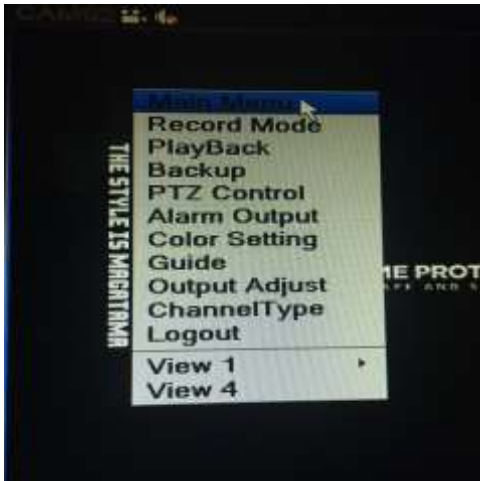


Why won't the NPView App view my Cameras?

Not all broadband equipment is the same and therefore some require a little adjustment to allow you to view your CCTV cameras live. If you have followed the instruction in the Quick Start Guide or Installation Video and the NPView app says, "Cameras Offline" then please follow these simple steps below to enable live viewing.

- Firstly check that your broadband connection is working.
 - Check that the Home Protector DVR is connected to your broadband router using the cable provided and also your cameras are connected to the DVR.
 - If you can still not view your cameras then check the settings on your DVR as shown below;
1. Firstly ensure the mouse is connected to the DVR so you can access the settings.
 2. Right-click on the mouse to display the menu and select "**Main Menu**";



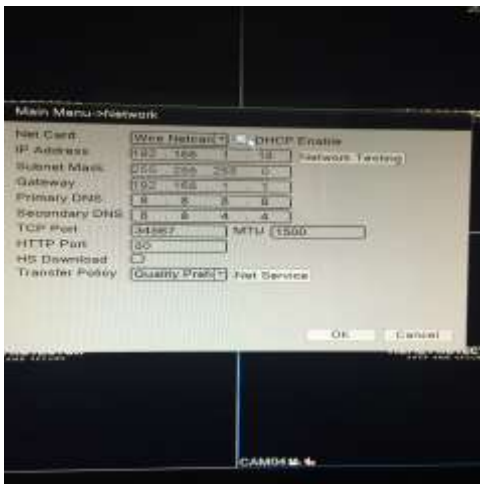
3. Log in to the DVR by selecting the **User Name "admin"** and then enter your **Password**. (If you haven't set a password yet then leave this field blank and press OK.)



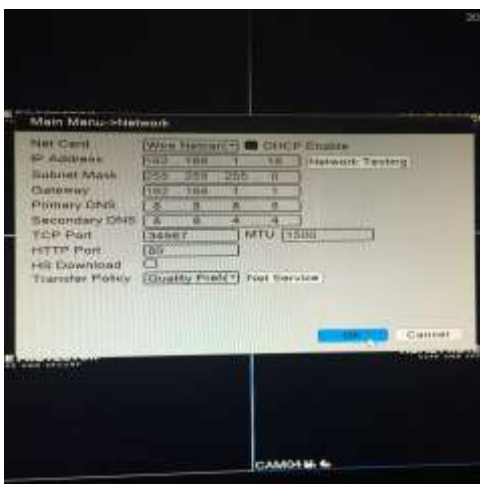
- From the menu, click on **“System”** and then click **“Network”**.



- Click in the box next to **“DHCP Enable”** so a tick is visible.



- Then click **“OK”**.



When you have completed these steps, wait one minute to allow your changes to take effect and then using the NPView app, try to access your cameras which should now display normally. If this doesn't work then exit the app and log in again.

END