed should be more than 5 Mbps



Example 1 – Laptop (wired)



Example 2 – iPhone (wifi)

PART 2: LOCATE THE NVR

Your NVR looks like this.



Example 3 – Front view of NVR



Example 4 – Top view of NVR

PART 3: CONFIRM THE NVR IS TURNED ON

The power light should be green and on.



Power light



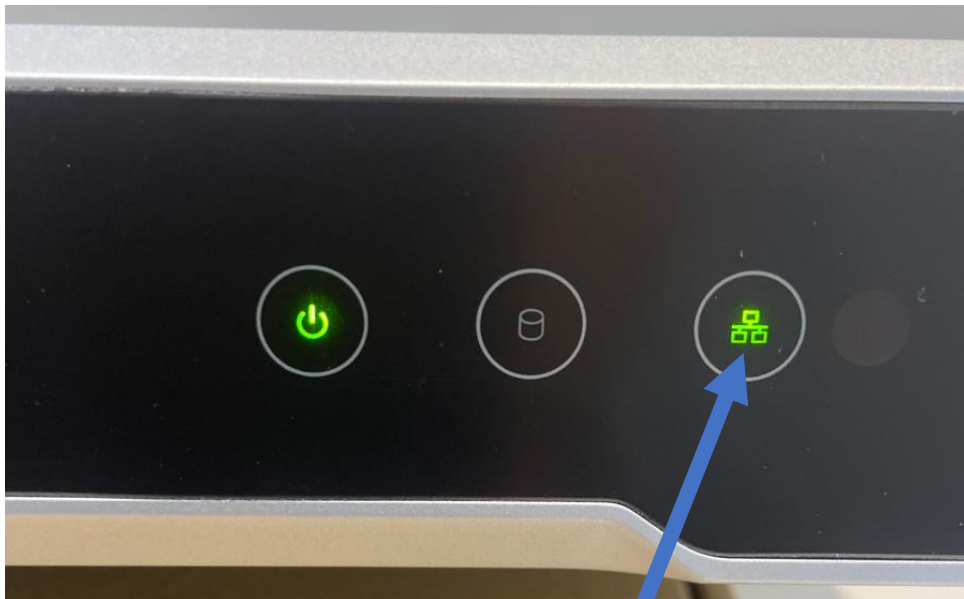
Power light

PART 4: CONFIRM THE NVR IS CONNECTED TO THE NETWORK

The network light should be on and green/flickering green.



Network light

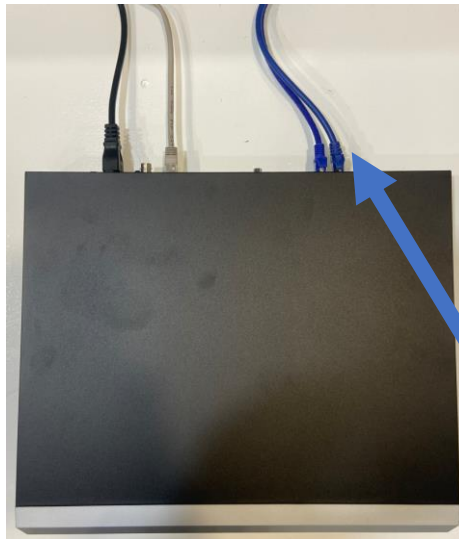


Network light

PART 5: CONFIRM ALL CAMERAS ARE CONNECTED AND ON

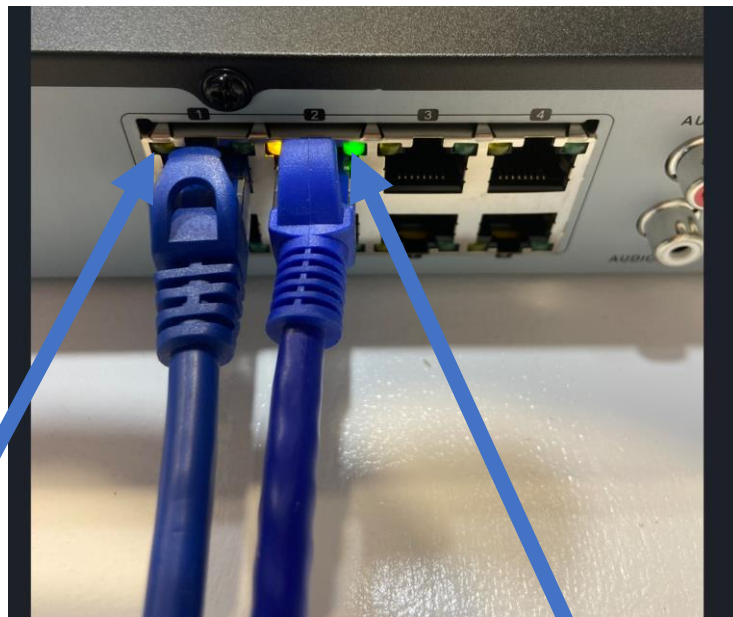
Note: Skip this step if you cant access the rear of the NVR.

The camera connections are at the rear right-hand side of the NVR.



Camera connections

Confirm all ports with a cable plugged into them have both lights (green and orange) on/flickering.



Camera offline

Camera online

PART 6: POWER CYCLE THE NVR

The power switch is a rocker switch at the rear of the NVR next to the power cable.

You can also turn the NVR off at the power point if preferred.

- 6a. Switch the NVR off.
- 6b. Wait 30 seconds.
- 6c. Switch the NVR on.
- 6d. Wait 10 minutes.



NVR Power Switch

PART 7: CONFIRM THE NVR IS REBOOTED AND OPERATING PROPERLY

Repeat Step 3 – Confirm the NVR is turned on.

Repeat Step 4 – Confirm the NVR is connected to a network.

Repeat Step 5 – Confirm all cameras are connected and on.

Move on to Step 8.

PART 8: POWER CYCLE YOUR DEVICE

8a. Turn your phone/tablet off.

8b. Wait 30 seconds.

8c. Turn your phone/tablet back on.

8d. Wait 2 minutes.

PART 9: TRY ANOTHER DEVICE

If you have another device available, sign into the app using your account on another device and confirm if the cameras are working.

PART 10: WAIT 24 HOURS, THEN TRY AGAIN

In very rare cases, the issue is caused by a disconnection with the manufacturer's servers. This is always rectified automatically within 24 hours.

Wait 24 hours, then try again.

If you have completed everything in this guide, and your cameras are still offline, contact us.