

Troubleshooting

Loss of Remote Connection

1. Reboot the modem and wait 30 seconds.
2. Reboot the router wait 30 seconds
3. Reboot the DVR.
4. Minimize the camera problem by using ALT + F2, then windows key + D.
5. Once at the desktop check for an internet connection by double clicking "My Computer" and in the address bar type in a web address. Ex. www.google.com
6. If the website comes up, then the problem is within the port forwarding. At this point, if you can configure your router, then the ports are 6807-6809 forwarded to the DVR IP address.
7. If no internet page comes up then there could be a problem with the internet at the site.